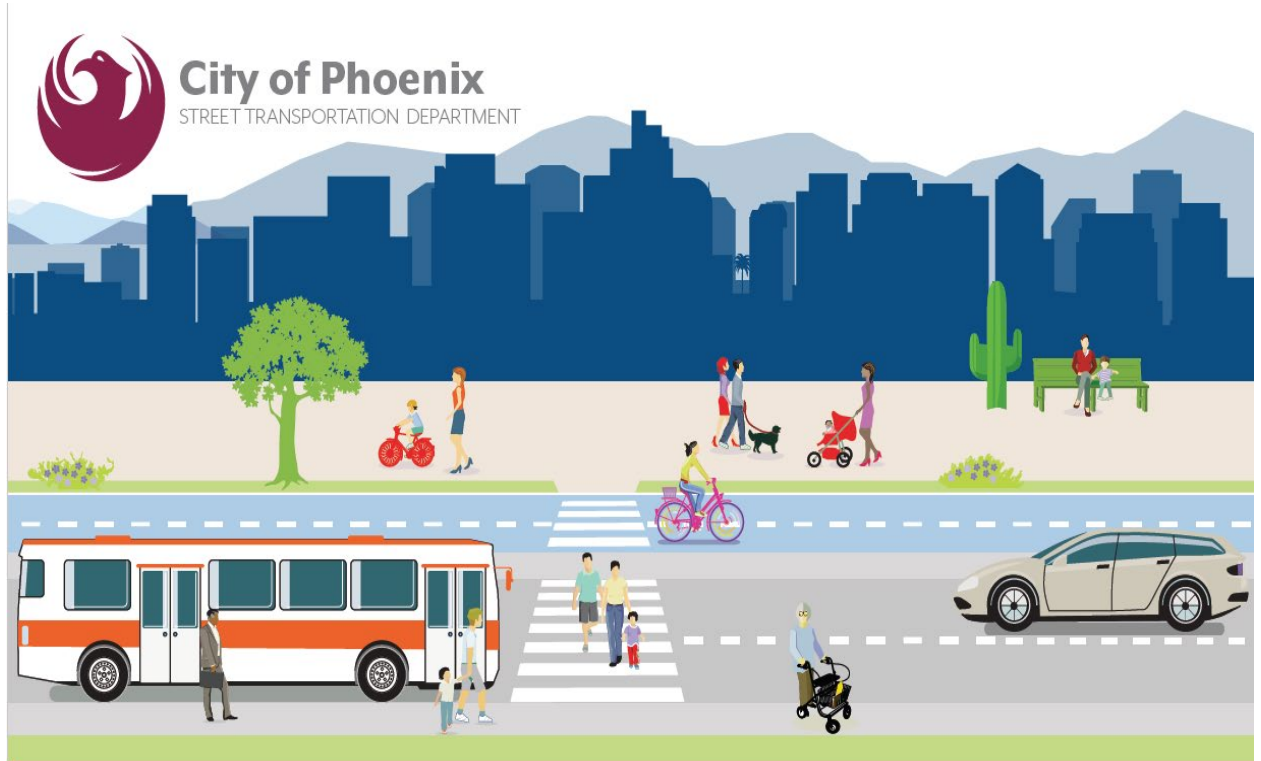


Street Transportation Department Title VI Program Implementation Plan

Related to

Federal Highway Administration (FHWA) Funds



August 2026

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Introduction

Street Transportation Title VI and ADA Program

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[\(Street Transportation Street Transportation Title VI and ADA Program \(phoenix.gov\)\)](#)

As a recipient of federal financial assistance, The City of Phoenix, hereby gives notice that it is the agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964 (Title VI), Title II of The Americans with Disabilities Act (ADA) and related statutes and regulations in all its programs, activities, or services.

These federal statutes, specifically, Title VI of the Civil Rights Act of 1964 (Title VI), which is the overarching civil rights law, prohibits discrimination based on race, color, or national origin, in any program, service or activity that receives federal assistance. Specifically, Title VI assures 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 benefit of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.”

In addition, as a sub-recipient of federal highway funds, the City of Phoenix must comply with federal and state laws and related statutes, to ensure equal access and opportunity to all persons, with respect to transportation services, facilities, activities, and programs, without regard to race, color, national origin, sex, socio-economic status, or geographical location. Every effort will be made to prevent discrimination in any program or activity, whether those programs and activities are federally funded or not, as guaranteed by the Civil Rights Restoration Act of 1987.

Non-Discrimination Policy Statement

Non-Discrimination 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.”** This aligns with the City of Phoenix’s policy to ensure nondiscrimination in all its programs, activities, and services whether those programs, activities, and services are federally funded or not. (42 USC2000d)

Applicability:

The City is the recipient of federal-aid highway funds authorized under Titles I, II, III, IV, and V of the Infrastructure Investment Jobs Act (IIJA), Pub. L. 117-58.

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 Race by Population (Table B03002):

*It is imperative that the City take necessary steps to be inclusive of all our population.

Category	Number	Percentage
<i>All Race Total</i>	1,642,323	100%
<i>White alone</i>	667,224	40.63%
<i>Black or African American alone</i>	121,686	7.41%
American Indian and Alaska Native Alone	23,063	1.40%
Asian alone	65,942	4.02%
Native Hawaiian and Other Pacific Islander alone	2,855	0.17%
Some other race alone	7,332	0.45%
Two or more races	64,996	3.96%
Hispanic or Latino	689,225	41.96%

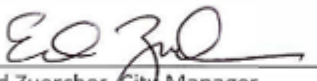
Source: 2024 U.S. Census Hispanic or Latino Origin by Race [B03002: Hispanic or Latino Origin ... - Census Bureau Table](#)

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.


Ed Zuercher, City Manager

7/8/24
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:

ADOT External Civil Rights	Federal Highway Administration
Arizona Department of Transportation	U.S. Department of Transportation
1801 W. Jefferson St.	1200 New Jersey Avenue, SE
Phoenix, AZ 85007	8th Floor E81-105 Washington,
Phone: 602.712.8946	DC 20590
Email: civilrightsoffice@azdot.gov	Phone: 202-366-0693
	Fax: 202-366-1599
	Email: CivilRights.FHWA@dot.gov

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:

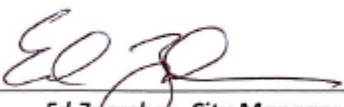
- a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
- b. the period during which the Recipient retains ownership or possession of the property.

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 
Ed Zuercher, City Manager

DATED 7/8/20

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.*).

City of Phoenix 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:

Judy L. Boros, Interim Director
City of Phoenix Equal Opportunity Department
200 West Washington Street, 15th Floor
Phoenix, AZ 85003
Phone: (602) 262-6258
Email: Judith.Boros@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,

Street Transportation Department Title VI Program Manager:

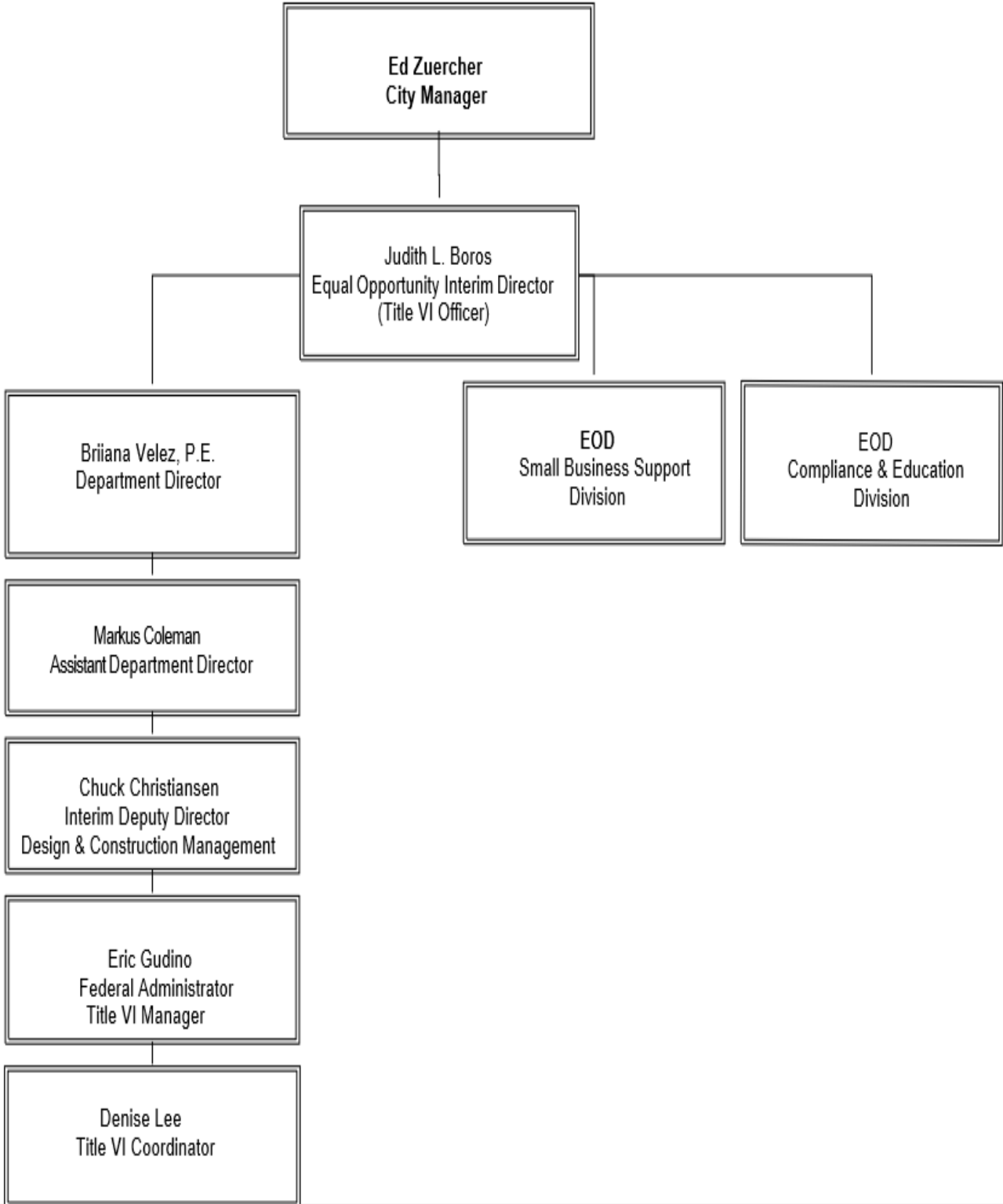
Eric Gudino, Federal Administrator/Special Projects Administrator
City of Phoenix Street Transportation Department
1034 East Madison Street
Phoenix, AZ 85003
Phone: (602) 534-9792
Email: Eric.Gudino@phoenix.gov

Street Transportation Department Title VI Coordinator:

Denise Lee, Management Assistant II/Grant Coordinator/Title VI Coordinator
City of Phoenix Street Transportation Department
1034 East Madison Street
Phoenix, AZ 85003
Phone: (602) 262-6942
Email: Denise.Lee@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 Language Assistance are incorporated fully in all aspects of the department's business processes.

Title VI Officer Designee – The Equal Opportunity Director, holds the authority for oversight of the City's Title VI Program. The position guides the development of plans, policies, procedures, and methods to promote equal opportunity for employees, the public, and the community, with the goal 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 their designee to act on their behalf.

Street Transportation Title VI Program Manager/Coordinator - The Street Transportation Department (Streets) has designated Eric Gudino, Special Projects Manager/Federal Administrator, as the Streets Title VI Program Manager and Denise Lee, Management Assistant II/Grant Coordinator to serve as the Streets Title VI 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 their designee.

Program Review

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

Data Collection & Analysis

Data is collected via the following means:

- Public Involvement (refers to both in-person and virtual meetings) – Demographic data is collected and analyzed to ensure appropriate outreach methods are used by providing the public self-identification cards to fill out. For an example, see Attachment H. These cards are then reviewed when collected and then provided to the project management staff or an analysis of attendees is conducted to analyze outreach efforts. For virtual meetings, a Webex Ethnicity Registration Question is used during registration. This information is then exported from Excel and shared with the project teams to analyze the information along with the Community Public Engagement’s Team. For an example, see Attachment H.
- Planning and Programming Section – Staff completes a Demographic Analysis Form that utilizes data from the American Community Survey (ACS) via the Maricopa Association of Governments (MAG) Demographic Viewer and ensures this information is present for projects during the planning, design, and construction phases.
- Contracts – Title VI assurances are included in the boilerplate of prime contracts, sub-contracts, consultants, and sub recipients. Contracts contain all documentation requested on the Title VI approval checklist.

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.

23CFR 200.9(b)(5), (6) & (13), 23 CFR 200.9(a)(4)

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, as noted on the previous page. 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, and language assistance, 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.

Important to note that project management staff analyze, compare, and discuss demographic data collection (i.e., results from in-person or virtual meeting and reports from MAG, etc.) with the department's Community Public Engagement's Team to determine the best public outreach strategy needed to reach out to the demographic groups identified via these data collection methods. For a comprehensive City of Phoenix Public Engagement Plan, refer to Attachment F.

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. **23 CFR 200.9(b)(4)**

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.

Title VI Training Procedures

The City of Phoenix, Title VI Program Manager/Coordinator is responsible for overall Title VI related training of staff consultants, contractors and sub recipients. The Program Manager/Coordinator will conduct a minimum of one review and/or training of City staff annually. Additionally, trainings regarding Title VI and the requirements for subcontractors, consultants, and subrecipients 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, consultant and subrecipient and various ways to communicate other language assistance 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: [Title VI and ADA Program | 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 of Phoenix does not currently have any subrecipients.

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: [Title VI and ADA Program | City of Phoenix](#) or by emailing streettitleviprogram@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).
 - a. Upon receipt of a completed complaint, the Street Transportation Department will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) External Civil Rights (ECR) within 72 hours.
5. A complaint log will be maintained for four years including the basis; the recipient; the nature of the complaint; the dates the complaint was filed and the investigation completed; the disposition; the date of the disposition; and other pertinent information.

- ADOT (ECR) will forward all FHWA Title VI complaints to the FHWA Division Office.
- 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.
- If the FHWA Office of Civil Rights determines a Title VI complaint against a subrecipient can be investigated by ADOT (ECR), the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT ECR. ADOT ECR will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
- 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.
- 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 External Civil Rights 1801 W. Jefferson St., Suite 101, Mail Drop 154A 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 202-366-1599 FAX

Limited Language Assistance Program

The City's Limited Language Assistance Program is established in accordance with the U.S. Department of Transportation's guidance published in the Federal Register on December 14, 2005(70 FR 74087).

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

Project Planning Activity	Programming	Design	(CPET) Community Public Engagement Team	Title VI Coordinator
Identify the proportion of persons to be served or encountered pertaining to a project and the frequency in which a person(s) may need assistance.	X	X	X	
Provide notice to persons regarding 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 language assistance 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 language assistance 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 language assistance

Category	Number
<i>All Languages Total</i>	<i>1,543,725</i>
<i>English Speaking Only</i>	<i>988,989</i>
Spanish	449,725
French, Haitian, or Cajun	5,497
German or West Germanic Languages	3,499
Russian, Polish, or other Slavic	8,154
Other Indo-European	22,390
Korean	2,314
Chinese, incl. Mandarin, Cantonese	7,938
Vietnamese	5,641
Tagalog incl. Filipino	5,956
Other Asian and Pacific Island	14,521
Arabic	7,257
Other Unspecified	21,844

Source: U.S. Census Bureau: 2024 Language Spoken at Home for the Population 5 Years and Over

[C16001: Language Spoken at Home for ... - Census Bureau Table](#)

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.

Four Factor Analysis – City of Phoenix

The City of Phoenix conducts a Four Factor Analysis on a project-by-project basis.

