

# **Street Transportation Department Title VI Program Plan**

**Federal Highway Administration (FHWA)  
Funds**



**August 2019**

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# Non-Discrimination Policy Statement

## **Policy Statement:**

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

## **Applicability:**

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

## **Non-Discrimination Requirements:**

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

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

## **Service Area Language Population (Table A):**

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

<b>Category</b>	<b>Number</b>	<b>Percentage</b>
<i>All Languages Total</i>	<i>1,400,199</i>	<i>100.00%</i>
<i>English Speaking Only</i>	<i>881,814</i>	<i>62.98%</i>
<i>English Less Than Very Well</i>	<i>195,914</i>	<i>100.00%</i>
Spanish	164,656	84.05%
Serbo-Croatian	2,014	1.03%
Other Indo-European languages	1,108	0.57%
Chinese	2,965	1.51%
Vietnamese	3,712	1.89%
Other Asian languages	2,581	1.32%
Tagalog	1,642	0.84%
Arabic	2,523	1.29%
African Languages	3,292	1.68%
Other (24 Languages)	11,421	5.83%

Source: U.S. Census Bureau: 2011-2015 American FactFinder

# 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

7/10/2019  
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, 15<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: 602-262-7486 TTY: 602-534-1557

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

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

# Title VI Assurances

## City of Phoenix Title VI Assurances

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 assurances 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 "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-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 a 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 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, **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 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.

**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.

**City of Phoenix**

**Ed Zuercher City Manager**

by  \_\_\_\_\_  
(Signature of Authorized Official)

DATED 7/10/2019

## 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 performance 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 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 request 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 **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* and 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 **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.

B

## 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, **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 licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, **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 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, 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, City of Phoenix will there upon revert to and vest in and become the absolute property of 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. 1687 *et seq.*).

## **Title IV Organization Chart and Staffing**

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

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

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

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

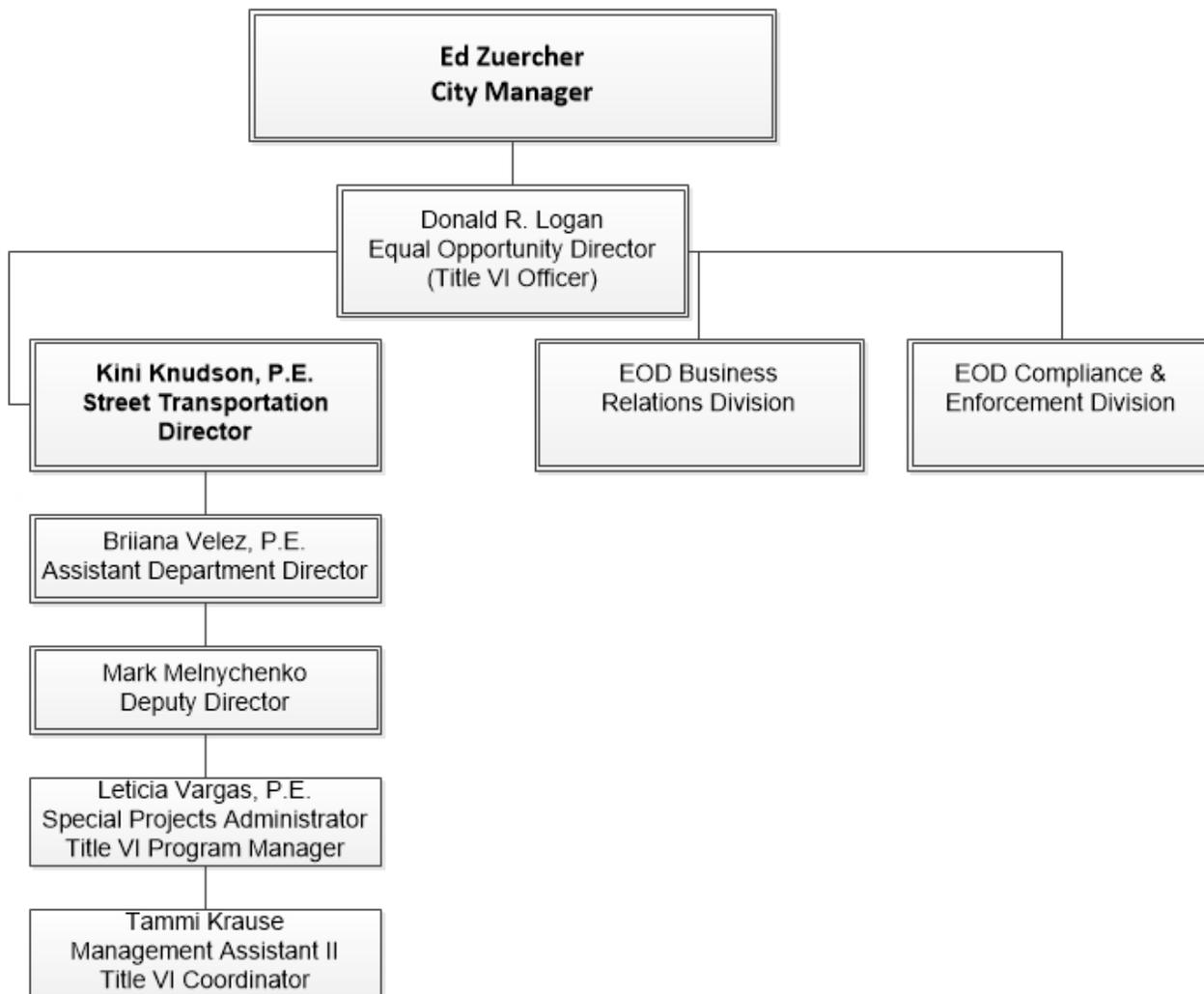
Leticia Vargas, Special Projects Administrator  
City of Phoenix Street Transportation Department  
200 W. Washington Street, 5<sup>th</sup> Floor  
Phoenix, AZ 85003  
Phone: (602) 534-5692  
Email: leticia.vargas@phoenix.gov

**Street Transportation Department Title VI Program Manager/Coordinator:**

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



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



## **Title VI Roles and Responsibilities**

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

1. Gathers and reports statistical data and other information as required by USDOT;
2. Reviews third party contracts and purchase requisitions for compliance with this program;
3. Works with department staff to fulfill the obligations of the Title VI Program Plan;
4. Internal review ensures that solicitations and contracts contain the required assurances;
5. Ensures that statements of commitment are disseminated and posted in public areas;
6. Collects and retains demographical information of customers served
7. Coordinates the complaint resolution process with the Equal Opportunity Department or alternative complaint investigation service provider;
8. Advises the Title VI Officer on matters and achievements;
9. Participates with legal counsel and project teams to determine compliance;
10. Generate ad hoc and periodic reports for submittal to City management and modal agency;
11. Plans and participates in Title VI training seminars;
12. Ensures the Public Participation Plan and Limited English Proficiency Plan are incorporated fully in all aspects of the departments' business processes.