Integrating Four-Factor Analysis

STEP 1:

For planning, design and construction projects, the **Planning and Pre-Design staff** completes City of Phoenix Title VI Analysis and language assistance Four Factor Analysis forms. Staff use information from a demographic report that uses data from the American Community Survey (ACS) through the Maricopa Association of Governments (MAG) Demographic Viewer obtaining information about residents and households by ethnicity, language assistance, poverty status, age, vehicle availability, etc. This information is useful to determine how information is distributed through the public engagement process. Please see Attachment E for a copy of the City of Phoenix Title VI and language assistance Four Factor Analysis Forms. **Once completed, these forms are handed in to the Design staff.**

STEP 2:

Design staff then analyze, compare, and discuss demographic data collection (e.g., via reports from MAG, etc.) obtained in the City of Phoenix Title VI Analysis and Language Assistance Four Factor Analysis forms when meeting with the department's Communication Public Engagement's Team to determine the best public outreach strategy needed to reach out to the community requiring language assistance which will be affected. Identified via these data collection methods for each project. For a comprehensive City of Phoenix Public Engagement Plan, refer to Attachment F.

STEP 3:

The **Title VI Coordinator** confirms these forms have been completed by reviewing the project/program files where these forms are saved for record-keeping with their respective project/program.

Factor One – Identifying individuals who need language assistance.

The City of Phoenix has identified the following numbers of individuals designated within the language assistance population ([U.S. Census Bureau QuickFacts: Phoenix city, Arizona](#)):

- Total Population: 1,543,725
- Minority Population: 549,639
- Persons with Language Assistance:
 - Speaks English “very well”: 363,165.
 - Speaks English less than “very well”: 186,474.00.

Source: link noted on page 29.

Thirty-five-point sixty percent (35.60%) are Hispanic or Latino (source: U.S. Census Bureau QuickFacts: Phoenix city, Arizona). The predominant language is Spanish (as report on chart on page 28). When a project has been identified within the City's boundaries, staff pull reports from multiple sources (e.g., data from the American Community Survey (ACS) via the Maricopa Association of Governments (MAG) Demographic Viewer) to determine what additional language assistance needs are required.

Factor Two – The frequency with which language assistance individuals come in contact with the program.

When scheduling a community outreach for a prospective project, the project management staff analyze, compare, and discuss demographic data collection (e.g., via reports from MAG, etc.) with the department's Community Public Engagement's Team to determine the best public outreach strategy needed to reach out to the language assistance community which will be affected that identified via these data collection methods. For a comprehensive City of Phoenix Public Engagement Plan, refer to Attachment F. In addition, the City always has a Spanish translator at all community outreach meetings as well as ensuring all meeting documents are provided in both languages.

Factor Three – Importance – Nature and importance of the Program, Activity, or Service Provided by the Program.

All of City of Phoenix's services and programs are important in providing connections that improve people's lives. The City of Phoenix works to provide publications and other materials disseminated to the public regarding our services and programs in both English and Spanish, striving to provide alternative but meaningful accessibility to all language assistance populations. The City will continue to evaluate its programs, activities, and services to ensure that persons who may be language assistance are provided with meaningful access.

Factor Three – Resources Available to Recipient and Costs

Resources to translate materials and interpret for individuals are available and will continue to be the City of Phoenix's goal to offer translation for additional languages or provide alternative formats as needed. The City contracts with public engagement firms as well that ensure and aid in the provision of these services and frequently enlists internal resources and staff who are bilingual and available to assist with interpretations.

The Title VI Coordinator will work closely with the project management staff and the Department's Communications & Public Engagement Team (CPET) to remind them and ensure project-related collateral material is provided at each outreach meeting in both English and Spanish, as well as any pre-meeting material distributed to the affected neighborhood.



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Language Assistance Four Factor Analysis

Project Name:

Project TRACS Number:

Date:

Boundaries of the project/study area used for the language assistance analysis (attach map).

Factor 1: The number or proportion of LA persons eligible to be served or likely to be impacted by the project, activity or service.

1A - Prior Experiences: Have other languages been previously identified in the area that have met the threshold?

- Yes
- No

If Yes, list languages previously identified, along with the corresponding project. Note: If an LA analysis has been completed for the project area within the past five years and used current Census data it does not need to be updated.

Language	Project

1B - Identify languages spoken in the program/project area and number/# of LA individuals.

Directions: Use the U.S. Census data tool at data.census.gov to gather LA demographic data. Use tables C16001 (by census tract) or B16001 (for statewide data ONLY) for Language Spoken at Home by LA persons 5 years old and over. Use the [instructions here](#) for collecting and reporting data. After the spreadsheet is exported, list the languages that meet the thresholds in the chart below. If more than three languages meet the threshold, please add additional rows.



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Language(s) in project/study area that meet the threshold	Number of LA people that speak this language (threshold: 1,000 people)	Percent of LA people that speak this language (threshold: 5%)

1C - Interviews: Interviews and review of local materials are not a requirement. They should be conducted to determine if other languages that don't meet the threshold should be translated. Review the [standard work](#) document for examples of when to consider conducting interviews. Consult with organizations that serve and work with language assistance populations to get an accurate assessment of the existing and emerging language assistance communities in the area. Collect and review available data from federal, state and local government agencies, and community and faith-based organizations.

Date	Name	Organization	Language Needs Identified	Notes

1D - Local Material Reviewed:

Materials	Language Identified



City of Phoenix

Street Transportation Department Title VI Program Implementation Plan

Factor 2: The frequency with which Language Assistance Individuals come into contact with the project.

TIP: The more frequent contact you will have with a particular language assistance group, the more likely that language services in that particular language will be needed. The proximity of a project to where affected language assistance populations live, work/own businesses, shop, attend school, visit medical facilities, etc. the more frequently they are likely to come into contact with the project.

Likelihood of contact: Select likelihood of contact with language assistance individuals for this project:

- Very unlikely
- Unlikely
- Likely
- Highly Likely

List the types interactions and activities LA persons have in the project area:

Factor 3: The nature/importance of the study/project provided by City of Phoenix (COP) to LA person's lives.

TIP: The more important the study/project is, the greater the possible impacts are to LA individuals, the more likely language services are needed. For example, an LA person's inability to use public transportation may adversely affect their ability to obtain health care and/or education services, or access to employment.

<i>Impacts: Check box if impacts of any level are expected.</i>	<i>Please elaborate on the checked impact(s):</i>
• Mode of transportation	
• Community property (i.e. Places of Worship, Parks, Recreation Centers, or Cemeteries)	
• Hospitals or Access to Medical Services (i.e. Hospitals, pharmacies)	
• Bus Routes or airports	



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• <i>Private residential residential or commercial properties</i>	
• <i>Access to services (i.e. Grocery Stores, Retail Stores, Pharmacies, Restaurants)</i>	

Factor 4: Resources available to COP and associated costs

- COP's standard practice is to provide written translation of materials and oral interpretation when [an](#) language meets the Safe Harbor Threshold (1,000 persons or 5% of the affected project population, whichever is less), when specific needs have been identified for other languages that don't meet the threshold through other factors above, or upon request.
- Project teams should carefully explore the most cost-effective means of delivering accurate language services before limiting services due to project budget financial constraints. Be advised the total amount of federal financial aid to COP as an agency is considered and not only the federal financial aid of a specific project.
- ***No individual will be denied participation in COP-sponsored activities due to their Limited Language Proficiency.***
- Contact the Title VI Coordinator at 602.495.2064 or streetstitleviprogram@phoenix.gov for Language Assistance guidance.

RECOMMENDATIONS

Based on the data contained on this Language Assistance Four Factor Analysis Worksheet and the Street Transportation Department, Title VI Program Implementation Plan, [Limited Assistance Plan](#), the following language services will be provided for each project (check all that apply):

Language Assistance services provided:

Note: If services vary by language please note languages for each service provided.

- Written Translation
 - Contracted
 - COP Contracted Bilingual Staff*
 - Community Volunteers*
- Oral Translation
 - Contracted
 - COP Contracted Bilingual Staff*
 - Community Volunteers*



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- Web Tools (e.g. Google Translate widget)
 - Written translation
 - Oral interpretation
- Title VI Language Assistance on materials only Language(s):

*Verified able and available

Planning and Pre-Design Review

- This document has been reviewed by:
Date of review: Staff who reviewed:

Title VI Coordinator Review for Completion and Record-Keeping

- This document has been reviewed by:
Date of review: Staff who reviewed:

Fostering Public Participation

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 access to all communities. The City has a 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 safety in any community. 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.

The City of Phoenix is fortunate to have robust public transportation network that includes light rail, regional bus service, Dial-A-Ride, ride hailing and micromobility devices as available means for the public without personal transportation means to be able to attend available City programs, activities, and services. There are also robust programs to provide subsidized fares to person in need.

For the full City's Public Engagement Plan (PEP) See Attachment F.

- The Streets Transportation Department seeks to hold meetings at convenient, ADA-accessible facilities within the affected community. Most often, these are located along or very near transit stops. If free facilities are not available, the Department will pay a nominal fee to rent a facility proximate to the community. All public meetings are family-friendly, and people have and do bring young children.
- Street Transportation staff would assist someone with transportation needs by helping them plan a transit route that meets their needs and provides accessibility for the public meeting.
- The Department will print and mail presentation materials and schematics to people who request them, at no cost to the resident. Additionally, public engagement staff have and will take time to meet with people in-person or over the phone to explain projects and provide opportunities to provide meaningful input to the project team. Staff have and will continue, if needed, to fill out surveys on behalf of residents, even mailing a copy of the completed survey as proof.

- Language access is an important additional priority for the Department. The city's website is designed for accessibility and can be translated into hundreds of languages. Recordings of presentations are uploaded to YouTube to be able to be viewed for free anywhere at any time of day. At last count, videos uploaded to YouTube can be viewed in more than 122 languages. The city also has contracts with interpreter services that will help match callers with an interpreter that can assist people.
- The Department's Communications & Public Engagement Team (CPET) public engagement lead is certified by the International Association of Public Participation (IAP2) and regularly engages in discussions and seminars to ensure equity, accessibility, and fairness in public outreach practices. In 2023, CPET participated in the April 30, 2024, USDOT and ADOT public engagement workshop.

Steps for Public Involvement

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.

Some Public Engagement Measures are identified below. For the full City's Public Engagement Plan (PEP) 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 addition to public 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). In addition, public notices provide a QR code, email address (phoenix.gov/streets/meetings), and contact phone number: 602-235-2300, so that the public can learn how to participate. See Attachment G for an example.
- **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. In addition, instructions about how to participate virtually via phone or Webex, are posted on the Public Meeting Notices webpage at least 24 hours in advance of the meeting date.

Attachment A: Complaint Filing Instructions (English & Spanish)

(English)



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), External Civil Rights (ECR) within 72 hours for investigation. The ADOT ECR 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:

Denise Lee, Management Assistant II/ Grant Coordinator
Design and Construction Management Division
1034 East Madison Street
Phoenix, AZ 85034-2292
Email: streetstitleviprogram@phoenix.gov
Phone: (602) 262-6942

Complaints may also be made directly to:

ADOT External Civil Rights

1801 W. Jefferson St., Mail Drop 154A

Phoenix, AZ 85007

Email: civilrightsoffice@azdot.gov

Phone: (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

Phone: (202) 366-0693

Fax: (202) 366-1599



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), External Civil Rights (ERC) dentro de las 72 horas para su investigación. ADOT (ERC) 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:

Denise Lee, Management Assistant II/Grant Coordinator
Design and Construction Management Division
1034 East Madison Street
Phoenix, AZ 85034-2292
Email: streetstitleviprogram@phoenix.gov
Phone: (602) 262-6942

También se pueden presentar quejas directamente a:

ADOT External Civil Rights

1801 W. Jefferson St., Suite 101, Mail Drop 154A

Phoenix, AZ 85007

Email: civilrightsoffice@azdot.gov

Phone: (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

Phone: (202) 366-0693

Fax: (202) 366-1599



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

(English)

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 streetstitleviprogram@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 External Civil Rights?
Yes No

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

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 online at streetstitleviprogram@phoenix.gov or mail to:

Title VI Coordinator
1034 East Madison Street
Phoenix, AZ 85034-2292



(Spanish)

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 streetstitlevipprogram@phoenix.gov

Seccion I:

Nombre: _____

Dirección: _____

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: _____

Dirección: _____

Teléfono: _____

Seccion IV:

Creo que la discriminación experimentada se basó en (marque todo lo que corresponda):

Raza Color Nacional Origen

Fecha de presunta discriminación (mes, día, año): _____

Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si se conoce), así como los nombres y la información de contacto de cualquier testigo:

Firma y fecha requeridas a continuación:

Firma

Fecha

Por favor envíe este formulario en línea a streetstitleviprogram@phoenix.gov
o enviar a:

Title VI Coordinator
1034 East Madison Street
Phoenix, AZ 85034-2292

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

(English)



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), External Civil Rights (ECR) within 72 hours for investigation. The ADOT (ECR) 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), External Civil Rights (ECR) dentro de las 72 horas para su investigación. ADOT (ECR) 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>

Title VI Program General Information

PURPOSE:

To provide information on the Title VI program so that Design and Construction Management (DCM) staff are informed on how to provide information to anyone seeking assistance pertaining to this program, such as language services, complaint process, concerns, comments, etc.

DEFINITIONS / EXPLANATIONS:

Title VI of the Civil Rights Act of 1964:

Provides that no person in the United States shall, on the ground 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. *

Discriminatory Actions Prohibited by Title VI:

Title VI prohibits recipients of federal financial assistance, either directly or through subcontracts, from, on the grounds of race, color, or national origin:

- Deny a person any service, financial aid, or other benefit provided under the program
- Provide any service, financial aid, or other benefit to a person which is different, or is provided in a different manner, from that provided to others under the program
- Subject a person to segregation or separate treatment in any matter related to his receipt of any service, financial aid, or other benefit under the program
- Restrict a person in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program
- Treat a person differently from others in determining whether he satisfies any admission, enrollment, quota, eligibility, membership, or other requirement or condition which persons must meet in order to be provided any service, financial aid, or other benefit provided under the program
- Deny a person an opportunity to participate in the program through the provision of services or otherwise or afford him an opportunity to do so which is different from that afforded others under the program
- Deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program
- Utilizing criteria or other methods, or determining the site or location of facilities, or accommodations in a way that has the effect of discriminating against or impairing the purpose of the program *

Non-Discrimination:

The absence or avoidance of discrimination. It is the practice of treating people, companies, countries, etc. in the same way as others in order to be fair.

(Source: Merriam-Webster.com)

* Information obtained by this website link: [eCFR: 49 CFR Part 21 – Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964](#)

PROCESS FOR A TITLE VI COMPLAINT:

Member of the Public:

If a member of the public calls, comes in person, emails, or contacts the DCM office via any other means requesting to submit a Title VI complaint, concern, or comments, DCM Admin Staff can assist by following these steps:

Note: If the member of the public does not speak English, please see **Appendix B** for assistance.

Step 1: Contact the Title VI Coordinator, if they are available in person. The Current Title VI Coordinator is Denise Lee, Title VI Program Coordinator, Management Assistant II.

Denise Lee

Management Assistant II
City of Phoenix – Street Transportation Department
Design & Construction Management Division
Desk: (602) 262-6942

Title VI Coordinator will address the request from here.

Step 1: Contact the Title VI Coordinator, if they are available in person. The Current Title VI Coordinator is Denise Lee, Title VI Program Coordinator, Management Assistant II.

Step 2: In the event the Title VI Coordinator is not available (e.g., out of the office, in meetings, etc.), the Street Transportation Department has a website that the member of the public can be referred to.

Website: <https://www.phoenix.gov/streets/ada/street-transportation-title-vi-and-ada-program>

This website will not only provide them with information about the program, but also links to the following forms they can submit:

- ADA Service Request form
- How to file a Complaint (**available forms both in English and Spanish**)

See **Appendix B** for an example.

As well as contact phone numbers and email addresses as alternative methods they could use to submit their request.

Step 3: In the event the member of the public is in person and would like a hard copy of either the form and/or contact phone numbers/email addresses, DCM Admin staff can print the available online information for them.

In the event the member of the public calls and states they do not have access to internet, DCM Admin staff can notify the member that they can print and mail them a copy of the available forms provided online.

Step 4: In the event the members of the public are having difficulties communicating over traditional telephone networks (hearing or speech difficulties), contact the Street Transportation Department at (602) 262-6284 (TTY: Use 711).

For any questions regarding this procedure, please contact DCM's Title VI Coordinator Management Assistant II and/or Federal Administrator.

Appendix A

Here are the instructions for obtaining an interpreter for Language Assistance (LA) Customer:

Your Account Information:

Client Name:	City of Phoenix Street Transportation Department
Account #:	9022007673
Toll Free Number:	866-874-3972
OPI Client ID#:	699262
Authentication Code:	BXB8GWF3KJ
Your Account Executive:	Krystopher Brightwell
Phone:	(831) 648-5531
Email:	kbrightwell@languageline.com

To access a phone interpreter, please call your assigned toll-free number and be prepared with your Client's ID and the language you are requesting. Your toll-free number and Client ID are documented above.

Title VI and ADA Program

The City of Phoenix Street Transportation Department hereby gives notice that it is the agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Title II of The Americans with Disabilities Act (ADA) and related statutes and regulations in all programs and activities.

These federal statutes require that no person 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, activity, or service the City of Phoenix Street Transportation Department administers. Plus, all FHWA Title VI complaints will be forwarded to the Arizona Department of Transportation (ADOT) within 72 hours of receipt for processing.

- ADA concerns and comments, please complete the [ADA Service Request form](#).
- Any person who believes his/her rights under Title VI have been violated may file a complaint by completing the Complaint Form located at the bottom of this page, available in English or Spanish. If alternative format is required, please contact streetstitlevi@phoenix.gov or call 602.495.2050.
- 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 External Civil Rights Office

1801 W. Jefferson St. Suite 101
Mail Drop 154A
Phoenix, AZ 85007
Email: civilrightsoffice@adot.gov
Phone: 602-712-8946

Federal Highway Administration

U.S. Department of Transportation - Office of Civil Rights
1200 New Jersey Ave., SE
8th Floor E81-105
Washington, DC 20590
Email: CivilRights.FHWA@doh.gov
Phone: 202-366-0693
Fax: 202-366-1599

For more information regarding the City of Phoenix Street Transportation Department's Title VI obligations, please contact:

Denise Lee
denise.lee@phoenix.gov

Additional Resources

- 1. [Street Transportation Title VI Program Plan](#)
- 2. [Title VI Assurances](#)
- 3. [Title VI Statement of Commitment for City of Phoenix Customers](#)
- 4. [Title VI How to File a Complaint \(English\)](#)
- 5. [Title VI Complaint Form \(English\)](#)
- 6. [Title VI How to File a Complaint \(Spanish\)](#)

[Show All](#)

Attachment E: Community Profile MAG Demographic View Procedure and Analysis Form/Explore Census Data

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

Procedure for running Explore Census Data "C16001", select the first option.

- 1) Go to [US Census Data Table C16001 Language Spoken at Home 5 years](#)
- 2) Select the correct year and version. Select the most recent year for the "ACS 5-Year Estimates Detailed Tables" (e.g. 2023 ACS 5-Year Estimates Detailed Tables).
- 3) Next go to "Maps", towards the top of the screen (under the search bar).
- 4) Click on "Layer" and select "Census Tract".
- 5) Click on "Basemap" and select "Detailed", it may take a few seconds to load.
- 6) Next zoom into the area of the map that your project is in.
- 7) Click on "Select" to activate the selection tool. Then select the tool that you want to use: Box, Circle, or Lasso.
- 8) Select your project area on the map.
- 9) Once selected the census tracts in your selected project area will appear.
- 10) Switch back to "Tables" and there will be the data for the census tracts that have been selected.
- 11) Click on "Margin of Error" to deselect it, so only your raw data appears on the screen.
- 12) Next Select "CSV" to download the raw data.

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

**Streets 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 Demographic Viewer, which pulls from U.S Census tables, Demographic and Housing Estimates table DP05; Households and Families Table S1101 to identify if the project area has a high number of residents that are minorities, what the age of residents are, poverty status, vehicle availability, etc., the service area by race is derived from U.S Census Table B03002, to identify all races and ethnicities within a project area.

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

Please use the "Selected Block Groups Demographic Report" that was obtained from the MAG Region Demographic MAP Viewer <https://geo.azmag.gov/maps/azdemographics/> and the "US Census Language Demographic Report" [B03002: Hispanic or Latino Origin ... - Census Bureau Table](#) to complete this form. There is a separate instruction document titled **Explore Census Data and Procedure for running (MAG) Demographics**, 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? _____ %

☐ **White**

☐ German

☐ Irish

☐ English

☐ Italian

☐ Polish

☐ French

☐ **Hispanic, Latino, or Spanish**

☐ Mexican or Mexican American

☐ Puerto Rican

☐ Cuban

☐ Dominican

☐ Salvadoran

☐ **Black or African American**

☐ African American

☐ Jamaica

☐ Haitian

☐ Ethiopian

☐ Somali

☐ **Middle Eastern or North African**

☐ Lebanese

☐ Iranian

☐ Egyptian

☐ Syrian

☐ Moroccan

☐ Algerian

☐ **Asian**

☐ Chinese

☐ Filipino

☐ Asian Indian

☐ Vietnamese

☐ Korean

☐ Japanese

☐ **American Indian or Alaska Native**

☐ **Native Hawaiian or Other Pacific Islander**

☐ Native Hawaiian

☐ Samoan

☐ Fijian

☐ Chamorro

☐ Tongan

☐ Marshallese

☐ **Some Other Race Ethnicity**

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

From Page 4 of the report:

3. What is the total # of persons who may need Language Assistance? _____
4. What is the % calculation of people with LA (# of LA/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 discuss this information with CPET or the assigned public engagement firm to assist in the way project information is communicated to the public and residents within the project area.

- Consider how you will inform door hangers, mailers, email, 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 to work with

Attachment F: Public Meeting Coordination/Involvement

City of Phoenix, Street Transportation Public Engagement Plan & Appendices



PUBLIC ENGAGEMENT PLAN



Prepared by the City of Phoenix Street Transportation Department
June 2025

Section I: About the Street Transportation Department

Mission Statement

To provide for the safe, efficient, and convenient movement of people and goods within the city and support citywide infrastructure projects to improve the quality of life in Phoenix.

Vision Statement

We will provide a safe and sustainable transportation network and deliver infrastructure services through a forward-thinking and dedicated workforce to address the changing needs of the city.

Sending the Right Message

Consistency of our messages is important to this department. These guidelines have been established with our customers in mind, to better serve them. They are the result of our desire to present cohesive messages, as well as a clear and consistent identity for our department. Using these guidelines will promote the image of the department as a uniform, trusted, and respected organization offering reliable services to our customers.

The Role of the Communications & Public Engagement Team (CPET)

CPET staff are a resource to you and can help you determine the best ways of communicating to and engaging with the public about your project. Based on the scope of your project, CPET can help you identify how the outreach and engagement efforts should be carried out and whether a public engagement consultant should be contracted to assist. CPET's role is to guide, monitor and influence external, public-facing communications. The goal is to have informative, educational and consistently branded communications that reflect the city and department's commitment to serving the public with excellence.

Press & Media Inquiries

When it is necessary to produce a press release for a project, or if someone from the media contacts you, please coordinate with the CPET staff member assigned to your project. Consultants, contractors and staff must not issue press releases or speak to the media without first coordinating with CPET.

Section II: Public Engagement Plan Overview and Guiding Principles

The Street Transportation Department Public Engagement Plan (PEP) assures a proactive, comprehensive and inclusive public engagement process. The PEP covers techniques and methods to encourage meaningful public participation and outlines various processes and standards to ensure the department's public engagement efforts are carried out in a structured and coordinated manner.

Why is Public Engagement Important?

Think for a few seconds about how people talk about where they live. You'll hear people say things like:

"On my street..."

"My commute was..."

"Our streets are..."

These statements all imply a sense of ownership. You hear this from renters and owners alike. What this suggests is that people feel ownership over more than just their property, but also what they look at from their rented or owned property.

In addition, the quality of roads, signals, drainage, lighting, right-of-way landscaping and maintenance forms an impression on residents, visitors and those who pass through our city on the way to other destinations. This is important for economic development, faith in local leadership, support for major initiatives and positioning the city to capitalize on opportunities in the future.

Nearly every project undertaken by this department represents some level of change, disruption or inconvenience before the community can enjoy the outcome. People are inherently resistant to change. Public engagement is a way to make people aware of what could happen, allow them to participate in decision making about a project (whenever possible) and help them plan for any disruption or inconvenience.

Is Public Engagement the Same as Public Involvement?

Public involvement implies that you will reach out to involve people affected by the project. In the crassest terms, you'll tell people what you're going to do to...and maybe factor their input into the final plan. Public engagement takes it to the next level.

Public engagement integrates public input from the early planning efforts, again during design and through construction into maintenance. Good public engagement inspires a sense of ownership in the final result. Change is managed more easily when people feel that their participation has resulted in a better outcome.

The International Association for Public Participation, or IAP2 Federation, uses a spectrum approach that shows impact on the decision calculated against the public participation goal but adds the next level to the equation. This is what they term the Promise to the Public. The following graphic illustrates the difference between involving the public and engaging the public.

There are times when the dynamics of a project override or surpass the public's desire. A well-prepared public engagement approach will reveal opportunities to acknowledge public desire for one outcome and provide justification for the final result.

PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

INCREASING IMPACT ON THE DECISION

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions.	To obtain public feedback on analysis, alternatives, and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: <https://iap2usa.org/cvs>

It's worth noting that most of Street Transportation's projects will stay within the Inform, Consult, Involve and Collaborate frameworks, but there may be situations or elements of a project that could support the Empower approach.

When do you do Public Engagement?

Good public engagement happens on a continuum. This document will help you plan the timing of your public engagement, depending on the nature of your project. It sets forth general guidelines but regular communication with your leadership and consultation with CPET will help you fine tune the plan for your project.



What are the Guiding Principles Behind this Plan?

- Soliciting public input on transportation initiatives during the planning, design and construction phases and sometimes during operations and maintenance.
- Seeking broad identification of stakeholders and providing opportunities for them to participate and provide input.
- Using effective and equitable efforts to inform and receive input.
- Continuing to improve the strategies used to inform the public and receive public input.

Types of Projects

The department undertakes a variety of projects. The following is not a comprehensive list, but some examples include:

- Road construction
- Pavement maintenance or rehabilitation
- Signal projects
- Bridge and dam construction or maintenance
- Drainage maintenance
- Planned closures
- Landscape replacement or maintenance
- Maintenance of existing facilities
- Installation of pedestrian safety infrastructure
- Addition of bike lanes and active transportation infrastructure
- Pedestrian safety improvements

Concerns to be Addressed through Public Engagement

Because people want to be informed of projects that affect them, consider how you might address community concerns such as:

- How will the project impact me/my neighborhood/my commute?
- What will the project look like?
- Why is this project happening?
- What problem does this project solve?
- Will there be noise associated with the project?
- Will it affect mobility or ADA accessibility?
- Will it change what I see out of my front or back yards?
- Does the project affect pedestrian activity in the area?
- How will the project affect traffic in the area?
- Does the project affect bus stops or transit stations?
- Are there schools or churches in the area that will be affected?
- Will the project affect students who walk to school or school bus movement?
- Are there medical facilities, nursing homes or other facilities that may require 24/7 access for emergencies?
- Does the project affect emergency medical, police or fire service providers?
- Will the project affect air quality or produce dust or other nuisances?
- Will equipment or supplies be staged or secured nearby?
- Are there historic properties in the area?
- How long will the project last?



Section III: Stakeholder Identification, ADA and Title VI Compliance

The Project Manager is responsible to identify the people who stand to be affected by transportation decisions or actions. To ensure the department's transportation initiatives reflect the public's diverse and far-ranging needs, this plan supports broad identification and representative engagement of stakeholders.

It is the Street Transportation Department's policy to comply with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act (ADA) and related statutes and regulations in all programs and activities. These federal statutes require that no person shall, on the grounds of race, color, national origin or disability, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service the department administers.

The department offers programs, services and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations.

The Project Manager and CPET will work together (or work with the assigned public engagement consultant to select a venue for the public engagement effort, ensuring the venue is fully ADA accessible with appropriate parking areas. While most all public buildings would be ADA accessible, parking may not always be proximate to the room used for the engagement effort. Likewise, there may be a compelling reason to hold an outdoor event, but accessibility must remain a priority. CPET or the public engagement consultant will check to see if the meeting venue requires a self-insurance certificate, and complete the [Liability Certificates of Insurance Request Form](#), if needed.

The department must also arrange for American Sign Language interpreters or interpreters in alternate spoken languages if a request for such accommodation is made.

Section IV of the PEP identifies the related Title VI and ADA strategies that are implemented in conjunction with the work activities the city conducts in delivering transportation initiatives.

Audience and Demographics

The department uses demographic information, provided by the Maricopa Association of Governments (MAG) to learn about the different areas and communities in the city. Using the MAG demographic viewer tool, city staff is able to get a quick snapshot of neighborhoods within Phoenix, which helps in determining the best approach in working with residents, platforms to communicate information, additional languages needed for translation, the location of a public meeting, and other needs. Working with various internal departments such as Neighborhood Services, Equal Opportunity, Public Transit, and others, staff can gain additional insight, contacts, and history of communities.

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/ada/street-transportation-title-vi-and-ada-program.



Integrating Title VI and ADA Compliance

For most planning, design and construction projects, the Project Manager (or administrative staff support) completes a demographic report that uses data from the American Community Survey (ACS) through the Maricopa Association of Governments (MAG) Demographic Viewer. Staff from the project team then completes a City of Phoenix Title VI Analysis Form that identifies information about residents and households by ethnicity, limited English proficiency (LEP), poverty status, age, vehicle availability, etc. This

Street Transportation Department Public Engagement Plan 5

information can be useful to determine how information is distributed through the public engagement process. Please see Appendix D for a copy of the City of Phoenix Title VI Analysis Form.

CPET has established a voluntary registration question for virtual meetings that people see when registering to attend. Disclosure is optional but this information will be provided to the project team for inclusion in the public engagement summary.

Documentation should capture comments and questions received from the public, including the department's responses to comments and questions. Stakeholder contact information also will be documented to create a project contact list. Overall stakeholder participation should also be documented. It is helpful to include a summary of staff's estimation of the demographic representation during the outreach efforts.

Section IV: Public Engagement Process and Options

Opportunities for public engagement need to be established for all phases of a transportation project, from the early planning stages through to operations and maintenance. Public engagement efforts should be scaled to match the magnitude or complexity of the project, including the potential issues or challenges of a project. Public engagement efforts should be flexible and updated as the project progresses.

Use the Public Engagement Checklist, referenced under Public Engagement Roles and Responsibilities, to identify the specific efforts for a project. The public engagement checklist outlines the tools and strategies that will be used by the project team and/or communications consultant to support the public engagement efforts for a project.

Specific details pertaining to Public Meeting Coordination are listed in Section VIII.

The following are the department's guidelines for public engagement for most transportation projects during various phases.

A variety of methods can be used to inform the public that a transportation planning, design or construction effort is underway and solicit public input. These may include:

- In-person or virtual public meetings, workshops, charettes or recorded presentations
- Meetings with special interest groups
- Meetings with local elected officials
- Comment forms or surveys (online and hard copy)
- Project webpage
- Postcards or doorhangers
- Social media posts
- Vicinity signs

The chart on the next page shows the roles and responsibilities of staff and leadership in preparation for a public engagement opportunity. *Planning* should begin eight to twelve weeks in advance of a public engagement effort. CPET requires a minimum of 6 weeks' advance notice for a meeting to arrange for vicinity signs, prepare meeting notices, review presentations, schedule meeting venues, arrange for Spanish interpreters, etc. The following diagram identifies activities taking place in weeks one through six leading up to a meeting with a timeline for the activities that follow a public meeting.