Title VI Officer Designee – The Deputy Equal Opportunity Director, under the direction of the Equal Opportunity Department Director (Title VI Officer), has the authority for day-to-day oversight of the City's Title VI Program. The position supervises the development of plans, policies, procedures, and methods to ensure the effective and efficient operation of the program. The Deputy Director supervises the monitoring of all Title VI requirements and reviews and reports on overall program results. The position coordinates cooperative efforts with the Equal Opportunity and Street Transportation Departments to ensure that the City remains in compliance with USDOT requirements.

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

### Internal Program Review and Training

The City of Phoenix, Title VI Program Manager/Coordinator is responsible for overall Title VI related training of procurement and project management staff. The Program Manager/Coordinator will conduct a minimum of one review and training of procurement and project management staff annually. ADOT's Civil Rights Office may be asked to provide applicable training. Additionally, trainings regarding Title VI and the requirements for subcontractors will be conducted at project pre-construction meetings.

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.

#### 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 bid specifications and/or contracts.

#### Demographic Data Collection and Analysis for Special Emphasis Areas

The City of Phoenix, Title VI Program Manager/Coordinator will conduct bi-annual reviews with project management staff using the "Demographic Analysis Form" (Attachment H) and compare it with participant demographic survey information. The program manager/coordinator will log the information into the FHWA project spreadsheet to assure that "Limited English Proficiency" residents affected are informed of construction projects. Staff completes the demographic Analysis Form that utilizes data from the American Community Survey (ACS) via the Maricopa Association of Governments (MAG) Demographic Viewer that uses ACS 2015 Data. Staff then completes a City of Phoenix Title VI Analysis Form that identifies information about residents/households identifying race, color, and national origin. This information will be used to determine how information is distributed through the public involvement process. Other data that would be collected are (a) survey cards and (b) FHWA contract information such as bidder's race, sex and who was awarded the contract.

#### Self-Assessment Information

In addition, Voluntary Self-Assessment will be available at all future federally funded public meetings or will be added to the sign in sheet so that effectiveness of Title VI Demographic Analysis Form (Attachment H) can verify assumptions made during planning, design and construction phases. Data collected will confirm or encourage additional remedy or action for public involvement outreach or circulation, if appropriate.

#### Title VI Training Procedures

The City of Phoenix, Title VI Contractor Administrator will (1) review the program and responsibilities with the Title VI Program Manager/Coordinator (2) Schedule meetings between the Title VI Program Manager/Coordinator, the City's Procurement Manager, Programming and Project Delivery (PPD) Deputy Director to assure Title VI language and assurances are included in all FHWA bid specifications and contracts. The rest of staff will be trained by providing administrative/clerical staff and public information officers training.

#### 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 Streets 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 at the website:

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

# FOSTERING PUBLIC PARTICIPATION

The City is committed to fostering public participation in all aspects of planning and budgeting to make continuous improvements. Executive Order (E.O.) 12898 was created to focus federal attention on the environmental and human health effects of federal actions on minority and low-income populations with the goal of achieving environmental protection for all communities. The E.O. directs federal agencies to identify and address the disproportionately high and adverse human health or environmental effects of their actions on minority and low-income populations, to the greatest extent practicable and permitted by law. The order also directs each agency to develop a strategy for implementing environmental justice. The order is also intended to promote nondiscrimination in federal programs that affect human health and the environment, as well as provide minority and low-income communities access to public information and public participation.

## Steps for Public Inclusion

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

- Public Involvement Plan (PIP) [See Attachment I.](#)
- **Advertisements of public hearings in media outlets that target the minority community:** These advertisements are published in the *Arizona Informant* (African American community), *Asian American Times* (Asian American community), and *LaVoz and Prensa Hispana* (Hispanic community).
- **On site community open houses:** 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.
- **Notices of public hearings and community open houses:** Notices are printed in both English and Spanish and distributed. Public stakeholders are to receive **electronic notification** through Nextdoor and email using the Neighborhood Services Department's Notification of Neighborhood Organizations. Notifications contain: This publication can be made available in an alternate format upon request. Contact the Street Transportation Department 602-262-6284 (TTY: Use 711).
- **Accessibility to community:** The Street Transportation Department receives calls from minority and low-income community residents requesting street, sidewalk and streetlight maintenance information. Bilingual staff can respond to the questions in Spanish.

## LIMITED ENGLISH PROFICIENCY PLAN

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

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

**Demography** - Identifying number and proportion of LEP individuals and languages spoken in the service area using Census and data from the Maricopa Association of Governments. Public service announcements at pre-construction meetings are made in Spanish and English. For construction-related projects, notices are sent to affected residents in both English and Spanish.

**Frequency** – LEP percent data is gathered for each project. Additionally, data on households with limited English proficiency are obtained and analyzed to identify congregations of linguistically isolated households within the service area. Table A reflects the service area language population for the City of Phoenix and can be found on page 3. The predominate language other than English is Spanish. Other languages are under 2% each but over 1,000 total and are reflected in the table.

**Importance** - The Street Transportation Department is committed to providing information of construction projects in Spanish and/or other languages or formats to assure enhanced communication between the population and the City of Phoenix. Transportation is a vital service.

**Resources** - Providing notice to LEP persons of the availability of language assistance. In the Phoenix metropolitan region, Spanish is the most common foreign language spoken. The City of Phoenix and its subrecipients routinely publish printed materials and signs in English and Spanish with other language translations available upon request.

### REPORTING

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

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

## MONITORING & ENFORCEMENT MECHANISM

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

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

If a firm uses, or attempts to use, false, fraudulent, or deceitful statements or representations to meet the Title VI requirement of the contract, the City reserves the right, under the provisions of Title VI Assurances, to report such actions to the USDOT or its designee. The USDOT or its designee may, at its discretion, initiate suspension or debarment proceedings against the firm. The City may also pursue all means available to address such unprofessional and unethical behavior.

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

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

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

**CITY OF PHOENIX  
SUBCONTRACT APPROVAL CHECKLIST**

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

**LABOR COMPLIANCE**

- Subcontractor Agreement Submitted  Non-applicable
- Labor Standards Certification Form
- ADOT / SAP Project Number
  - Prime/Subcontractor Name
  - Contract Executed Date
  - AZROC / Systems Award Management
  - Signature of prime or higher tier and subcontractor with dates and titles
- The following documents must be incorporated into all sub and lower-tier contracts
- FHWA 1273 / Federal Regulations
  - Standard Federal EEO Construction Clauses (Executive Order 11246 / EPRISE)
  - Notice of Requirement for Affirmative Action to ensure EEO (Executive Order 11246)
  - Wage Decision – Type \_\_\_\_\_ Date \_\_\_\_\_
- Labor Compliance Pre-Construction Conference. Date \_\_\_\_\_

**EQUAL OPPORTUNITY**

- Subcontractor Agreement Submitted  Non-applicable
- DBE Information to be included in each Agreements and Lower-Tier Contracts
- DBE Contractor Compliance Agreement Assurances
  - EEO Compliance Reports, March / October
  - FHWA 1273 / Federal Regulations
  - Subcontractors verification that subcontract amount is equal to or greater than DBE committed amount
  - Bid items of Work
  - DBE Goal Percentage
- DBE Pre-Construction Conference – This meeting will be mandatory for all Prime and Sub Contractors that intend to perform work on the project. Date of Meeting: \_\_\_\_\_

**TITLE VI COMPLIANCE**

- EEO Information
- Certification, Contract or Subcontracts subject to EEO clause April 1969
  - Title VI Assurances in all agreements / Appendix A-E
- Other / Supplemental Information
- 107.18 Contractor and Subcontractor Record Retention
  - 107.19 Federal Immigration / Nationally Act
  - Cargo Preference Act

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

## COMPLAINT INVESTIGATION

City of Phoenix has established policies and procedures in accordance with the Title VI Nondiscrimination Program and to ensure better service and access to all customers using its facilities, programs or services.

The Title VI Program Manager/Coordinator is responsible for administering each department's compliance program and is designated, in accordance with federal regulation, to coordinate the department's efforts to comply with and carry out its responsibilities based on Race, Color, National Origin.

Pursuant to 49 CFR Section 21.9(b), the following grievance procedure may be used by persons who allege a complaint or a violation of the Title VI. Individuals are not required by federal regulations to use this grievance procedure, they may file complaints directly with the appropriate enforcement agency.

### Discriminatory Trends/Patterns Process

A program area review process will be done to identify any deficiencies and correct them between 60 to 90 days. This is done by the Title VI Program Manager/Coordinator who tracks all complaints using the "Title VI Complaint Log" (Attachment D) and reports any unusual trends/patterns to the to ADOT's Civil Rights Office (CRO) then it will be forwarded to FHWA Office of Civil Rights for further investigation and recommendations. The Street Transportation Department will then follow these steps: Step 1: Report any unusual trends/patterns and wait on a response from FHWA Office of Civil Rights. Step 2: Immediately implement the recommendations from FHWA Office of Civil Rights.

In addition, the Title VI Program Manager/Coordinator will act immediately to remedy or correct any deficiencies in the Title VI Program Plan if identified through the annual review of contracts, annual review of self-assessment forms, annual review of procurement documents. If any deficiencies are noted through that yearly review, it will be documented. The Title VI Program Manager/Coordinator will initiate an action plan to remedy the program specific area in coordination with all project managers, procurement staff and the Department's Public Information Officer. The department's goal is to ensure that all City of Phoenix residents are getting an opportunity to participate and be engaged in all projects at all levels of project delivery including planning, design and construction.

### FHWA Title VI Complaint Procedures

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 City of Phoenix. A copy of the Complaint Form may be accessed electronically at: <https://www.phoenix.gov/eod/forms/discrimination-in-public-complaint-questionnaire>
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 City of Phoenix and provide the allegations by

telephone for transcription. Once transcribed the City of Phoenix 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 Agency and
  - F. The date(s) of the alleged discriminatory act(s).
5. Upon receipt of a completed complaint, the City of Phoenix will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.
6. The City of Phoenix will forward all FHWA Title VI complaints to the FHWA Division Office.
7. The Equal Opportunity Department will review the complaint and determine its jurisdiction and need for additional information.
8. Additional information will be solicited from the complainant as needed. If additional information is requested and not received within 15 business days, the case may be administratively closed. The case may also be closed if the complainant wishes to withdraw the original filing of the concern.
9. A complaint log will be kept by the Equal Opportunity Department and the respective Title VI Street Transportation Department Contract Administrator. To remediate discriminatory practices, the Title VI Program Manager/Coordinator will provide additional training to the prime and sub-recipients (subcontractors) at preconstruction meetings.
10. The Title VI Program Manager/Coordinator will send a written letter notifying the complainant that a preliminary inquiry is underway to determine the need for an investigation.
11. If the preliminary inquiry by the City (or designee) indicates that an investigation is warranted, then the complainant will be notified, requesting their statements. If the preliminary inquiry indicates an investigation is not warranted, a written notification will be sent to the complainant with the reasons and factors considered.
12. The results of the investigation will be mailed to the complainant. The results will include the scope of the investigation, factors considered and the outcome. A closure letter will be sent if it has been determined there was not a Title VI violation and the case will be closed. A letter of findings will be sent if the allegations are substantiated, as well as, an action plan with a timeline to offer redress.
13. Records will be maintained by the Title VI Program Manager/Coordinator for a period of three years.

**Information Confidentiality:** The City will safeguard from disclosure to third parties information that may reasonably be regarded as confidential business information consistent with federal, state, and local law. Notwithstanding any contrary provision of state or local law, the City will not release personal information submitted in response to the complaint or investigation to a third party, other than USDOT, without the written consent of the complainant.

# ATTACHMENT A: Complaint Filing Instructions (English & Spanish)



## Title VI - Notification of Protections to the Public and Instructions on How to File a Complaint

### 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Phoenix Equal Opportunity Department. All complaints received by the Equal Opportunity Department are documented and assigned to the appropriate Title VI Program Manager and compliance specialists for investigation in accordance with federal standards (28 CFR, Part 35 and FTA Circular 4702.1A). After the complaint is processed, a response (if requested) is sent to the customer filing the complaint and appropriate corrective action is taken.

For more information on the City of Phoenix's civil rights program and the procedures to file a complaint, or to get information in another language, customers are encouraged to contact the Equal Opportunity Department at the number or address below. In addition, customers can obtain information by contacting the following point of service:

Customer Service: 602-262-7716  
TTY: 602-534-1557

Mailing Address:  
City of Phoenix Equal Opportunity Department

Attn: Compliance and Enforcement Division  
200 W. Washington Street, 15th Floor  
Phoenix, AZ 85003  
Email: [eod.complaint.enforcement@phoenix.gov](mailto:eod.complaint.enforcement@phoenix.gov)

Complaints may also be made directly to:

<b>Street Transportation Dept.</b>
Tammi Krause
Phone: 602-495-2064
<a href="mailto:tammi.krause@phoenix.gov">tammi.krause@phoenix.gov</a>



## **Título VI: Notificación de protecciones al público e instrucciones para presentar una queja**

### **Aviso al público:**

La Municipalidad de Phoenix se compromete a garantizar que no se excluya a ninguna persona de participar en, ni que se le nieguen los beneficios de, sus servicios de transporte con base en su raza, color u origen nacional, conforme a la protección del Título VI de la Ley de Derechos Civiles de 1964, la Ley de restauración de los Derechos Civiles de 1987 y los estatutos y reglamentos relacionados de todos los programas, servicios y actividades municipales.