Public Engagement Process

Section V: Planned Activity and Special Notification Circumstances

This section outlines the public notification standards used by the Street Transportation Department to inform the public about planned activity. (This section does not address public notification for unplanned emergency-related activity.) Public notification efforts are intended to inform the public and relevant stakeholders about the nature, purpose and impact(s) associated with a planned activity.

Examples of planned activities include:

- Construction work
- Ordinance implementation and/or changes
- Parking meter implementation and/or changes
- Public comment opportunities
- Roadway/landscape maintenance
- Service implementation and/or changes
- Street closures and restrictions
- Traffic signal or street light installations or retrofits
- Traffic control infrastructure installation and/or removal

The listing of planned activity examples is not an all-inclusive listing. To assess the level of impact an activity may pose, consider the list of questions on page 6.

Striping Modifications

Roadway striping modifications that will alter the existing roadway configuration require stakeholders to be notified and provided with an opportunity to comment on the planned striping modifications. Typically, these types of projects are associated with pavement preservation work. Refer to the guidelines in the Notification Process document (Appendix ##) for more details.

Signal Installations

Installation of new traffic signals (to include HAWKS) in predominantly residential areas may require notification by mail or flyer in a similar fashion to striping modifications. A sample notification is included in the appendices.

Major Landscape Modifications

When removing, replacing, or making significant modifications to landscaping in the city, these activities will be highly visible. This is especially true when large trees have to be removed or replaced. Notification to the affected area, Village Planner, Neighborhood Services Representative, or others is recommended. Community notification in advance of the project through social media or Nextdoor is recommended.

Section VI: Public Engagement Roles and Responsibilities

Public Engagement Checklist (Appendix A)

The public engagement checklist outlines the tools and methods that will be used by the project team and/or communications consultant to support the public engagement efforts for a project. The Project Manager and CPET staff are responsible for working together to develop the public engagement checklist for a project. The public engagement checklist should be developed for a project at the initial stage of the planning, design and construction phases and should be reviewed periodically and revised as necessary.

The checklist is designed to identify:

- When public engagement will be held during the course of the project,
- What type of public engagement is needed,
- Timing for presentations to community groups and/or one-on-one stakeholder meetings,
- Project-related information resource needs (fact sheets, project updates, information boards, etc.),
- Online resource needs (webpage, survey tools, etc.), and the
- Public engagement activity timeline.

Stakeholder Interaction & Community Outreach

Projects with an Assigned Public Engagement Consultant

Consultant Acknowledgment of Guidelines

Outside design, engineering or public engagement consultants are responsible to follow the principles outlined in this plan. When a consultant is hired by a design or engineering firm, they should be provided with this document and follow these guidelines, working with CPET to ensure an effective public engagement effort.

When there is a third-party public engagement firm, stakeholder interaction and community outreach efforts fall under the responsibility of the engagement firm, but all efforts are to be coordinated with CPET throughout the duration of a project.

Vetting your messaging: When it is necessary to produce print, digital or other public communications about a project, consultants and contractors must coordinate review and final approval with the Street Transportation CPET staff.

Projects that do not Include an Assigned Public Engagement Firm

Stakeholder interaction and community outreach efforts are to be jointly coordinated between the project team and the CPET staff. The CPET's assigned Public Information Officer is responsible for providing the Project Manager with counsel and direction on stakeholder interaction and community outreach efforts.

Stakeholder Inquiries Received from a Council Office

Stakeholder inquiries that originate from a Council office should be coordinated directly through the designated Council liaison for constituent concerns in the Street Transportation Director's Office. The Council liaison (Director's Office MAIL) will determine how best to respond to the stakeholder and follow up with the Council office to confirm the status of the inquiry.

Project Information Review, Approval and Distribution

Review and Approval

Project information should be written in a non-technical manner that is easily understandable. Avoid jargon, acronyms and language that assumes a certain level of technical expertise. Project-related information and materials intended for mass distribution must be reviewed and approved by the assigned CPET contact. This includes project fact sheets, meeting notices, construction notices, etc.

Distribution

CPET will handle distribution of project-related information through the print shop or will work with the assigned public engagement consultant to define the distribution area and manage the distribution.

Requirements & Boundaries for Paper Notifications

The Street Transportation Department's standard notification boundary for mailed or canvassed (door-to-door distribution) paper notices is one-half mile in any direction from the project borders. Some projects may require a modified distribution area as determined in consultation with CPET.

Notifications should be delivered to affected properties at least 14 days in advance of the meeting or activity.



Integrating Title VI and ADA Compliance

Project related information or materials intended for mass distribution should include the following standard language:

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).

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).

Interaction with the News Media

- The CPET member is the designated media contact.
- All media-related (TV, newspapers, bloggers, radio reporters, trade/industry reporters) inquiries are to be directed to the CPET staff and they will determine how best to respond to the request.
- CPET will determine the standard format for information distributed to the media, which may include news releases, media advisories, public service announcements, electronic communications and fact sheets.
- All news releases and media advisories will be approved by CPET staff and issued in a manner consistent with the city's media protocols.
- The CPET member will be listed as a contact person on news releases.

Section VII: Public Engagement Tactics

The Department has access to a variety of methods to inform, increase awareness, and engage the public. Here is a list of communication tools that may be used to disseminate information and elicit public input:

- **PAYS (Phoenix at Your Service):** Monthly newsletter inserted in municipal services bill. There is a two-month minimum lead time.
- **[Phoenix.gov/newsroom](http://phoenix.gov/newsroom):** The Newsroom is a citywide news portal for all departments. In addition, the site offers a way for residents to sign up to receive city news.
- **Website phoenix.gov/streets:** The department website features a section that culls just Phoenix Street Transportation Department Newsroom entries and features them on the department main landing page. It also has a slider feature that rotates through major programs and initiatives.
- **Neighborhood Services Department Newsletter:** Produced monthly in English and Spanish and distributed to neighborhood leaders and other interested individuals.
- **Neighborhood Services Department Neighborhood Databases:** The Neighborhood Services Department maintains a list of contacts for key neighborhood organizations. Neighborhood organizations are identified by geographic project parameters. NNO databases are requested through the NSD Intranet: <http://insidephx/depts/nsd> and click **NNO Requests**.
- **Downtown Phoenix Stakeholder List:** CPET maintains a master list of downtown Phoenix neighborhood contacts (Neighborhood Contacts-Current in Excel). These contacts should be informed of projects affecting the downtown area.
- **Nextdoor:** This online system is best described as Facebook for neighborhoods. It allows participants to share information within their respective neighborhood, or nearby areas, and to receive notices about their community. The city of Phoenix has access to Nextdoor and can post information citywide or in certain neighborhoods. City policy does not allow posts with comments turned off.
- **Social Media Platforms:** CPET maintains a presence for the department on Twitter, Instagram and Facebook. The social media handle for all platforms is @StreetsPHX. CPET can coordinate with the main city Communications Office for re-posts on the city's social channels.
- **Press Releases:** Press releases are distributed through email to various media outlets and to those individuals who subscribe to receive press releases from the City of Phoenix.

Project Managers or the contracted public engagement firm may coordinate use of these tools by contacting the CPET liaison for their project.

Public Meeting Formats

The Street Transportation Department uses different meeting formats depending on the project parameters. The following are the main styles of meeting with some guidelines for their use.

Virtual Public Meeting – Using Webex, the project team presents the project goals and supporting visuals. The staff presentation is approximately 20-30 minutes, followed by a moderated question and answer period. Depending on the type of meeting, participants may submit questions via the Q&A feature on Webex, by

Street Transportation Department Public Engagement Plan 12

submitting a question during registration or by pre-registering to speak. Depending on the level of input sought, participants may be encouraged to take a project survey after the virtual meeting. A Spanish language listen line is offered for people who wish to hear the presentation in Spanish.

Virtual Presentation – In some cases, CPET may recommend a pre-recorded virtual presentation. Similar to the public meeting format, presentations are for delivery of information but do not allow for live interaction. This format is useful for simpler projects that do not involve a great deal of change or controversy.

There are some advantages to a virtual meeting that are worth noting:

- Recordings – Meetings are recorded and can be posted to the project website.
- Language Access – Recorded meetings are submitted to PHXTV and uploaded to the city's YouTube channel. YouTube has a [translate](#) feature that allows viewers to hear presentations in more than 120 languages.
- Convenience – People do not have to be available at a specific date, time or place to benefit from the shared information. They also don't have to travel or arrange for childcare.
- Stage Fright Mitigated – Some people fear speaking out in public but are generally comfortable speaking up in a virtual environment.

Hybrid Virtual Meeting with In-Person Component – This type of public engagement would begin with a virtual public meeting during which the project team would announce a location where people can view project information and roll plots. Project team members and a CPET representative would be on hand to discuss the project and take public input with paper or online surveys. Other hybrid options are being explored.

Public Meeting with Presentation – This format would typically involve general one-on-one discussions around display boards that articulate the project highlights and goals followed by:

- Short presentation
- Open question and answer period

Public Meeting with Presentation & Moderated Question & Answer Period – Similar in pace to the above meeting, but:

- After the presentation concludes, a moderator (generally the project consultant or CPET staff) reads submitted questions for the subject matter experts and project team to answer.

This format is particularly useful for very large or controversial meetings or meetings where a wide diversity of opinion might be expressed. This format is also more equitable to those people who are not comfortable speaking in public.

Open House – This format does not involve a formal presentation but allows guests to learn about the project at their own pace by reviewing project boards, informational displays or roll plots and asking questions one-on-one with the project team.

Other Styles of Engagement – There is a range of other types of in-person or virtual meeting options that could be used to support a project. Consultation with CPET will help determine the level of interactivity and types of input desired from meeting attendees. CPET will help tailor the engagement effort that will best support your objectives.

Section VIII: Public Meeting Coordination

The Project Briefing and Public Meeting Date Vetting Process was established to ensure internal briefings are offered before a public meeting is publicized and for the public meeting date to be vetted to help avoid schedule conflicts.

Internal Briefings	Once your project has met the criteria for public engagement, and before a meeting can be scheduled and publicized, please ensure a briefing is offered. The Director's MAII is the liaison for scheduling briefings, which should include: • Street Transportation Director/Assistant Director • Mayor and/or Council
Setting the Meeting Date	CPET will vet the meeting date with the following entities/resources to avoid conflicts with other meetings/events: • NSD neighborhood specialist(s) • Village Planner • The Office of the Mayor (as needed, typically just an advisory message) • Affected Council office unless project <u>would have</u> a citywide impact (commuters, major arterials, etc.) If the project is deemed to have a citywide impact, vet dates with all Council districts. • City Calendar • Department Community Calendar Avoid holding your meeting on a Monday or Friday, including any day prior or after a national holiday.

Roles and Responsibilities:

Project Managers and their respective Deputy Director are responsible for seeing that a project briefing is offered to the Department Director/Assistant Director. Council district briefings are held between the Directors and the Council liaison in the Director's office (Director's MAII). Plan for briefings to take place during the department's standing meetings with the city elected officials. If a standing meeting is not scheduled to take place, the Director, Assistant Director or Director's Management Assistant II may contact the elected official's office to schedule a time for the briefing.

Project Managers prepare project related collateral (e.g. fact sheets, renderings, design plans, etc.) to discuss during the briefing. Ensure draft materials are marked "draft."

CPET is responsible for date vetting. CPET requires a minimum of five working days to vet a meeting date with the Council office, NSD and Village Planner. The email sent to city elected officials and the entities identified to vet the meeting date will ask for a response within five working days from the date of the email. Following this five-day period, the CPET representative will provide updates on responses received to the project manager and their respective Deputy Director.

When an elected official requests a briefing during the date vetting process, the CPET representative will inform the project manager, Director, Assistant Director and Director's MAII so that they can schedule the briefing.

CPET Procedures: Organizing and Publicizing a Meeting

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	<i>Public Meeting with Presentation & Question & Answer Period</i> <i>Public Meeting with Presentation & Moderated Question & Answer Period</i> <i>Open House</i> <i>Workshop, Charette or other Format</i>
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 * For the project area
Notification Tactics	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. <u>Notification Tools for the Project Area</u> • Door hangers or direct mail

	Distribute door hangers or mail postcard notifications at least 14 days before the meeting date. As a standard, all content on these notifications should be made available in English and Spanish. - Email notification to project stakeholder list and the Neighborhood Services Department NNO database. - Coordinate with the Village Planner to notify the area VPC about the meeting. <u>Notification Tactics to Reach People Outside the Project Area</u> - Post meeting information on: - Project Webpage - City Calendar (See template in appendix) - Nextdoor - Social Media – “X” @StreetsPHX and @CityofPhoenixAZ; Street Transportation Facebook (See template in appendix) - Coordinate with the Mayor and council office(s) to help notify their respective constituents. (Media posts, graphics, newsletter texts.)
Meeting Notice Production/Distribution	The Printing & Design Services team in the City Clerk Department is prepared to assist with producing and distributing meeting notices (i.e., door hangers, flyers, postcards, etc.). These services can be requested by completing a Printing Services Requisition Form Be prepared to identify the following in the form: - Project billing code (cost center) - Notice type - Target distribution date - Notice distribution boundaries (i.e., street names for eastern, western, northern and southern boundaries – this information will help the Printing & Design Services team identify how many notices will be required to cover the area within your notice distribution boundaries) <u>Notice Production</u> Draft notice and share with Printing & Design Services team for layout and production (provide logos/graphics to be included in the notice). Ensure the notice includes standard content elements referenced in section above.
Standard Content for Meeting Notices	If your meeting includes a presentation, identify at approximately what time the presentation will be made (e.g., A brief project overview will be presented at about 6 p.m.).

	All meeting notices are to include the following Title VI/ADA language: <i>To request a reasonable accommodation, please contact the Street Transportation Department at 602-262-6284 or 7-1-1 (TTY).</i> <i>Para solicitar ajustes razonables, comuníquese con el Departamento de Calles y Transporte al 602-262-6284 o 7-1-1 (TTY).</i>
Notification Timeline	Notification should be delivered at least 14 days in advance of the meeting date.
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 in person, virtually, by email, letter or telephone call.
Displayed at Public Meeting	- City Manager's Statement of Nondiscrimination at sign-in table - Title VI Voluntary Self Identification Survey
Meeting Documentation / Summary	Following a public engagement effort, provide a summary to the project team, leadership team and Director's MAIL. At a minimum, provide the following: - Number of attendees - Media reporters in attendance - General comments received - Major issues - Summarize demographics of attendees and report this information to the department's Title VI coordinator. An estimate based on personal observation is fine. Include any voluntary self-identification forms that were completed during the meeting or sign-up process.

SECTION IX: Engagement Methods – How to Push and Pull Information from Affected Public

Examples of Ways to Engage the Public (Pull Information):

- Person-to-person communication
- Open houses
- Informal/impromptu gatherings
- Tables at community events
- Dot polling or other survey methods
- Focus groups (facilitation/mediation)
- Workshops/charrettes/brainstorming
- Use existing organizations (civic groups, clubs, schools, transportation advisory groups, etc.)
- Ask stakeholders how they want to be involved
- Extend membership on project teams (e.g., local agency staff, district staff)
- Establish a project website, include interactive elements
- Follow up, let stakeholders know their feedback has been received, and the results

Ways for the Public to Get Information to You After the Engagement

- Provide contact information on printed materials and on project websites
 - Develop hardcopy and electronic comment forms, and make them readily available
 - Hearings (in person or online)
 - Surveys (paper or electronic)
-

Selected Methods to Get Information to the Public (Push Information)

Printed Communications

- Fact sheets
- FAQs
- Brochures
- Posters, fliers or postcards
- Newsletters/project updates
- Hotlines

Electronic Information Distribution

- Email messages
- Project website
- Department website
- Asking neighborhood organizations and HOAs to share info
- Nextdoor, Twitter, Facebook, Instagram

Media

- One-on-one visits with reporters
- News releases
- Editorial board visits
- Media kits
- News conferences

Paid Advertising

- Newspaper display ads
- Radio or television ads
- PhxTV public access programming
- Billboards
- Placards on city solid waste trucks
- Paid social media advertising

Events

- Groundbreaking
- Block parties
- On-site progress tours
- Dedications/ribbon cuttings/opening celebrations
- Participation in local community events

Legislators/Local Governments/Federal delegation

- In-person briefing
- Reports to or briefings coordinated through legislative affairs staff
- Electronic updates (e-mail or fax)

Other

- Project-specific tactics

Public Engagement Checklist

The public engagement checklist outlines the tools and strategies that support public engagement efforts for a project. The project manager and CPET member acting as project PIO are responsible for working together to develop the public engagement checklist. Public engagement efforts should be:

- Scaled to match the magnitude or complexity of the project, including potential issues or challenges.
- Flexible and updated as the project progresses to respond to changing conditions.