### **Instrucciones para presentar quejas relacionadas al Título VI**

Cualquier persona que considere que ha sido agraviada por alguna práctica discriminatoria prohibida por el Título VI puede presentar una queja con el Departamento de Igualdad de Oportunidades de la Municipalidad de Phoenix. Toda queja recibida por el Departamento de Igualdad de Oportunidades será documentada y asignada al encargado del programa Título VI y los especialistas de cumplimiento de normas apropiados para su investigación de conformidad con las normas federales (28 CFR, Parte 35 y FTA Circular 4702.1A). Una vez que sea procesada la denuncia, se enviará una respuesta al cliente que presentó la queja (si se solicita) y se tomará la acción correctiva que corresponda.

Para mayores informes sobre el programa de derechos civiles de la Municipalidad de Phoenix y el procedimiento para presentar una queja, o para obtener información en otro idioma, se invita a los clientes a comunicarse con el Departamento de Igualdad de Oportunidad al número o dirección que abajo se indican. Además, clientes pueden obtener mayor información al comunicarse con los siguientes punto de servicio:

Servicio al cliente: 602-262-7716

TTY: 602-534-1557

Dirección postal:

City of Phoenix Equal Opportunity Department

Attn: Compliance and Enforcement Division

200 W. Washington Street, 15<sup>th</sup> Floor

Phoenix, AZ 85003

Correo electrónico: [eod.complaint.enforcement@phoenix.gov](mailto:eod.complaint.enforcement@phoenix.gov)

Las quejas también pueden presentarse directamente, como sigue:

<b>Departamento de Transporte Vial</b>
Tammi Krause
Teléfono: 602-495-2064
<a href="mailto:tammi.krause@phoenix.gov">tammi.krause@phoenix.gov</a>

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

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

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

# ATTACHMENT B: Complaint Form



**City of Phoenix**  
EQUAL OPPORTUNITY DEPARTMENT  
Title VI Complaint Form

Complete this page in its entirety and the following pages as they relate to the Complainant's situation, i.e.: Employment, Fair Housing, or Public Accommodation

### Personal Information

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Street or Mailing Address: \_\_\_\_\_ Apt #: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: (\_\_\_\_) \_\_\_\_\_ Cell: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_  
Best Times to Call: \_\_\_\_\_ Email Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ Gender: M or F Do you have a Disability? Yes or No  
Race: \_\_\_\_\_ National Origin: \_\_\_\_\_

### Please Provide the Name of a Person We Can Contact if We Are Unable to Reach You:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone Numbers: Home Phone: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_  
Cell: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

### I believe I was discriminated against based on the following:

\_\_\_ Race \_\_\_ Color \_\_\_ National Origin

### How were you referred to the City of Phoenix Equal Opportunity Department

**This Section for Office Use Only:**

EOD #: \_\_\_\_\_ HUD #: \_\_\_\_\_ EEOC #: \_\_\_\_\_  
Received Date: \_\_\_\_\_ Date of Harm: \_\_\_\_\_ Ongoing: Yes or No  
Date Dual Filed: \_\_\_\_\_ Date Assigned: \_\_\_\_\_ Investigator: \_\_\_\_\_  
CP Ethnicity Code: \_\_\_\_\_ Sex: \_\_\_\_\_ Issue: \_\_\_\_\_ Basis: \_\_\_\_\_ Type: \_\_\_\_\_  
Letters Sent: \_\_\_\_\_ Closure Date: \_\_\_\_\_ Closure Code: \_\_\_\_\_  
Entered into Data-Base by: \_\_\_\_\_ Date: \_\_\_\_\_

## **SEVEN STEPS OF CONDUCTING INVESTIGATIONS**

Whenever Customer Service staff receives a Title VI complaint, the following process occurs:

### STEP ONE: Summary of the complaint

- Completed by Title VI Contract Administrator
- Title VI Complaints are defined as follows:
- Communication from a resident alleging discrimination during the Street Transportation Department service based on race, color, or national origin

### STEP TWO: Statement of issues

- List every issue derived from the complaint summary
- Include questions raised by each issue
- Add new issues that surface during investigation
- Develop final list of issues as an outline for investigation

### STEP THREE: Respondent's reply to each issue

"Respondent" is defined as **any** source of information that can contribute to the investigation, including, for example:

- Project Manager (Interview/History)
- Radio/Dispatch/Operational Control Center reports
- City Street Transportation Department Offices
- Witnesses
- Video (camera) and/or audio recordings
- Incident reports
- Other Street Transportation employees

### Collecting Respondent Information

Ask various staff to investigate areas or assist in investigation  
Document information from customer contact (respondent area)  
After all respondent information is documented:

- Complete the documentation (remaining steps)
- Determine the action taken
- Follow up with the customer.

### STEP FOUR: Findings of fact

- Investigate every "issue"
- Separate facts from opinions

### STEP FIVE: Citations of pertinent regulations and rules

- Develop list of all regulations, rules, policies, and procedures that

- apply to the investigation
- Company rules and procedures
- Street Transportation Department policies

STEP SIX: Conclusions of law

- Compare each factual conclusion from “findings of fact” to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred
- Develop list of violations into “conclusions of law”

STEP SEVEN: Description of remedy for each violation

List specific corrective actions for each violation found

Include plans for follow-up checks

Do not conclude report with “**no action taken**”

If no violations found, conclude the report in a positive manner

- Review of policies and procedures
- Review of Title VI provisions

Responding to the Complainant

In the letter of response

- Apologize for inconvenience
- Address all issues in his/her complaint
- If appropriate, inform of proper practices
- Express thanks for his/her feedback



# ATTACHMENT D: Limited English Proficiency (LEP) Plan

## Limited English Proficiency plan 2018-23

(The "X" indicates the frequency this activity will take place)

Project Planning Activity	FY18	FY19	FY20	FY21	FY22	FY23
<ul style="list-style-type: none"> <li>Using census data, identify areas within the project area that have high concentrations of LEP individuals.</li> </ul>	X	X				
<ul style="list-style-type: none"> <li>Produce a map of the project area providing a visual display of the location of high concentrations of LEP individuals. *</li> </ul>	X	X				
<ul style="list-style-type: none"> <li>Respond to citizen concerns regarding project area in English and Spanish.</li> </ul>	X	X				

# ATTACHMENT E: Bilingual Notice to Customers

Dentro del segmento 1, actualmente se anticipa que se iniciarán las obras en la intersección de la Avenida 7 y Broadway Road. Las mejoras incluyen la instalación de bahías de autobuses en las esquinas suroeste y noreste de la intersección, y la ampliación de las esquinas de la intersección. Se estima que el trabajo en esta intersección tomará aproximadamente 90 días.

Las obras en la intersección de la Avenida Central y Broadway Road incluyen la reconstrucción de la esquina noreste, la instalación de una nueva bahía de autobuses en la esquina suroeste, y la ampliación de la calle de aproximadamente 1,300 pies al sur de la intersección de Broadway Road. Se estima que el trabajo en esta intersección tomará aproximadamente 90 días.

Se anticipa que las obras en la intersección de la Calle 7 y Broadway Road se realizarán simultáneamente con las obras en la Avenida 7. Las mejoras a la Calle 7 incluyen la reconstrucción y ampliación de las esquinas en la intersección y la instalación de una bahía de autobuses en la esquina noreste. Se estima que el trabajo en esta intersección tomará aproximadamente 70 días.

Con el fin de limitar las interrupciones en la zona y para el público viajero durante las obras en las intersecciones del segmento 1, la mayoría del trabajo se realizará durante el día, con excepción de la instalación del alcantarillado, lo que se hará de noche. Se mantendrá el acceso a las entradas de vehículos durante las obras.

### Participación pública y alcance a la comunidad

El equipo del proyecto continúa las reuniones con los propietarios directamente para hablar acerca de sus inquietudes acerca del diseño y ofrecer posibles soluciones. Con el 90 por ciento de los planes de diseño ya terminados, el equipo ofrecerá sesiones informativas a los comités de planificación de los pueblos de South Mountain y Lower, y seguirán reuniéndose con el grupo de alcance para el corredor de Broadway.

Si desea seguir manteniéndose al día con las actualizaciones del proyecto, suscríbase en el sitio web: [avenidariosalado.com](http://avenidariosalado.com).

### Historial del proyecto

El ARS es un proyecto de obras de la municipalidad de Phoenix diseñado para mejorar, ampliar y extender una sección grande de Broadway Road, desde la Avenida 51 a la Calle 7. Se propuso inicialmente en el 2005 y desde entonces tanto al ARS como a la zona del proyecto ARS se han invertido varios años para

estudiar los efectos al medio ambiente y a la planificación del diseño, para asegurarse de que el proyecto reduce a lo mínimo el impacto a los comercios locales y las comunidades residenciales, a la vez que se amplía al máximo los beneficios tanto para la zona a nivel local como a nivel regional.

Se proyecta que la población de Phoenix crecerá con rapidez en el futuro. El ARS está diseñado teniendo en mente este aumento de la población y el aumento de congestión de tránsito consiguiente. Por último, el objetivo de ARS es proveer a los conductores con una vía arterial segura, que mejore su acceso y alivie la congestión del tránsito entre el Valle Surroeste y el Centro de Phoenix, mientras que se mantiene a un mínimo el impacto a los residentes locales y las comunidades comerciales.

**Otras actividades a lo largo de Broadway Road**  
Además del proyecto ARS, la municipalidad tiene otros proyectos planificados para Broadway Road. Para evitar causar mayores interrupciones al público, estos proyectos están programados para realizarse antes o durante las obras de ARS.

- **Districto de Mejoras de Drenaje (SID, por sus siglas en inglés)** En respuesta a peticiones de los propietarios, la municipalidad creó el SID para Broadway Road, de las Avenidas 39 a la 15. Los dueños de propiedades en Phoenix a lo largo de Broadway Road que actualmente usan fosas sépticas tuvieron oportunidad de participar en el distrito de mejoras para construir conexiones de drenaje y/o a las tomas de agua. Después de un extenso proceso de votación, 25 propietarios están participando en el SID. Estas mejoras se llevarán a cabo al mismo tiempo que las obras del proyecto ARS.
- **Inspección de líneas de transmisión de agua de 48 pulgadas** Antes de iniciar las obras de ARS, el Departamento de Servicios de Agua de la municipalidad de Phoenix inspeccionará la condición de la línea principal de transmisión de 48 pulgadas sobre la Broadway Road, entre las Avenidas 35 y 21. A fin de realizar esta inspección, la municipalidad deberá construir una nueva línea de transmisión de agua de 12 pulgadas, para que los servicios de los clientes de la línea existente no fueran interrumpidos en sus servicios de agua. La construcción de la línea de transmisión de 48 pulgadas está programada para octubre, 2013. Si la futura inspección se encuentra en malas condiciones, se repondrá antes de la ampliación a que se refiere el ARS.
- **Arte público** La Oficina de Artes y Cultura de la municipalidad de Phoenix contrató a dos artistas locales para incorporar arte público en las mejoras de las calles. Los artistas están colaborando con la comunidad para obtener sus opiniones sobre el concepto y áreas de utilización.



STUDY NEWSLETTER  
Issue No. 5 – October 2013



### Final Design Approaching Completion

Design plans for the Avenida Río Salado/ Broadway Road (ARS) improvements are 90 percent complete and construction of the project is expected to begin in November 2013.

Since the 70 percent design public meeting held last fall, the city of Phoenix has been busy incorporating the public's comments and requests into the final street design, including the addition of landscaping on both sides of the street. The city of Phoenix Real Estate Division also continues to meet with property owners to finalize right-of-way acquisition agreements.

### Design Improvements by Segment

The project area is divided into five segments for design and construction. Improvements are listed below by segment. Improvements will also include new sidewalks, bike lanes, street lighting and landscaping throughout the entire five-mile project. Relocation of utilities to accommodate the new roadway will also occur throughout the project area.

**Segment 1: 17th Avenue to Seventh Street** – Intersection improvements will be made by widening intersection corners, and installing new bus bays and storm drains.

**Segments 2, 3, 35th to 17th Avenues** – These segments will be reconstructed to provide three travel lanes in each direction with a flush median. A raised median will be built only at major intersections.

**Segment 4: 43rd to 35th Avenues** – This segment will be reconstructed to provide three travel lanes in each direction with a raised median.

**Segment 5: 51st to 43rd Avenues** – A new roadway will be built through the existing sand and gravel operation providing a new connection between 43rd and 51st Avenues. The roadway will consist of three lanes in each direction separated by a 14-foot wide raised center median.

### Construction to Begin in November 2013

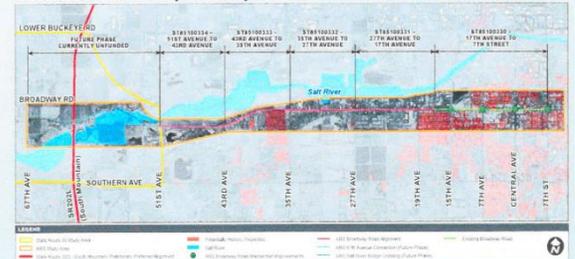
The city of Phoenix selected Kiewit Infrastructure as the Construction Manager at Risk (CMAR) for the ARS project. Kiewit has been working closely with the design team to help finalize the plans in each segment.