About the Project

Project Name	
Project Number	
Project Phase	☐ Planning ☐ Design ☐ Construction ☐ Maintenance
Project Manager	
Public Engagement Firm/CPET Representative	

This project scope will likely require (PM's best estimate or consult with CPET):

- | | |
|--|--|
| ☐ Public meetings (virtual or in-person) | ☐ Create project graphics (maps, renderings, diagrams, etc.) |
| ☐ Create mailers or conduct door-to-door canvassing | ☐ Develop print or digital surveys |
| ☐ Compile a stakeholder list | ☐ Provide social media support by preparing social media project updates or posts using project graphics/photos |
| ☐ Create and send email updates | ☐ Develop other project collateral material (display boards, sign-in sheets, comment forms, etc.) |
| ☐ Write website content | |
| ☐ Prepare project updates | |

Special Considerations

Explanation from Project Team

Are there any special considerations we should know about? (Examples could include a nearby school, medical facility or nursing home that could be affected.)	
Does the public need to be notified of lane closures, work zones or other changes in travel patterns?	
Does this project contemplate striping modifications that alter the existing roadway configuration?	
Does this project involve installation or replacement of infrastructure such as a bridge, spillway or other critical infrastructure? Please explain.	

Is this project related to any of these programs?	☐ T2050 Funded ☐ Active Transportation ☐ Transit Oriented Development ☐ Other _____
---	--

Engagement Activities

	Timeline Needed	Responsible Party	Notes
Council Briefing	*Prior to any public meeting*	Street Transportation Department Leadership	
Vicinity Signs <i>To announce public meeting, especially critical for large projects</i>	Requires 4-week lead time for sign fabrication and placement	CPET facilitates, Sign Shop fabricates and installs	
Presentation to Stakeholder Groups <i>Neighborhood associations, downtown organizations, merchants' associations, etc.</i>	As needed	PM/Public Engagement Firm/Design Consultant, CPET assists as needed	
Public Meeting	Plan 6 weeks in advance to allow for date vetting, signage, canvassing or mailing	CPET or Public Engagement Firm	
Mailed Notices or Door-to-door Canvassing	Community notification 14 days in advance of public meeting	Public Engagement Firm or CPET using Print Shop	
Comment / Question Tracking & Documentation		PM or Public Engagement Firm	
Other			

Public-Facing Project Information

Project Email Account	StreetsConnect@phoenix.gov or custom account
Project Phone Line	
Website	
Fact sheet	
Project Updates	
Power Point Presentations	
Graphic Design (maps, renderings, meeting notices, etc.)	
Surveys (print or digital)	
Social Media Support (drafting content, securing appropriate digital images, etc.)	

Misc. Print Collateral (information boards, sign-in sheets, comment forms, etc.)	
---	--

Appendix B – Identifying Affected Audiences
(Check all that apply and tailor to meet needs of your project)

Internal Partners

- ☐ Planning & Development
- ☐ Parks & Recreation
- ☐ Public Transit
- ☐ Arts & Culture
- ☐ Aviation
- ☐ Convention Center
- ☐ Other _____

Jurisdictional Partners

- ☐ County
- ☐ Tribes
- ☐ Maricopa Assn of Gov'ts (MAG)
- ☐ Federal
- ☐ FHWA
- ☐ Other State Agencies _____

Shipping/Freight Industry

- ☐ Trucking Industry Associations
- ☐ Heavy-haul Trucking Companies
- ☐ Railroads
- ☐ Agriculture

Special Interest Groups

- ☐ Bicycle/Active Transportation Advocates
- ☐ AAA
- ☐ Audubon Society
- ☐ Other _____

Emergency Service Providers/Community Resources

- ☐ Police Department
- ☐ ADOT
- ☐ Fire Department
- ☐ Hospitals
- ☐ School Districts
- ☐ Irrigation Districts/Water Utilities
- ☐ Attractions/Entertainment Venues
- ☐ Other _____

Elected Officials/Commissions/Boards

- ☐ Mayor/Council
- ☐ Subcommittees
- ☐ County Commissions
- ☐ State Legislators
- ☐ US Senator
- ☐ US Representative
- ☐ Governor
- ☐ Other _____

Vicinity

- ☐ Neighborhood Services Representative
- ☐ Village Planner
- ☐ Local Industrial and Commercial Businesses
- ☐ Businesses affected by project
- ☐ Commercial business/industrial/office parks
- ☐ Multifamily housing
- ☐ HOAs
- ☐ Block Watch organizations

Appendix C – Public Notification for Roadway Striping Modifications

The following notification process is intended to be utilized as plans are developed to carry out roadway striping modifications. Public stakeholders are to be notified in advance of any roadway striping activity when it involves a change to the existing striping pattern.

Notification Method, Frequency and Timeline

ELECTRONIC NOTIFICATION

Public stakeholders are to receive electronic notification through appropriate social channels and email using the Neighborhood Services Department's Notification of Neighborhood Organizations email database about roadway striping modifications that entail:

- Adding new bicycle lanes
- Modifying existing bicycle lanes

Notification – the notification should occur at least 30 days prior to the start of the striping activity.

PUBLIC MEETING

A public meeting is required for roadway striping modifications that involve:

- Curbside parking modifications
- Traffic lane reductions

Residential and commercial properties located directly adjacent to the street where these types of striping modifications are going to be made are to be notified about this activity and informed that a public meeting will be held to for public stakeholders learn about the activity and share input.

Appendix D – Notification Templates

Notices shown here have Spanish on the reverse if it's not shown in the graphic.

Public Meeting Notice Examples (Below & right)

Streets PHX STREET TRANSPORTATION DEPARTMENT

Proposed Roadway Improvements Happy Valley Road; 35th Avenue to 57th Avenue

Project Overview
The City of Phoenix Street Transportation Department is evaluating opportunities to improve Happy Valley Road from 35th Avenue to 57th Avenue. This section of Happy Valley Road is a major arterial roadway that connects communities to Interstate 17 and supports local, regional, residential, and commercial activities. At present, this stretch of roadway contains multiple safety concerns and lane-based issues. Traffic, safety, streetlights, and noise reduction are priorities. This project includes improvements in some places, not others.

- Some of the proposed improvements include:
- Roadway widening to accommodate a third travel lane between 62nd and 58th Avenue, and between 57th and 53rd Avenue
 - Reduced curb medians
 - Reduced medians
 - New curbs, gutters, and sidewalks where missing
 - American with Disabilities Act (ADA) sidewalk ramps
 - Pavement preservation treatment and resurfacing
 - Upgraded bus stop
 - Intersection improvements
 - Street lighting and traffic signal upgrades
 - Drainage improvements

Project Website:
www.phoenix.gov/streets/happyvalley

- Map Legend / Legenda del Mapa
- Roadway Widening / Ampliación de Carretera
 - Reduced Median / Reducción de Carretera
 - New Lane / Nueva Carretera



PROJECT CONTACT: ADRIAN GONZALEZ, PUBLIC INFORMATION COORDINATOR
Email: agonzalez@phoenix.gov Project Hotline: 602-235-3444

Construction notification

3rd Street Improvement Project

Upcoming landscaping improvements

The City of Phoenix Street Transportation Department is beginning the landscaping work for this street improvement project from 35th Street to Indian School Road.

Crews will begin landscape improvements adjacent to your property on:
Start Date: Monday, January 10, 2022
Completion: Friday, January 14, 2022
Please contact our Project Hotline ahead of time if you require any reasonable accommodation during these dates.

Project Hotline: 602-235-3444

What to expect:

- Crews will begin by staking the landscaping area and applying wood mulch.
- All landscaping improvement will be done within the City's right-of-way.
- Access to home or business will be maintained at all times.
- Crews will be installing new irrigation systems.
- Crews will notify businesses prior to any water outage, if required.

Thank you for your patience and cooperation during this improvement project. We will do our best to minimize disruption. We want you and the work crew to be safe, so please use caution when traveling through the construction area.

Streets PHX
STREET TRANSPORTATION DEPARTMENT

Project Hotline: 602-235-3444
Website: phoenix.gov/streets/3rdstreet

Proyecto de Mejoras de 3rd Street

Proximas mejoras al paisajismo

El Departamento de Calles y Transportación de la Ciudad de Phoenix empezará las mejoras de paisajismo en una parte de las mejoras de la 3rd Street de Indian School Road.

Los trabajos de paisajismo comenzarán en:
Fecha de Inicio: Lunes 10 de enero 2022
Terminación: Viernes 14 de enero 2022
Por favor, comuníquese con nuestra línea directa del proyecto con anticipación si necesita alguna acomodación razonable durante estos fechas.

Línea del Proyecto: 602-235-3444

Qué se puede esperar:

- Los equipos identificarán el paisaje con mulch y aplicarán mulch de madera.
- Todos los trabajos de paisajismo se realizarán dentro del derecho de paso de la ciudad.
- Se mantendrá el acceso a su negocio en todo momento.
- Los equipos instalarán nuevos sistemas de riego.
- Los equipos notificarán a los negocios antes de cualquier corte de agua, si es necesario.

Agradecemos su paciencia durante la construcción. Haremos todo lo posible para minimizar las interrupciones.

Queremos que usted y el equipo de trabajo estén seguros, así que por favor tenga mucha precaución al viajar a través de la zona de construcción.

Streets PHX
STREET TRANSPORTATION DEPARTMENT

Project Hotline: 602-235-3444
Website: phoenix.gov/streets/3rdstreet

Streets PHX STREET TRANSPORTATION DEPARTMENT

LIVE PUBLIC MEETING Wednesday, July 13, 2022 at 6 PM

The City of Phoenix Street Transportation Department is proposing a potential update to the parking and driving lanes on 3rd Avenue from Indian School to Camelback Road.

Visit the project web page in order to learn more about the proposed and also register to attend the live public meeting on Wednesday, July 13, 2022 at 6 PM.

REUNIÓN PÚBLICA EN VIVO Miércoles 13 de julio de 2022 a las 6 PM

El Departamento de Calles y Transportación de la Ciudad de Phoenix está proponiendo una posible actualización de las carriles para estacionamiento y carriles para las bicicletas en la 3rd Avenue de Indian School a Camelback Road.

Visite la página web para obtener más información sobre la propuesta y regístrese para asistir a la reunión pública en vivo el miércoles 13 de julio de 2022 a las 6 PM.

WEBSITES/TO WEB: Phoenix.gov/Streets/Meetings

If you require a reasonable accommodation to the project, please contact the project hotline. This notice can be made available in an alternate format upon request by calling 602-235-3444. El presente aviso puede estar disponible en un formato alternativo a solicitud de la persona al 602-235-3444.



Streets PHX STREET TRANSPORTATION DEPARTMENT

PUBLIC MEETING NOTICE 10th Street Design Project Thomas Road to Camelback Road

Date: Tuesday, October 25, 2022 at 6 PM
Location: Virtual (join by computer or phone)

The City of Phoenix Street Transportation Department will be holding a virtual public meeting for the design phase of the project.

This project involves the construction of public improvement in the planning stage. The team will present preliminary designs and features to confirm priorities with residents.

Scan our QR code or visit our meeting website to register and attend.



Project Hotline / Línea Del Proyecto: 602-235-3444
Email / Correo Electrónico: agonzalez@phoenix.gov
Website / Sitio Web: Phoenix.gov/Streets/10thstreet

This notice can be made available in an alternate format upon request by calling 602-235-3444. Este aviso puede estar disponible en un formato alternativo a solicitud de la persona al 602-235-3444.

AVISO DE REUNIÓN PÚBLICA Proyecto de diseño de 10th Street Thomas Road a Camelback Road

Fecha: martes 25 de octubre 2022, a las 6 PM
Ubicación: Virtual (por computadora o teléfono)

El Departamento de Calles y Transportación de la Ciudad de Phoenix organizará una reunión pública virtual para la fase de diseño de este proyecto.

Este proyecto se beneficiará de una acción de mejoramiento pública en la etapa de planificación. El equipo presentará diseños preliminares y características para confirmar las prioridades con los residentes.

Escane nuestro código QR o visite nuestro sitio web de reuniones para registrarse y asistir.

Streets PHX 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



Bike lane notifications with lane changes, striping changes

Streets PHX
STREET MAINTENANCE DIVISION

Neighborhood Notification: Bicycle Improvements on 7th Street from Union Hills Drive to Pima Freeway

As part of the Street Transportation Department's core mission, we strive to improve the city's roadway to create a safe and efficient transportation network. Our ongoing pavement maintenance program provides opportunities to change the current traffic lane striping to improve safety for people who walk, drive, ride bicycles and use transit.

About the Project

Where: 7th Street from Union Hills Drive to Pima Freeway.

What: Where there is enough space on the roadway, buffer lanes will be added to existing bike lanes. The number of travel lanes will remain the same. This project does not remove or add parking.

When: Pavement maintenance (new asphalt) is scheduled for summer 2023. Additional lane improvements will happen shortly after.

Why: Buffered bike lanes add space between people driving and people walking or biking for increased protection from vehicles, improved safety and added comfort. Additionally, the slight narrowing of the lane widths is to accommodate the bike lanes without a grade work and detour. The proposed bike lanes also provide connectivity between nearby project lanes.

What Will the Project Look Like?

Current Travel Lanes



Proposed Travel Lanes



Questions, Comments or Concerns?

We welcome and value your questions and feedback. If you have any questions or need additional information, please reach out to the following contacts:

City of Phoenix Active Transportation Program
Phone: 602-634-6266
Email: active@phoenix.gov
www.phoenix.gov/active

City of Phoenix Pavement Maintenance Program
Phone: 602-634-3444
Email: pavement@phoenix.gov
www.phoenix.gov/streets/transportation

Streets PHX
STREET MAINTENANCE DIVISION

Neighborhood Notification: Bicycle Improvements on 7th Street from University Drive to Lincoln Street

As part of the Street Transportation Department's core mission, we strive to improve the city's roadway to create a safe and efficient transportation network. Our ongoing pavement maintenance program provides opportunities to change the current traffic lane striping to improve safety for people who walk, drive, ride bicycles and use transit.

About the Project

Where: 7th Street from University Drive to Lincoln Street.

What: Where there is enough space on the roadway, buffered bike lanes will be added.

When: Pavement maintenance (new asphalt) is scheduled for winter 2023 and traffic lane improvements will happen shortly after.

Why: Buffered bike lanes add space between people driving and people walking or biking for increased protection from vehicles, improved safety and added comfort. Additionally, the slight narrowing of the lane widths is to accommodate the bike lanes without a grade work and detour. The proposed bike lanes also provide connectivity between nearby project lanes.

What Will the Project Look Like?

Current Travel Lanes

University Drive to Maricopa Freeway Maricopa Freeway to Lincoln Street



Proposed Travel Lanes

University Drive to Maricopa Freeway Maricopa Freeway to Lincoln Street



Questions, Comments or Concerns?