Kiewit has developed a preliminary phased-construction schedule for each of the five segments to help minimize the duration of construction and mitigate construction disturbance in an area. The anticipated construction schedule is as follows:

- Segment 1: 17th Avenue to Seventh Street – November 2013
- Segment 2: 27th to 17th Avenues – July 2014
- Segment 3: 35th to 27th Avenues – July 2014
- Segment 4: 43rd to 35th Avenues – February 2014
- Segment 5: 51st to 43rd Avenues – February 2014

Within Segment 1 construction is currently planned to begin at the intersection of Seventh Avenue and Broadway Road. Improvements to this intersection include installing bus bays on the southeast and northeast corners and widening all corners of the intersection. Work at this intersection is expected to take approximately 90 days.

### Avenida Río Salado/ Broadway Road – Study Area



### ¡Comienzan pronto las obras de construcción!

Lo invitamos a ver el progreso que se ha hecho en el diseño para las mejoras a Broadway Road y a girar acerca del plan de obras en la próxima reunión comunitaria de pre-construcción y diseño final que se llevará a cabo como sigue:

Miércoles, 23 de octubre, 2013 | De 6 a 8 p.m.  
M.C. Cash Elementary School Library  
3851 W. Resner Road, Phoenix

Los planes de diseño para todos los segmentos están disponibles y se proporcionará información acerca de las actividades iniciales de construcción.

Estarán presentes empleados de la municipalidad y miembros del equipo del proyecto para responder a sus preguntas y atender sus inquietudes. Se podrá entregar comentarios durante la reunión pública o en línea en [avenidariosalado.com](http://avenidariosalado.com); también pueden enviarse por fax al 602-218-9618 o por correo a Avenida Río Salado Design Team, 4561 E. McDowell Road, Phoenix, AZ 85008.



Construction at the intersection of Central Avenue and Broadway Road includes reconstruction of the northeast corner, installing a new bus bay on the southeast corner and roadway widening for approximately 1,300 feet south of the Broadway Road intersection. Work at this intersection is expected to take approximately 90 days. Construction at the intersection of Seventh Street and Broadway Road is anticipated to occur simultaneously with the work at Seventh Avenue. The Seventh Street intersection improvements include reconstructing and widening the corners at the intersection and installing a bus bay on the northwest corner. The work at this intersection is expected to take approximately 60 days.

Construction of 15th Avenue and Broadway Road includes reconstruction and widening of the intersection corners. Work at this intersection is expected to take approximately 70 days.

To limit disruption to the area and traveling public during the Segment 1 intersection work, most work will occur during the daytime, with the exception of storm drain installation, which will occur at night. Driveway access will be maintained during construction.

**Public Involvement and Community Outreach**  
The project team continues to meet with property owners on an individual basis to address design concerns and provide possible solutions.

With the 90 percent design plans now complete, the team will provide briefings to the South Mountain and Lawren Village Planning Committees and continue to meet with the Broadway Corridor Outreach Group. If you would like to continue to receive project updates, sign up on the website: [avenidariosalado.com](http://avenidariosalado.com).

**Project History**

ARS is a city of Phoenix construction project designed to improve, widen and extend a large section of Broadway Road from 51st Avenue to 7th Street. Initially proposed in 2005, the ARS and the ARS project area have undergone numerous years of environmental study and design planning to ensure the project minimizes its impact on local business and residential communities while maximizing its benefit to both the local and regional area.

The population of Phoenix is projected to grow rapidly in the future. ARS is designed with this increase in population, and the increase in traffic congestion it will bring, in mind. Ultimately, the goal of ARS is to provide drivers with a safe, viable arterial street that will improve accessibility and ease traffic congestion between the Southwest Valley and Downtown Phoenix while minimizing the impact on local residential and business communities.

**Other Activities Along Broadway Road**

In addition to the ARS project, the city has other projects planned for Broadway Road. To avoid causing additional disruption to the public, these projects are planned to occur prior to or during the construction of ARS.

- **Sewer Improvement District (SID)** - In response to requests from property owners, the city created the SID on Broadway Road from 39th to 15th Avenues. Phoenix property owners along Broadway Road currently using septic tanks were eligible to participate in the improvement district to construct sewer connections and/or service taps. After an extensive balloting process, 35 property owners are participating in the SID. These improvements will be constructed with the ARS project.
- **48-inch water transmission line inspection** - Prior to ARS construction, the city of Phoenix Water Services Department will inspect the condition of an existing 48-inch transmission main in Broadway Road from 25th to 31st Avenues. For the inspection to occur, the city had to construct a new 12-inch water line, so that services and meters could be taken off the existing 48-inch transmission main without causing disruption to customers. The construction of the 12-inch water main has been completed and the inspection of the 48-inch transmission main is scheduled for October 2013. If the existing pipe is in poor condition, it will be replaced prior to the ARS widening.
- **Public art** - The city of Phoenix's Office of Arts and Culture has hired two local artists to incorporate public art in the street improvements. The artists are collaborating with the community to obtain input on the arts concept and areas for development.



**Avenida Río Salado/  
Broadway Road**  
[www.avenidariosalado.com](http://www.avenidariosalado.com)

**BOLETÍN INFORMATIVO DEL ESTUDIO**  
Edición # 5 - Octubre de 2013



**Se aproxima la conclusión del Diseño Final**

Los planes de diseño para las mejoras de Avenida Río Salado/Broadway Road ARS están a 90 por ciento concluidos y se anticipa que las obras se iniciarán en noviembre del 2013. A partir de la fecha en que se llevó a cabo la reunión pública, al cumplirse el 70 por ciento de las obras el resto del año pasado, la municipalidad de Phoenix se ha dedicado a incorporar los comentarios y las peticiones del público al diseño de las calles, inclusive la adición de jardinería a ambos costados de la calle. La División de Bienes Raíces de la municipalidad de Phoenix asimismo ha continuado reuniéndose con los propietarios para finalizar acuerdos de adquisición de derechos de paso. Los planes de diseño al 90 por ciento se pueden consultar en el sitio web del proyecto ARS, [avenidariosalado.com](http://avenidariosalado.com).

**Mejoras de diseño por segmento**

Para diseño y obras, el área del proyecto se dividió en cinco segmentos. Además de las mejoras que se indican a continuación por segmento, las mejoras incluirán nuevas aceras, calles para bicicleta, alumbrado de la calle y jardinería a lo largo de las cinco millas del proyecto entero. También se realizará la reubicación de los servicios públicos para acomodar la nueva calle a lo largo del área del proyecto.