We welcome and value your questions and feedback. If you have any questions or need additional information, please reach out to the following contacts:

City of Phoenix Active Transportation Program
Phone: 602-634-6266
Email: active@phoenix.gov
www.phoenix.gov/active

City of Phoenix Pavement Maintenance Program
Phone: 602-634-3444
Email: pavement@phoenix.gov
www.phoenix.gov/streets/transportation

Vicinity Signs

City of Phoenix

VIRTUAL MEETING

56th Street Thomas to Camelback Project

Oct 25, 6 pm

Phoenix.gov/streets/meetings

623-825-3444



Notification Content

Standard required content for public notifications:

- What and Why: Activity description and purpose
- When: Activity schedule
- Where: Location of work and times work will be performed, if applicable
- Impacts (e.g. noise, property access, street restrictions, etc.)
- Contact name/phone/email address
- Title VI/ADA language in English and Spanish

Format

Notification format will vary based on the project and the sector of the public it is intended for. Formats to consider include:

- Door hanger notices
- Door-to-door canvassing
- Postcard mailers
- Nextdoor or other social media channels
- Vicinity signs
- Variable message signs

Standard Formats for Printed Communications

Standard sizes for printed communication materials are as follows:

Standard notice, brochure or newsletter sizes:

8.5" x 11"

8.5" x 11" (folded in half)

11" x 17" (folded in half)

Standard door hanger sizes:

4.25" x 8.5"

4.25" x 9.5"

4.25" x 11"

Standard postcard sizes:

3.5" x 5.5"

4" x 6"

5" x 7"

4" x 9"

6" x 8"

Standard Poster/exhibit board sizes:

9" x 12"

11" x 17"

16" x 20"

20" x 30"

24" x 36"

30" x 40"

Software Capabilities and File Formats

Printable file formats include .pdf, .jpg, or .tif

Photographs

Photographs should not be less than 150 dpi and should be at least 300 dpi for printed materials

Appendix E: City of Phoenix Title VI Analysis Form

To be completed by Project Manager

Streets 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 Demographic Viewer, which pulls from U.S. Census tables, Demographic and Housing Estimates table DP05; Households and Families Table S1101 to identify if the project area has a high number of residents that are minorities, what the age of residents are, poverty status, vehicle availability, etc., LEP is derived from U.S. Census Table C16001, to identify Limited English Proficiency (LEP).

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

Please use the "Selected Block Groups Demographic Report" that was obtained from the MAG Region Demographic MAP Viewer <https://geo.armag.gov/maganddemographics/> and the "US Census Language Demographic Report" C16001: Language Spoken at Home for ____ Census Bureau Table to complete this form. There is a separate instruction document titled **Explore Census Data and Procedure for running (MAG) Demographics**, 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? _____ %

☐ White	☐ German	☐ Irish	☐ English	☐ Hispanic, Latino, or Spanish	☐ Mexican or Mexican American
☐ Italian	☐ Polish	☐ French	☐ Puerto Rican	☐ Cuban	☐ Dominican
☐ Salvadoran	☐ Black or African American	☐ Middle Eastern or North African	☐ Lebanese	☐ Iranian	☐ Egyptian
☐ Syrian	☐ Moroccan	☐ Algerian	☐ Somali	☐ Asian	☐ American Indian or Alaska Native
☐ Chinese	☐ Filipino	☐ Asian Indian	☐ Vietnamese	☐ Korean	☐ Japanese
☐ Native Hawaiian or Other Pacific Islander	☐ Some Other Race Ethnicity	☐ Native Hawaiian	☐ Samoan	☐ Fijian	☐ Chamorro
☐ Tongan	☐ Marshalese				

Streets Department Project Hand Off Title VI Analysis Form

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 discuss this information with CPET or the assigned public engagement firm to assist in the way project information is communicated to the public and residents within the project area.

- Consider how you will inform door hangers, mailers, email, 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 to work with

Appendix F

Sample Date Vetting Template

CPET sends date vetting to Council Office staff, Village Planner, NSD Representative and copies Director's Office MAIL and CPET Senior PIO.

Key elements include a brief project overview, project features, proposed dates and the offer of a briefing.

The Street Transportation Department is planning to kick off the design phase of an important pedestrian and safety improvements project along [56th Street between Thomas and Camelback](#) roads. This project originated from engaged community members who sought safety improvements that would:

- complete gaps in bicycle lanes,
- improve safety for children walking to or from area schools,
- improve storm drainage,
- enhance landscaping, and
- incorporate complete streets elements.

This project already benefitted from a robust public engagement process during the planning phase when several hundred people participated to get us to where we are today. We respectfully request your help to vet dates for a virtual public meeting on either:

- Tuesday, October 25 at 6:00 p.m.
- Thursday, October 27 at 6:00 p.m.

Please indicate your preferred date(s) and any potential conflicts you may be aware of. We would like to hear back from your office no later than (DATE). Also let us know if you require a briefing.

Appendix G

Template for Calendar Entries for City Calendar, Social Media

Live Virtual Public Meeting: Maryland Avenue from 3rd Avenue to 20th Street

The [Phoenix Street Transportation Department](#) is proposing an update to the parking lanes and bike lanes on Maryland Avenue from 3rd Avenue to 20th Street.

A live virtual public meeting is scheduled for Thursday, June 2 at 6 p.m. via Webex to present the project proposal and begin the public input process.

Registration is required. If you'd like to ask a question during the meeting, please note that in the registration form on Webex. A video recording of the meeting will be posted on the project webpage after June 2.

Visit the project webpage for more information and to register for the meeting: [Phoenix.gov/Streets/Maryland](https://phoenix.gov/streets/maryland)

Learn about other upcoming Street Transportation Department public meetings, project updates or ongoing public engagement surveys: [Phoenix.gov/Streets/Meetings](https://phoenix.gov/streets/meetings)

Specific to Phoenix.gov Calendar:

Leave the "Media Contact Person" field blank

For the "General Contact" field – list "Street Transportation Department"

For the "Contact Phone Number" field – list either the project hotline or the Streets main line (602-262-6284) and then the appropriate e-mail – for example for the Maryland Avenue project it read "602-262-6284 / bike@phoenix.gov"

Attachment G: Notification to the Public



February 2025

Notification Process for Pavement Projects

Most pavement projects have minimal impact on a neighborhood. Though the impact on traffic flow is minimal, Street Transportation Department staff has an established notification process to alert residents and businesses to the upcoming paving activity.

Additionally, most bike lane projects that are scheduled in conjunction with pavement rehabilitation projects do not require a public meeting. If there are no changes to on-street parking or if vehicle travel lanes will not be removed, a public meeting is not required.

Notifications are provided by the paving contractor and vicinity signs are posted announcing the paving project. This is part of the paving/rehabilitative treatment company contracts.

Process

1. Paving contractors are required to notify affected commercial and residential properties affected by the upcoming paving project a minimum of 10 business days in advance. (Separate notices similar to these examples for Crack Seal, FAST, Mill and Overlay, Seal Coat and Slurry Seal)
2. Council offices are notified of upcoming paving projects in their district through the Accelerated Pavement Maintenance Program (APMP) reports. These reports are produced during the active paving season from April to November.
3. APMP reports include sharable graphics that are provided to the council offices for use in newsletters and social media.

CONSTRUCTION NOTICE
Pavement Preservation Program

In accordance with the City of Phoenix Street Transportation Department, we will be applying a PMP treatment for Roadways in your neighborhood.

RESIDENTIAL CRACK SEAL ACTIVITIES

Area of work: _____
Start Date: _____
Location: _____

Some delay and possible alterations may change due to weather or unforeseen circumstances.

CRACK SEAL TREATMENT

Crack seal and crack filling products are the preferred method for sealing potholes. This activity helps prevent infiltration of water into the pavement and is used as a preventative measure to maintain good condition.

WHAT TO EXPECT

- Temporary PAVING signs will be placed on the street one day prior to the work.
- The paving and sealing will be in effect:
 - Monday - Friday, 6:00 a.m. to 5:00 p.m.
 - All vehicles left on the street after 5:00 p.m. will be towed.
- Paving contractors are responsible for blocking signs and barriers to establish an 8 ft clearance around the roadway (10 ft for 20' or wider) and 10 ft clearance for turning vehicles to be used for access.
- Crews will use their best efforts to provide access to driveway, neighborhood and on-street. Please be aware of temporary conditions while the work is underway.
- Water is necessary for good pavement rehabilitation. There may be some water being applied to the street and not all paving projects will be able to be completed during the same time.
- Please advise of any special circumstances and any alterations to the work and/or location to the work.

ADDITIONAL CRACK SEAL TREATMENT FOR ROADWAYS

- If a treatment street is to be sealed on an entire street, the work will be in effect for the entire street.
- Streets will be closed to travel, driving, and sidewalks until the surface is completely dry.

Thank you for your patience and understanding while we improve the streets in your neighborhood.
For more information about the City of Phoenix Pavement Maintenance Program, visit phoenix.gov/PavementProgram

Questions, comments or concerns?
Please contact the project hotline at 625-825-3444

This notice is for informational purposes only and does not constitute a contract. The Street Transportation Department and the City of Phoenix are not responsible for any damages or losses resulting from the work.

CONSTRUCTION NOTICE
Pavement Preservation Program

In accordance with the City of Phoenix Street Transportation Department, we will be applying an asphalt mill and overlay treatment for the street in your neighborhood.

ASPHALT MILL AND OVERLAY

Area of work: _____
Start Date: _____
Location: _____

Some delay and possible alterations may change due to weather or unforeseen circumstances.

MILL AND OVERLAY

Mill and overlay is a process where the existing pavement is milled and replaced with a new layer of asphalt. This process is used to improve the condition of the pavement and to extend its life. The work will be in effect for the entire street.

WHAT TO EXPECT

- Temporary PAVING signs will be placed on the street one day prior to the work.
- The paving and sealing will be in effect:
 - Monday - Friday, 6:00 a.m. to 5:00 p.m.
 - All vehicles left on the street after 5:00 p.m. will be towed.
- Paving contractors are responsible for blocking signs and barriers to establish an 8 ft clearance around the roadway (10 ft for 20' or wider) and 10 ft clearance for turning vehicles to be used for access.
- Crews will use their best efforts to provide access to driveway, neighborhood and on-street. Please be aware of temporary conditions while the work is underway.
- Water is necessary for good pavement rehabilitation. There may be some water being applied to the street and not all paving projects will be able to be completed during the same time.
- Please advise of any special circumstances and any alterations to the work and/or location to the work.

ADDITIONAL CRACK SEAL TREATMENT FOR ROADWAYS

- If a treatment street is to be sealed on an entire street, the work will be in effect for the entire street.
- Streets will be closed to travel, driving, and sidewalks until the surface is completely dry.

Thank you for your patience and understanding while we improve the streets in your neighborhood.
For more information about the City of Phoenix Pavement Maintenance Program, visit phoenix.gov/PavementProgram

Questions, comments or concerns?
Please contact the project hotline at 625-825-3444

This notice is for informational purposes only and does not constitute a contract. The Street Transportation Department and the City of Phoenix are not responsible for any damages or losses resulting from the work.

Notification Process for Proposed Striping Updates to Remove On-Street Parking and/or Vehicle Travel Lanes

A public meeting is organized to inform the public of a possible addition of bike lane(s) that could result in the elimination of existing on-street parking spaces and/or travel lane(s). Public meetings are conducted virtually and in-person as necessary.

Process

1. Identify possible bike lane projects by September 1 for the paving season that will begin in March of the upcoming calendar year (March to October). The package of proposed bike lane projects should include briefing sheets.
2. The list of bike lane projects for the upcoming paving season is submitted to the director by September 1, so it can be presented to Mayor and City Council during the director's briefings. The goal is to provide an overview of these projects to the Councilperson and receive input on how the Street Transportation Department should proceed.
 - a. In addition to the list of projects, the Active Transportation Program (ATP) Team will provide quarterly updates to the Director on the progress of these projects, including any new projects that may be added.
3. Involve the Director's MAll when additional bike lane project requests emerge during a paving season. The MAll will serve as the liaison between City Council and CPET/ATP and will ensure that additional bike lanes will be included in the Director's monthly briefings with Councilmembers.
4. When there is a project survey, CPET or the contracted public engagement firm will provide the survey data and share it with the project team. The project team or contracted firm will summarize the public engagement effort for leadership to render a decision.
5. Project manager or city staff may meet with neighborhood stakeholders early in the process, when appropriate, in order to learn more about the potential support for the project.

TIMELINE

8 months prior

ATP provides CPET and Director's Office list of proposed bike lane projects that include removal of parking or change to a vehicle travel lane

6 months prior

CPET will know which projects can proceed with a public meeting

6 – 8 weeks prior

CPET vets dates with Council Offices, Mayor, NSD and Village Planner as needed

4 – 8 weeks prior

CPET orders vicinity signs, prepares meeting notices

2 weeks prior

CPET mails meeting notices, Traffic Services installs vicinity signs, survey created, first review of materials held

1 week prior

CPET and project team hold a full public meeting rehearsal, survey finalized

Bike Lane Projects with Special Circumstances and Other Considerations

Occasionally bike lane projects remove parking spaces that are not typically used along streets, such as on streets with side facing homes that are set back from the main street, or on collectors with center turn lanes.

For projects that will remove parking in front of or to the side of one to 10 properties, ATP staff will notify properties by certified letters to notify them of the proposed changes and request they contact the city with any questions or concerns.

Because this letter is public-facing communications, CPET will review and approve the final English and Spanish letters.

Process

1. ATP provides briefing sheets with graphics for preparation of a notification letter.
2. The Project Manager is responsible for providing a list of complete addresses for the affected properties.
3. CPET will mail letters certified or first class in English and Spanish to property owners/occupants with phone and email contact information for the Project Manager.
4. Letter should include a reply by date that is at least 14 days from the date of the letter.

TIMELINE

4 weeks prior
ATP alerts CPET of the need for a certified letter

2 weeks prior
CPET will coordinate mailing of certified letters

When 10 or more properties will be impacted, or when removing any parking spaces would have serious impact (to be justified by ATP), a public meeting will be conducted.

Back-facing houses are not considered to be impacted by striping changes but may sometimes warrant a notification.

The following situation will be evaluated on a case-by-case basis: When the property is a large institutional landowner, such as a school, park, or church, ATP staff will contact the institution directly. If the institution agrees to the proposed changes on its side of the street, the property owners on the opposite side of the street will be notified by letter.

Notification Process for Striping Updates with No Impact on On-Street Parking and/or Vehicle Travel Lanes

When a striping change will not remove on-street parking or vehicle travel lanes, a public meeting is not required. When stripes are added to the street, such as a new bike lane or a new buffer on an existing bike lane, digital notification alerts the community about the upcoming changes. These projects are usually scheduled in conjunction with pavement improvements. Refer to the *Notification Process for Pavement Projects without Bike Lanes or Public Meetings* section for more information about pavement notification.

The timeline on the right outlines the current process and timing that guides the contracted public engagement firm or CPET.

Process

1. The Director’s Office MAll sends an email with proposed pavement projects with striping updates to notify Council Offices when the pavement plan is shared with the Citizen’s Transportation Commission.
2. Active Transportation Team shares the briefing sheets with CPET in two annual batches (February: spring/summer paving projects; June: fall/winter paving projects).
3. CPET posts the information on the Active Transportation webpage and notifies the community of the upcoming striping changes by posting on Nextdoor and sending to the Neighborhood Notification database for the project area (NNO list).

TIMELINE

ATP will share briefing sheets in two annual batches

Feb.: spring/summer paving projects

June: fall/winter paving projects

CPET requests NNO database from Neighborhood Services (needs 2 weeks)

CPET posts the briefing sheet with diagrams on Nextdoor and emails the information to contacts on the NNO database

CPET then posts the notification on the Active Transportation webpage.

Notification Process for Construction of New Traffic Signal, Street Light, and HAWK

Traffic signals are installed to control the flow of traffic or allow for the safe movement of vehicles at busy intersections. When a new signal is planned, or when construction will occur to modernize an existing signal, doorhangers are used to notify the directly adjacent property owners (business and residential) where the work is going to occur. Traffic Services has a documented procedure for this. There is no additional education needed as drivers are presumed to know how traffic signals operate.

Street lighting varies across the city, largely affected by how the city developed over time or through annexation from the county. Per city standards, street lighting is installed on both sides of the street. When a new streetlight will be added, the same doorhangers can be used to notify the directly adjacent property owners (business and residential) where the work is going to occur.