**Segmento 1: De la Avenida 17 a la Calle 7** Se realizarán mejoras a la intersección, ampliando las onillas de las esquinas, y la instalación de una nueva parada de autobuses y alcantarillas.

**Segmentos 2 y 3: De la Avenida 35 a la 17** Estos segmentos se reconstruirán resultando en tres carriles en cada dirección con una mediana o camellón al ras del pavimento. Se construirá un camellón elevado solo en las intersecciones principales.

**Segmento 4: De la Avenida 43 a la 35** Este segmento será reconstruido con tres carriles en cada dirección, con una mediana o camellón elevado.

**Segmento 5: De la Avenida 51 a la 43** Se construirá una nueva calle a través de la operación actual de arena y grava para proporcionar una nueva conexión entre las Avenidas 43 y 51, la cual consistirá de tres carriles en cada dirección, separada por una mediana central elevada que medirá 14 pies de ancho.

**Las obras comenzarán en noviembre, 2013**

La municipalidad de Phoenix seleccionó a Kiewit Infrastructure como Administrador de Obras a Riesgo CMAR, por sus siglas en inglés, para el proyecto ARS. Kiewit ha estado trabajando al lado del equipo de diseño para ayudar a finalizar los planes para cada segmento.

Kiewit formuló el siguiente programa preliminar de obras en fases para cada uno de los segmentos que ayudarán a reducir la duración de las obras y las interrupciones a raíz de las obras que se realizarán en la zona. Se anticipan los siguientes plazos:

- Segmento 1: De la Avenida 17 a la Calle 7, noviembre, 2013
- Segmento 2: De la Avenida 27 a la Avenida 17, julio, 2014
- Segmento 3: De la Avenida 25 a la Avenida 27, julio, 2014
- Segmento 4: De la Avenida 43 a la Avenida 35, febrero, 2014
- Segmento 5: De la Avenida 51 a la Avenida 43, febrero, 2014

Por favor tenga en mente que estas fechas están sujetas a cambio con base en la adquisición de propiedades requerida, el cumplimiento de la reubicación de los servicios públicos, las condiciones del tiempo y demás condiciones imprevisibles. Espera darse inicio a las obras del segmento 1, las mejoras a las intersecciones de la Avenida 17 a la Calle 7, en noviembre.

**Construction Coming Soon!**

Come see the design progress that has been made for improvements to Broadway Road and hear about the construction plan by attending this preconstruction/final design community meeting held on:

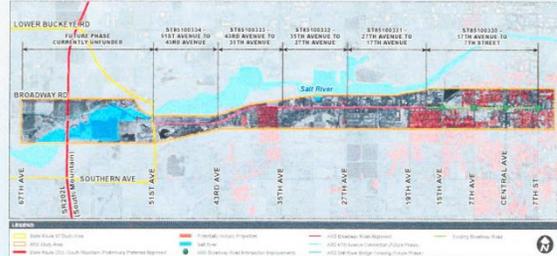
Wednesday, October 23, 2013 | 6 - 8 p.m.  
M.C. Cash Elementary School Library  
3851 W. Roeser Road, Phoenix

The design plans for all segments will be available and information will be provided for the initial construction activities. City staff and members of the project team will be in attendance to answer questions and address concerns.

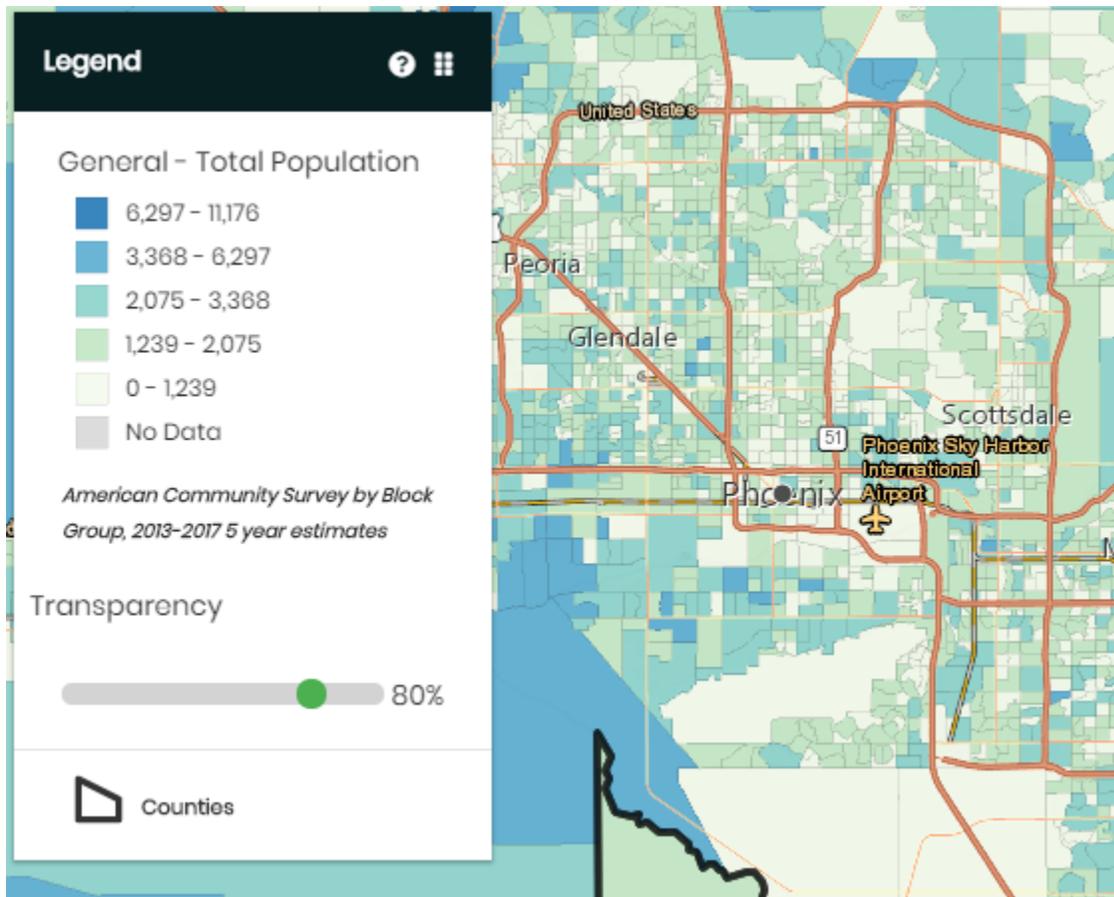
Comments may be submitted at the public meeting or online at [avenidariosalado.com](http://avenidariosalado.com). Comments may also be faxed to 602-218-9618 or mailed to Avenida Río Salado Design Team, 4561 E. McDowell Road, Phoenix, AZ 85008.



**Avenida Río Salado/Broadway Road - Área de Estudio del Proyecto**



# ATTACHMENT F: Community Profile



# ATTACHMENT G: Demographic Analysis Form

## Street Department Project Hand Off Title VI Analysis Form

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

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

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

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

**From Page 1 of the report:**

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

**From Page 4 of the report:**

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

**From Page 7 of the report:**

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

**From Page 11 of the report:**

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

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

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

## ATTACHMENT H: Public Meeting

<p><b>Internal Briefings</b></p>	<p>Before your meeting is publicized, please ensure a briefing is offered to the following:</p> <ul style="list-style-type: none"> <li>• Street Transportation Director</li> <li>• Deputy City Manager for Street Transportation</li> <li>• Council Members and/or Council Staff (This includes all eight council districts.)</li> <li>• Mayor and/or Mayor’s Staff</li> </ul>
<p><b>Setting the Meeting Date</b></p>	<p>Vet the meeting date with the following entities/resources to avoid conflicts with other meetings/events:</p> <ul style="list-style-type: none"> <li>• NSD neighborhood specialist(s)</li> <li>• Village Planner</li> <li>• The Office of the Mayor</li> <li>• Council offices for districts 1 through 8</li> <li>• City Calendar</li> <li>• Department Community Calendar</li> </ul> <p>Avoid holding your meeting on a Monday or Friday, including any day prior or after a national holiday.</p> <p>Once your meeting date is confirmed, it should be entered in the department’s community calendar.</p> <p>Include the meeting as an item in departmental weekly report describing the upcoming meeting as soon as date/location are set.</p>
<p><b>Meeting Venue</b></p>	<p>Ensure the selected meeting venue is ADA accessible. Considering most city facilities and public schools are ADA accessible you may want to consider holding your meeting at one of these venues.</p> <p>If your meeting venue requires a self-insurance certificate, please coordinate directly with the city’s risk management division.</p>
<p><b>Meeting Format</b></p>	<p>Open house is the recommended format for the public meetings that are hosted by the Street Transportation Department.</p> <p>An open house is an informal setting in which people get information about a plan or project. It has no set, formal agenda. Unlike a meeting, no formal discussions and presentations take place, and there are no audience seats. There may be periodic times during the open house when staff provides a project over view to participants that may attend at different times. Instead, people get information informally from exhibits and staff and are encouraged to give opinions, comments, and preferences to staff either orally or in writing.</p>

<b>Meeting Duration and Time</b>	<p>At a minimum, allow for a two-hour window to ensure meeting attendees have adequate time to attend your meeting. The recommended time of day to host your public meeting is 6 p.m. to 8 p.m.</p> <p>Meeting duration is to be based on the discretion of the project manager.</p>
<b>Sign-In</b>	Provide sign-in sheets to collect stakeholder names and opportunity for stakeholders to choose if they want to be added to the project distribution list to receive updates.
<b>Title VI and ADA Information Documents</b>	<p>During a public meeting hosted by the Street Transportation Department the following four documents are to be displayed for public viewing:</p> <p>Title VI assurance poster, Title VI complaint notices, ADA assurance poster and ADA concerns and comments.</p>
<b>Receiving Public Comments</b>	Encourage meeting attendees to give opinions, comments, and preferences to staff either orally or in writing. Be prepared to provide comment forms and/or allow meeting attendees to add comments to design plans/project area maps.
<b>Tracking Public Input</b>	Public comments, questions, requests including the department's response are to be summarized and tracked in a stakeholder communications log.
<b>Responding to Public Input</b>	Responses to questions and comments from the public concerning proposed transportation plans, including projects and programs that are underway (e.g., design, construction, etc.) will be made directly to the individual by email, letter or telephone call.
<b>Meeting Documentation / Summary</b>	<p>Following the meeting, provide a brief update to the deputy director for your division. At a minimum, provide the following:</p> <ul style="list-style-type: none"> <li>• Number of attendees</li> <li>• General comments received</li> <li>• Major issues</li> <li>• Media reporters in attendance</li> </ul>
<b>Who to Notify</b>	<p>The following stakeholders are to be notified:</p> <ul style="list-style-type: none"> <li>• Village Planner(s)*</li> <li>• VPC Members*</li> <li>• NSD Neighborhood Specialist(s)*</li> <li>• Neighborhood Stakeholders *</li> <li>• Business Stakeholders*</li> <li>• Communities of Interest (e.g. for bike facilities projects, Phoenix Spokespeople, Urban Phoenix Project, etc.)</li> <li>• Any additional constituents or stakeholders identified by the Mayor's and/or Council Offices</li> </ul>

	* For the Project Area
<b>Notification Tactics</b>	<ul style="list-style-type: none"> <li>• Distribute a press release and post it on phoenix.gov and phoenix.gov/streets.</li> <li>• Post meeting information on: <ul style="list-style-type: none"> <li>○ Project Webpage</li> <li>○ City Calendar</li> <li>○ Nextdoor</li> <li>○ Social Media – Twitter @PhxStreetTrans and @CityofPhoenixAZ; City of Phoenix Facebook</li> </ul> </li> <li>• Coordinate with the Mayor and council office(s) to help notify their respective constituents.</li> <li>• Coordinate with the Village Planner to notify the VPC about the meeting.</li> <li>• Coordinate with NSD to notify stakeholders through their email database.</li> <li>• Distribute door hangers or mail postcard notifications at least two weeks before the meeting date. As a standard, all content on these notifications should be made available in English and Spanish.</li> </ul>
<b>Notification Timeline</b>	Notification will be provided at a minimum 14 days in advance of the meeting date.
<b>Standard Content for Meeting Notices</b>	<ul style="list-style-type: none"> <li>• If your meeting includes a presentation, please identify at approximately what time the presentation will be made (e.g., A brief project overview will be presented at about 7 p.m.).</li> <li>• All meeting notices are to include the following Title VI / ADA language:  To request a reasonable accommodation, please contact the Street Transportation Department at 602-262-6284 or 7-1-1 (TTY).</li> </ul>

# ATTACHMENT I: Self-Identification Survey



# City of Phoenix Self-Identification



## 1964 Civil Rights Act

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

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

## Prevent Discrimination, Accommodations Voluntary Survey

The Street Transportation Department has an opportunity to address the goal is to ensure that every effort will be accommodation.

made to prevent discrimination through the impact of its programs, policies, and By completing this voluntary survey, the City will be able to determine who attends its public activities.

The Street Transportation Department will improve participation. The survey will also take reasonable steps to provide help the City fulfill federal reporting accommodations based on language or requirements.

disability. Requests should be made as early as possible to ensure the City has



African American/Black     Native Hawaiian/Other Pacific Islander     Hispanic/Latino  
 American Indian/Alaskan Native     Asian     White

**CHECK ONE!**