Process

The existing Traffic Services procedure calls for notification by door-knock and leaving behind a doorhanger if no one answers. The project leader provides the property owner or occupant with contact information.

A sample doorhanger is shown here.



STREET TRANSPORTATION DEPARTMENT

The City of Phoenix continually looks for ways to improve the safety and movement of people on its streets and sidewalks. Traffic signals and street lighting work together to make our community safer by providing better illumination and proper directions to drivers and other road users.

We have a project in this area!

WE HAVE A PROJECT TO:
(CHECK ONE)

☐ rebuild / modernize ☐ install

THE FOLLOWING EQUIPMENT:
(CHECK ONE)

☐ traffic signal ☐ street light

☐ pedestrian crossing signal

WORK IS EXPECTED TO BEGIN ON OR BEFORE:

We will do our best to minimize disruption during this project. Please use caution in and around work areas.

Kindly do not move any barricades, traffic cones or signage.

If you have questions about this project, contact:

[@phoenixgov](https://twitter.com/phoenixgov)

or call: _____



STREET TRANSPORTATION DEPARTMENT

La Ciudad de Phoenix sigue buscando formas para mejorar la seguridad y el movimiento de las personas en las calles y banquetas. Los semáforos y el alumbrado público trabajan juntos para hacer nuestra comunidad más segura al proporcionar una mejor iluminación e indicaciones adecuadas a los conductores y otros usuarios de la carretera.

¡Tenemos un proyecto en esta área!

TENEMOS UN PROYECTO PARA:
(MARQUE UNA)

☐ reconstruir / modernizar ☐ instalar

EL SIGUIENTE EQUIPAMIENTO:
(MARQUE UNA)

☐ señal de tráfico ☐ luz de la calle

☐ señal de paso de peatones

SE ESPERA QUE LAS OBRAS COMIENCEN ANTES O EL MISMO DÍA:

Haremos todo lo posible para minimizar las interrupciones durante este proyecto. Por favor, tenga cuidado en y alrededor de las áreas de trabajo.

Por favor, no mueva las barreras, los conos de tráfico o la señalización.

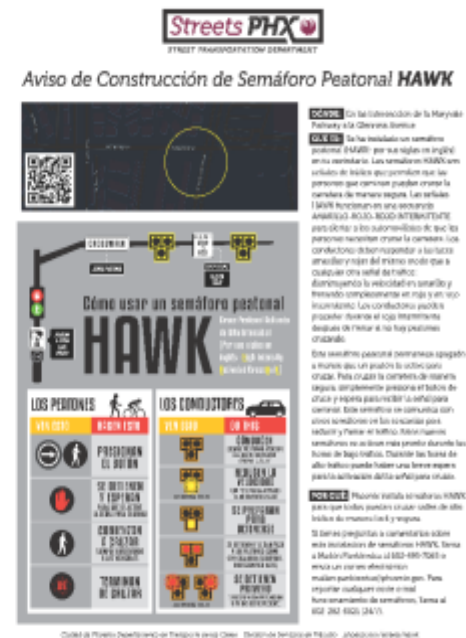
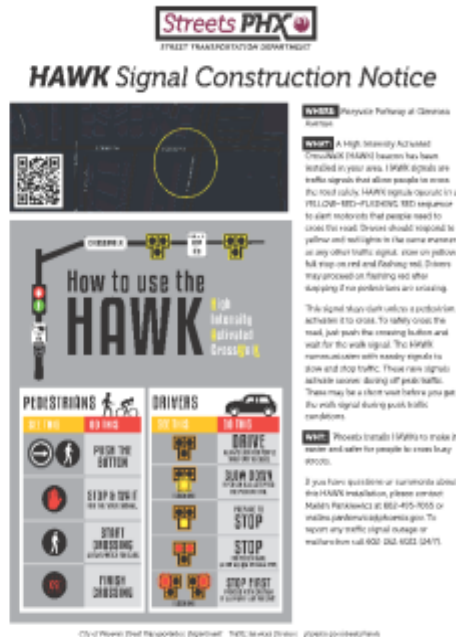
Si tiene preguntas sobre este proyecto, llame de lunes a viernes entre las 7 a.m. y las 2:30 p.m. a la persona y al número que está escrito en el otro lado de este papel.

Notification Process for Activation of a New HAWK or Traffic Signal

Phoenix uses the High Intensity Activated CrossWalk (HAWK) beacon as a tool to help make it easier and safer for people to cross busy streets without impeding traffic. HAWK signals are installed on streets as part of the city's coordinated signal system.

Process

1. Traffic Services alerts CPET and Director's Office, Assistant Director, and Director's MAIL to activation of a new Traffic Signal or HAWK two weeks prior.
2. Director's MAIL or Assistant Director's MAIL notifies the Council Office of the upcoming activation.
3. In areas where there are few or no HAWKs, the educational flyer shown here is provided so drivers, pedestrians and people on bicycles know how to use the device (applicable to HAWK).
4. CPET coordinates with the Print Shop to print and canvass (hand-carry) the flyers to commercial and residential properties within a half mile radius of the new HAWK. Notices are timed to arrive at homes or businesses at a date on or near the activation date (applicable to HAWK).



Notification Process for Major Construction Projects (CIP and Other Projects)

Major construction requires a public meeting or some form of public engagement, because the project will likely have a significant impact to area residents and commuters. The public engagement process is often lengthy and typically involves multiple meetings during the planning and design phase. During the construction phase there are typically a variety of notices needed to alert residents and businesses of construction activity that will affect ingress, egress, sidewalks, driveways and other infrastructure.

In addition to mailed or canvassed notifications to residential and commercial properties, the department uses vicinity signs, social media posts and communications through the council offices to engage and inform the public. Councilmembers often like to include information about major projects in their newsletters.

Please refer to the Public Engagement Plan for a detailed description of how the department carries out public engagement for major projects and construction activities.

Process

CPET and the Project Manager work together, or work with the assigned public engagement consultant (a firm on the department's Qualified Vendor List), to approve notifications and distribution areas. The guidelines are documented in the Public Engagement Plan.

PUBLIC MEETING NOTICE
58th Street Design Project
Thomas Road to Camelback Road

Date: Tuesday, October 25, 2022, at 6PM
Locations: Virtual (join by computer or phone)

The City of Phoenix Street Transportation Department will be holding a virtual public meeting for the design phase of this project.

This project benefited from robust public engagement in the planning stage. The team will present preliminary designs and features to confirm priorities with residents.

Scan our QR code or visit our meeting website to register and attend.

AVISO DE REUNIÓN PÚBLICA
Proyecto de diseño de 58th Street
Thomas Road a Camelback Road

Fecha: martes 25 de octubre 2022, a las 6PM
Ubicación: Virtual (juntos por computadora o teléfono)

El Departamento de Calles y Transportación de la Ciudad de Phoenix organizará una reunión pública virtual para la fase de diseño de este proyecto.

Este proyecto se benefició de una sólida participación pública en la etapa de planificación. El equipo presentará diseños preliminares y características para confirmar las prioridades con los residentes.

Escanee nuestro código QR o visite nuestro sitio web de reuniones para registrarse y asistir.

Project Hotline | Línea Del Proyecto: 602-325-3444
Email | Correo Electrónico: agranillo@gci.az.gov
Website | Sitio Web: Phoenix.gov/StreetsMeetings

This notice can be made available in an alternate format upon request by calling 602-363-6264 (TTY: Use 711). / Este aviso se puede hacer disponible en un formato alternativo a petición llamando al 602-363-6264 (TTY: Use 711).

Streets PHX
PHOENIX STREET TRANSPORTATION DEPARTMENT

3rd Street Improvement Project

Construction Notice

Project Overview:
The City of Phoenix Street Transportation Department is continuing with the construction of the 3rd Street Improvement Project from E. Camelback to E. Indian School Road.

Construction in this section of 3rd Street will begin on Monday, October 15, 2023, and will take approximately one month to complete.

Construction Details:

- The contractor is currently working from E. Indian School Road to E. Camelback, and will be extending the active job site south to E. Camelback Drive.
- Crews will begin working on the sidewalk improvements along the southbound shoulder of 3rd Street.
- Crews will be reconstructing sidewalks and upgrading ramps and driveways to comply with current ADA (Americans with Disabilities Act) standards.

What to Expect:

- Work hours will be Monday through Friday, from 7 a.m. – 4 p.m.
- Predictable access will be maintained.
- Southbound traffic may be reduced to one lane.
- Left hand turns will be restricted for north and southbound traffic.
- 3rd Street Roadblocks and Business Closures:** There may be a temporary restriction during the reconstruction of your driveway, a follow-up notice will be delivered with work details.

Thank you for your patience during construction. We will do our best to minimize disruption.

We want you and the world to see the work, so please use caution when traveling through construction zones.

Project Website:
www.phoenix.gov/streets/roadwork

Contact our project team if you would like to receive future notices and location information.
Project Contact: Albert Granillo, Public Information Coordinator
Email: agranillo@gci.az.gov | **Project Hotline:** 602-325-3444

This notice can be made available in an alternate format upon request. Contact the Street Transportation Department at 602-363-6264 (TTY: Use 711).

The map shows the project area on 3rd Street, with construction zones highlighted in red and orange. Key streets shown include E. Camelback, E. Indian School, E. McDowell, E. Washington, E. Broadway, E. Washington, E. McDowell, E. Indian School, and E. Camelback. The project area is bounded by E. Camelback to the north and E. Indian School to the south.

Notification Process for Special Events that Require Street Closures

A special event that will require traffic flow changes or street closures may require some form of public notification. The type and frequency of notification may differ according to the event's duration, size, type and impact to the neighborhood.

The responsibility of notifying the impacted neighborhood rests with the event organizer.

Process

1. Notification sent to impacted residents (business and residential) within a 5-block radius 30 days prior to the event start date.
2. On a case-by-case basis and based on the event size or level of impact, a second notification is sent to residents (business and residential) within a 5-block radius 2 weeks prior to the event date.
3. Notification to a 5-block radius is the standard boundary, regardless of whether the event includes amplified sound/music.
4. Based on the size and type of event, discuss the potential need for in-person business outreach.
5. Right-of-Way Management staff includes street closure information on the Street Transportation Department website.
6. Require the event organizer to include the mailing address of the ROW Management team office in their list of addresses to notify. Receipt of the notification will indicate that notifications have been sent out to the neighborhood.
7. Event organizers are provided an Event Notification Log to document the residents and businesses that were contacted. The log is submitted to the ROW Management team when all notification requirements have been completed prior to the event start date.
8. ROW administrative staff may conduct spot checks to ensure organizer sent advance notification.
9. Electronic or static signs to be placed near the impacted area a minimum of 5 days and maximum of 14 days in advance of the event start date.

TIMELINE

30 Days Prior to Event

Event organizer sends notification to 5-block radius

2 weeks prior

Event organizer conducts in-person outreach, if needed, to businesses that will be impacted by event.

Event organizer sends a second notification.

Event organizer submits Event Notification Log to ROW Management.

After log is submitted

ROW administrative staff may conduct spot checks to ensure advance notification was received.

Notification Process for Construction Activities Involving Utility Projects

Utility companies or other city departments coordinate with the Street Transportation Department on installation of utilities that may require traffic flow changes, street closures and/or detours.

Process

1. ROW Management staff will inspect utility construction areas for safety and risk-mitigation. If there is a need to notify other departments, ROW Management will recommend notifications for the utility to implement.
2. The TRACS permit process includes entry of the closure or restriction into the public-facing database of street closures on the department's homepage.

Notification Process for Changes to Metered Parking

Metered parking supports circulation, which helps area restaurants, businesses, and entertainment venues. Sometimes people use on-street parking to avoid having to pay for parking in nearby garages or because they have a high-clearance vehicle. When Street Transportation contemplates changes to metered parking, it is important to provide advance public notification of the pending change.

Process

- 1. The Department should produce vicinity signs to be stationed in the area for a minimum of 14 days.
- 2. If the change involves adding meters where open parking currently exists, the Department should mail Certified letters. The letter should explain the reason for the change, identify a contact person in Street Transportation, provide an approximate implementation timeframe and include frequently asked questions.
- 3. Certified letter should go to Owner/Manager (or the named contact on the Assessor’s website) of properties directly in front of the area in which meters will be added.

TIMELINE

6 weeks prior

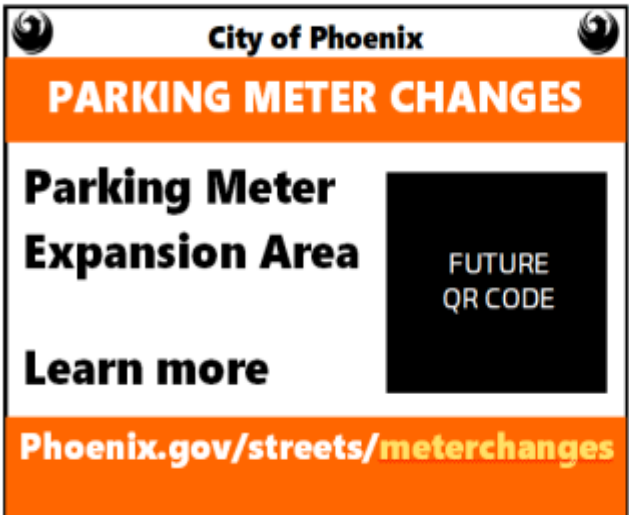
CPET sends vicinity sign mock-up to Sign Shop

4 weeks prior

Certified letters mailed to property owners directly in front of any new meters. Letter will provide a contact person and deadline for input.

2 weeks prior

Sign Shop posts signs in affected area



Notification Process for Floodplain Projects Managed by the City Engineer's Staff

Floodplain projects seek to alleviate troublesome flooding when high-volume storm events occur. These projects may include a variety of structures above or underground or modifications to terrain to better accommodate flow of surface water. Funding sources and partnerships vary based on the project but commonly include the American Rescue Plan Act (ARPA), the city's General Obligation Bond (GO Bond), other federal sources or partnership with the Flood Control District of Maricopa County.

Process

1. **Survey Stage:** Good faith notification efforts are required to inform residents of work that will occur on or around their property, even when the work will be entirely in the city's right-of-way.

When a project is initiated, individual owner/occupants should receive a mailed letter explaining the project and the work that is slated to occur – very often initial survey work that is non-invasive. CPET will assist by proofing and approving the final letter to property owners (produced in English and Spanish). Sample letters are available from CPET.
2. **Before Dirt is Turned:** Once more invasive work will occur, a door knock by the contractor to notify the occupant should precede any work by about 10 days. A doorhanger with business card including contact information (preferably the city's project manager) should be taped or stapled to the doorhanger. Doorhangers should be produced in English and Spanish.
3. **When More Details are Needed:** If the work requires more detailed notification – for example, to include maps and diagrams – a full-page notification in English and Spanish is recommended.

TIMELINE

At Survey Stage

10 or more days in advance
Eng/Spn letter to property owner/occupant identifying pertinent information, including why the project is needed

10 Days Prior to Invasive Work

Doorhanger identifying type of work, funding source and providing contact information of PM.

If More Details are Needed

10 days prior to the work beginning, affected properties should receive a mailed or canvassed flyer showing the project area, details of the work and a contact person.



City of Phoenix
 OFFICE OF THE CITY ENGINEER

The City of Phoenix is working to address historical flooding concerns in your area. Partnering with the Flood Control District of Maricopa County, the city has developed a project to reduce the risk of flooding. This will require work on or near your property.

This work could include:

- ___ Surveyors
- ___ Digging/Excavation (any disturbed areas will be restored upon completion of work)
- ___ Construction on/near your property
- ___ Temporary Traffic Restrictions

Next Steps:

Work is expected to begin _____



To request a reasonable accommodation or to receive this information in an alternative format, please contact the Street Transportation Department at 602-262-6284 or 7-1-1(TTY).

THANK YOU FOR YOUR TIME AND INTEREST

Add diagonal corner cuts for business card



Streets PHX
 STREET TRANSPORTATION DEPARTMENT

Project No. / Núm. de Proyecto: ST63140119
 

AMERICAN RESCUE PLAN ACT: LOCAL FLOODING MITIGATION PROJECT
PLAN DE RESCATE ESTADOUNIDENSE: PROYECTO DE MITIGACIÓN DE INUNDACIONES LOCAL

CONSTRUCTION UPDATE
 The City of Phoenix Street Transportation Department's contractor will begin construction of the local flooding mitigation project in your area. The project site will run parallel to North Lane along the Phoenix Mountain Preserve from 22nd Place to 24th Street.

ACTUALIZACIÓN DE LA CONSTRUCCIÓN
 El contratista del Departamento de Calles y Transportación de la Ciudad de Phoenix comenzará la construcción proyecto de mitigación de inundaciones en su área. El sitio del Proyecto correrá paralelo a la Preserva de Montañas de Phoenix de 22nd Place a 24th Street.

CONSTRUCTION DETAILS
 Construction is scheduled to start the week of February 5, 2025, and is anticipated to last for approximately two months. The project duration may change due to inclement weather or unforeseen circumstances.

DETALLES DE CONSTRUCCIÓN
 La construcción está programada para comenzar la semana del 5 de febrero de 2025 y se prevé que dure aproximadamente dos meses. La duración del proyecto puede cambiar debido a las inclemencias del tiempo o circunstancias imprevistas.

WHAT TO EXPECT

- No Parking signs will be placed in the active work zone and restrictions will be strictly enforced during the posted dates and times.
- Temporary water interruptions will be scheduled throughout the project. Separate advance notification will be delivered to affected properties when water interruptions are planned.
- The City of Phoenix Parks and Recreation Department will identify and relocate any existing vegetation within the project area before construction begins. Restoration of the natural vegetation is scheduled once construction is complete.
- Access to the Phoenix Mountain Preserve off N. 24th Street will be restricted.

QUÉ DEBE ESPERAR

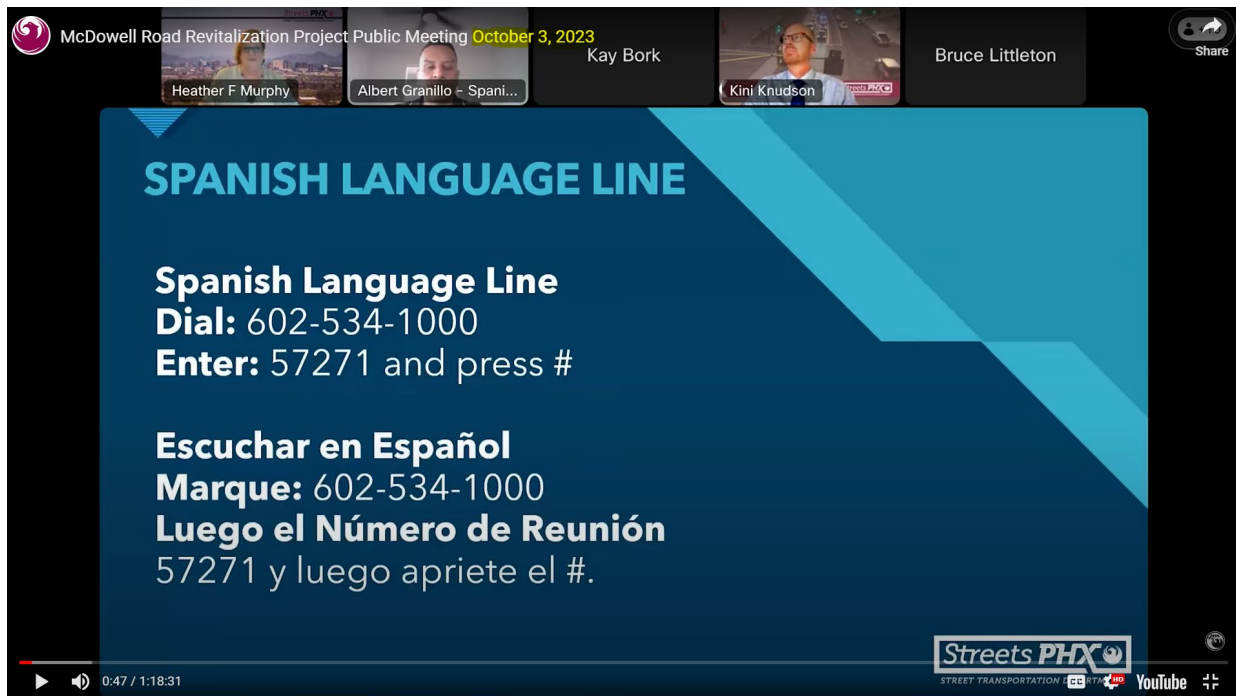
- Letras de No Parking "No Estacionarse" se colocarán en la zona de trabajo activa y las restricciones se aplicarán estrictamente durante las fechas y horas publicadas.
- Se programarán unas interrupciones temporales de agua a lo largo del proyecto. Se entregarán notificaciones anticipadas por separado a las propiedades afectadas cuando se planifique la interrupción de agua.
- El Departamento de Parques y Recreación de la Ciudad de Phoenix identificará y reubicará cualquier vegetación existente dentro del área del proyecto antes de que comience la construcción. La restauración de la vegetación natural está programada una vez que se termine la construcción.
- Acceso a la Preserva de Montañas de Phoenix estará restringido de N. 24th Street.

AREA MAP / MAPA DEL ÁREA


Project Hotline / Línea del Proyecto: 623-825-3444
Email / Correo Electrónico: agranillo@barnhartco.com
Website / Sitio Web: phoenix.gov/streets/floodplain-management

This notice will be made available in an alternative format upon request. Contact the Street Transportation Department 602-262-6284 (TTY: 711) or 7-1-1. Este aviso puede estar disponible en un formato alternativo si se solicita. Comuníquese con el Departamento Calles y Transportación al 602-262-6284 (TTY: Línea 711).

Spanish Language Line



SPANISH LANGUAGE LINE

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

Escuchar en Español
Marque: 602-534-1000
Luego el Número de Reunión
57271 y luego apriete el #.

Streets PHX
STREET TRANSPORTATION

0:47 / 1:18:31

YouTube



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 & Webex Ethnicity Question

Self-Identification Survey

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

Webex Ethnicity Registration Question

Edit Option Buttons - Google Chrome

streetsphx.webex.com/svc3300/svccomponents/registration/addcontrols.do

Edit Option Buttons

Type:

Group label for option buttons: ?

Default choice:

	Score
Choice 1: Asian/Pacific Islander	
Choice 2: Black/African American	
Choice 3: Hispanic/Latino	
Choice 4: Native American/Alaskan N	
Choice 5: White/Caucasian	
Choice 6: Multiracial/Biracial	
Choice 7: A race/ethnicity not listed here	
Choice 8:	
Choice 9:	

[Add additional choices](#)

(English)



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:

- ☐ White ☐ Native Hawaiian/Other Pacific Islander
☐ African American/Black ☐ Asian
☐ Native American/Alaska Native ☐ Hispanic/Latino

Gender:

- ☐ Male ☐ Female

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STREET TRANSPORTATION DEPARTMENT

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(Spanish)



City of Phoenix
STREET TRANSPORTATION DEPARTMENT

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.

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)

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).



City of Phoenix
STREET TRANSPORTATION DEPARTMENT

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Attachment I: Subcontractor/Subrecipient/Consultant Approval Procedure (Title VI)



Subcontractor/Subrecipient Approval Procedure (Title VI)

BACKGROUND:

The City of Phoenix (COP) Street Transportation Department consists of six divisions: Director's office, Office of the City Engineer, Management Services, Street Maintenance, Design and Construction Management (DCM), and the Traffic Services Division.

The Labor Compliance Section is housed within the Office of the City Engineer (OCE). The main purpose of this section is to ensure contract compliance with the federal labor regulations, specifically, the Davis Bacon & Related Acts (DBRA). The primary responsibility is to ensure compliance of these regulations on federally assisted capital improvement projects.

The Equal Opportunity Department (EOD) is an entirely separate department from the Street Transportation Department. EOD is responsible for communicating the Disadvantaged Business Enterprise (DBE) requirements to Prime Contractors (Prime) and assisting City project managers in ensuring that Primes and Subcontractors / Sub recipients (Sub) adhere to their proposed DBE commitments and federal DBE contract requirements as stated in 49 CFR Part 26. EOD is also responsible for the monitoring and enforcement mechanisms to verify that work committed to DBEs at contract award is actually performed by the DBEs.

The Title VI Coordinator is housed within the DCM Division of Street Transportation. The Title VI coordinator works closely with ADOT to ensure compliance by developing a Program Plan, training, and ensuring that the subcontracts contain the required documents.

PROCEDURE:

1. Project Manager / Procurement Contract Specialist:
 - a. The DCM Project Manager works with the Contract Specialist in the OCE to procure and award a contract to the Prime.
2. Subcontractor / Subrecipient Submittal Procedure / Equal Opportunity Department

The steps for EOD subcontractor / subrecipient submittal are as follows:

A. Prime Contractor:

- (a) Through the LPA System, after the pre-construction meeting, the Prime submits 'sub requests' for all (DBE as well as non-DBE) subcontractors / subrecipients and suppliers expected to work on the

contract. Requests include the following documents: Executed Subcontract or Purchase Order agreement for each sub/supplier with:

i. EQUAL OPPORTUNITY CHECKLIST SECTION:

- ☐ Subcontractor Agreement Submitted

DBE Information to be included in each Agreement and Lower Tier Contracts

- ☐ DBE Contactor Compliance Agreement Assurances
- ☐ Prompt pay reporting provisions
- ☐ Heat Mitigation Clause – Phoenix City Code G-7241
- ☐ EEO Compliance Report Information Sheet
- ☐ Notice of Requirement for Affirmative Action and EEO Contracts Specification (Exec. Order 11246)
- ☐ FHWA 1273
- ☐ Federal Regulations F.R. (pages 1-32)
- ☐ Bid items of work (Labor Standard Certification Form)
- ☐ Certification, contract, or subcontracts subject to EEO clause April 1969- required.

Required for Certified DBE

- ☐ Verification that a subcontract amount is = or greater than DBE committed amount.
- ☐ DBE Goal Percentage

ii. Equal Opportunity Specialist:

Reviews or denies the subcontractor / subrecipient request and completes the EOD portion of the Subcontractor / Subrecipient Approval Checklist for each DBE subcontractor / subrecipient upon confirmation of the following:

- i. Prime has included a fully executed subcontract which includes all required documentation.
- ii. The requested DBE subcontractor / subrecipient is certified for DBE credit in the scope of work included in their subcontract.
- iii. Ensures DBE agreements contain the value and scope of work consistent with scopes and values cited in the bid submittal.
- iv. Once approved, the Equal Opportunity Specialist will send the documents to the Labor Compliance section and the Title VI Coordinator.

3. Subcontractor / Subrecipient Approval Procedure / Labor Compliance Section

The Labor Compliance Section utilizes their Labor Standards Certification (LSC) Form as the main source to exchange information, acknowledgements of required provisions, and certifications. The steps for the subcontractor / subrecipient approval process are as follows:

A. Prime Contractor:

- i. Fills out the LSC form.
- ii. Provides LSC form to all subcontractors / subrecipients and lower tier contractors.
- iii. Contractors (prime, sub & lower tier subs) complete and sign the LSC form.
- iv. The prime contractor emails or delivers the LSC forms and executed subcontracts to the Labor Compliance Specialist assigned to the project.

B. Labor Compliance Specialist:

- i. Ensure contractors are properly licensed – AZROC.
- ii. Verifies contractor's eligibility status - Systems Award Management.
- iii. Enters contractors in LCP tracker & assigns them to the project for payroll reporting purposes.
- iv. E-mails approval notice to the prime contractor and Project Management Staff / Programming and Project Delivery staff. (The FHWA Subcontractor / Subrecipient Checklist may also be used to support the subcontract approval process).
- v. Completes their section of the FHWA Subcontractor/ Subrecipient Checklist to verify all information. Once approved, email the completed form to the Title VI Coordinator.

i. LABOR COMPLIANCE CHECKLIST SECTION:

- ☐ Subcontractor Agreement Submitted

Labor Compliance Information to be included in each Agreement

- ☐ 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

Labor Compliance Information to be included in each Agreement and Lower Tier Contracts

- ☐ Code of Federal Regulation title 29, CFR Parts 3 & 5
- ☐ Wage Decision – Type Highway Mod 3 11-15-24 Date 05/07/2025

C. Labor Compliance Preconstruction Conference

The Labor Compliance Specialist will schedule a labor compliance preconstruction meeting with the prime, subs and/or lower tier contractors to provide technical assistance related to the DBRA requirements. Prior to this meeting the prime contractor will be provided with an "Instructions to Contractors" packet. This packet contains the required forms along with guidance to assist contractors with meeting contractual labor standards responsibilities.

The packet informs the prime contractor of requirements that include:

- Weekly certified payroll reports that will be reviewed, accepted and/or rejected throughout the course of construction.
- Requests for Additional Classification & Wage rates (SF1444) will be processed as needed.
- Field interviews will be conducted by City of Phoenix, Labor Compliance staff in accordance with Title 29 CFR Part 5.6 (a) (3).
- Monthly payment applications will be impacted due to severe noncompliance issues.

4. Subcontractor / Subrecipient Approval Procedure / Title VI Coordinator

The Title VI coordinator (Currently DCM's Management Assistant II) will be notified by the Project Manager / Procurement Contract Specialist that the contract has been awarded to the Prime. The steps for Title VI Coordinator are as follows:

TITLE VI CHECKLIST COMPLIANCE SECTION:

- ☐ Title VI Assurances in all agreements / Appendix A-E
- ☐ Federal Regulations F.R. (Pages 1-32), Inclusive of:
- ☐ Buy America Act
- ☐ Each Subcontract must contain Name, ADOT TRACS and COP Project #'s (Page 28 of F.R.)
- ☐ Code of Federal Regulations Title 41
- ☐ 106.17 Build America, Buy America Act (referred to as BABA)
- ☐ 107.18 Contractor and Subcontractor Records Retention
- ☐ 107.19 Federal immigration / Nationality Act
- ☐ 1.0, 2.0 Cargo Preference Act

A. Title VI Coordinator:

- Provide a packet to the selected prime to include the required documents for the Title VI section. **See Appendix A for list of items in packet and examples.**



CA Liaison: Street Transportation Department: Title VI Program Manager, Eric Gudino (602) 534-9792, Eric.Gudino@phoenix.gov
1) Equal Opportunity Compliance Representative: Federal Contract and Compliance EOS, Shamina Burch 602-256-4134, Shamina.Burch@phoenix.gov
2) STR Labor Compliance Representative: Labor Compliance: Labor Compliance Supervisor, Email Address only: STR.LABORCOM@PHOENIX.GOV
3) Title VI Compliance Representative: Title VI Coordinator, Denise Lee, 602-262-6942, Denise.Lee@phoenix.gov
4) City of Phoenix Construction Manager: Civil Engineer III, Street Transportation Department, Construction Manager, Edika Zarbroudi, (602)262-6554, Edika.Zarbroudi@phoenix.gov
5) Department Management: Engineering Manager, Street Transportation Department, Jose M. Rodriguez Diaz, (602)495-2049, Jose.M.Rodriguez@phoenix.gov
Unifier Coordinator: Info Tech Analyst/Prg II, Street Transportation Department Holly V. Murray, 602-256-5693, Holly.Murray@phoenix.gov

**Key personnel should be verified and updated periodically as staff turn over*

APPENDIX A – Packet Items

- ☐ 01 – FHWA Subcontractor / Subrecipient Checklist (insert depending on year) (1 page)
- ☐ 1 – FR Pages 1-32 07-2022 (32 pages)
- ☐ 2 – Title VI Assurances ADOT Signed by Jeff Barton (insert depending on year) (8 pages – includes Appendix A-E)
- ☐ 3 – Code of Federal Regulations Title 41 (3 pages)
- ☐ 4 – SFR Supplemental Information 106.17 107.18 107.19 (1 page)
- ☐ 5 – Cargo Preference Act 1.0 2.0 (1 page)