

Title VI

Non-Discrimination Implementation Plan

**City of Maricopa / MET
2022**

Title VI Contact: KEITH LOOMIS, DEPUTY DIRECTOR OF PUBLIC SERVICES

Title VI Contact Phone: 520-316-6940

Title VI Contact Email: KEITH.LOOMIS@MARICOPA-AZ.GOV

TTY Number (If applicable): 623-240-4569

Alternate Language Phone: 520-316-6938

Address: 45755 W EDISON ROAD SUITE 100, MARICOPA, AZ 85139

Web Address: WWW.MET-RIDE.COM

Para Información en Español: PHILIP OROZCO, SERVICIOS VECINDARIOS Y TRANSITO al 520-316-6938

Title VI Plan Table of Contents

Title VI Plan Cover Page.....	1
Title VI Plan Table of Contents	2
Executive Summary	3
Non Discrimination Notice to the Public.....	4
Non Discrimination Notice to the Public - Spanish	5
Non Discrimination ADA/Title VI Complaint Procedures	6
Discrimination ADA/Title VI Complaint Form.....	8
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits	10
Public Participation Plan.....	11
Limited English Proficiency Plan.....	15
Non-elected Committees Membership Table	19
Monitoring for Subrecipient Title VI Compliance.....	20
Title VI Equity Analysis.....	21
Fixed Route Transit Provider Analysis	22
Board Approval for the Title VI Plan.....	23

Executive Summary

The City of Maricopa Express Transit (MET) has operated a transit system using Section 5311 funding since 2008. MET operates as a service of the Economic & Community Development Services Department, Transit Division. Today, MET operates two types of service: Local Demand Response Monday - Friday; a Limited Route Deviation Service 8:00 a.m. – 5:30 p.m., Monday through Friday. MET operates with a fleet of two 21-passenger buses, one 14-passenger bus, and three 6-passenger minivans. All vehicles accommodate wheelchair passengers. All services are Americans with Disabilities Act (ADA) compliant and open to the public.

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

☒ 5311

Type of Funding Requests? (Check all that apply)

☒ Operating Funds

Is your agency receiving direct funds from FTA?

☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☒ No

Non Discrimination Notice to the Public

- English

Notifying the Public of Rights Under Title VI and ADA City of Maricopa / MET

City of Maricopa / MET (and its subcontractors) operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **City of Maricopa / MET**.

For more information on the **City of Maricopa / MET's** civil rights program, and the procedures to file a complaint, contact **KEITH LOOMIS, DEPUTY DIRECTOR OF PUBLIC SERVICES, 520-316-6942, (TTY 623-240-4569); email KEITH.LOOMIS@MARICOPA-AZ.GOV;** or visit our administrative office at **45755 W EDISON ROAD SUITE 100, MARICOPA, AZ 85139**. For more information, visit **WWW.MET-RIDE.COM**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **520-316-6938**. *Para información en Español llame: **PHILIP OROZCO, SERVICIOS VECINDARIOS Y TRANSITO al 520-316-6938**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Maricopa / MET

City of Maricopa / MET (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad. Si creé discriminación, bajo el Título VI puede someter una queja con **City of Maricopa / MET**

Para obtener más información sobre el programa de Derechos Civiles de **City of Maricopa / MET**, y los procedimientos para presentar una queja, contacte **KEITH LOOMIS, DEPUTY DIRECTOR OF PUBLIC SERVICES 520-316-6942, (TTY 623-240-4569)**; o visite nuestra oficina administrativa en **45755 W EDISON ROAD SUITE 100, MARICOPA, AZ 85139**. Para obtener más información, visite **WWW.MET-RIDE.COM**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

*Para información en otro lenguaje llame: **PHILIP OROZCO, SERVICIOS VECINDARIOS Y TRANSITO al 520-316-6938**

The above notice is posted in the following locations: **The transit desk at City Hall, on all transit vehicles, and bus shelters.**

This notice is posted online at **WWW.MET-RIDE.COM**

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **City of Maricopa / MET** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **City of Maricopa / MET** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **City of Maricopa / MET** or submitted to the State or Federal authority for guidance.

- (7) **City of Maricopa / MET** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **City of Maricopa / MET** has **seven (7)** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has seven (7) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within seven (7) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **City of Maricopa / MET** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **WWW.MET-RIDE.COM**.

If information is needed in another language, contact **520-316-6938**. *Para información en Español llame: **PHILIP OROZCO, SERVICIOS VECINDARIOS Y TRANSITO al 520-316-6938**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide any reference information regarding your previous complaint.		

Section V:

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

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____ ☐ State Agency: _____

☐ State Court : _____ ☐ Local Agency: _____

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

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

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**City of Maricopa / MET
KEITH LOOMIS, DEPUTY DIRECTOR OF PUBLIC SERVICES
45755 W EDISON ROAD SUITE 100, MARICOPA, AZ 85139
520-316-6942
KEITH.LOOMIS@MARICOPA-AZ.GOV**

A copy of this form can be found online at **WWW.MET-RIDE.COM**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **City of Maricopa / MET** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2022**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations						
1)						
2)						
Lawsuits						
1)						
2)						
Complaints						
1)						
2)						

Public Participation Plan

City of Maricopa / MET is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **City of Maricopa / MET** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Pick up and drop off stations
 - ☒ Lobby of agency
- ☒ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (Please provide a web link here)
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

City of Maricopa / MET will make the following community outreach efforts for the **upcoming year**:

- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Pick up and drop off stations
 - ☒ Lobby of agency
- ☒ Host public information meetings and or hearings.
- ☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

Example of public survey for the City of Maricopa:

Take the City of Maricopa Transit Rider Survey and
tell us how you feel about your local MET transit service TODAY!
(All Responses Are Anonymous)



1. Did you know that the City of Maricopa offers ADA compliant transit services (*Comet*) five (5) days a week?
☐ Yes ☐ No
2. If you have taken a ride on the Comet Transit, which service did you use? (Select all that apply)
☐ The local circular bus route
☐ One of the two local dial-a-ride services
☐ The regional dial-a-ride to Chandler Regional Hospital or Casa Grande Hospital
3. If you called to make a reservation for the Dial-A-Ride service, was your reservationist? (Select all that apply)
☐ Well informed
☐ Made your reservation correctly
☐ Polite and patient
4. Have you ever utilized our local and Dial-a-Ride transit service to or from any of the following locations? (Select all that apply)

<input type="checkbox"/> Walmart	<input type="checkbox"/> Central Arizona College
<input type="checkbox"/> Fry's	<input type="checkbox"/> Cooper Sky
<input type="checkbox"/> Basha's	<input type="checkbox"/> Sun Life Health Center
<input type="checkbox"/> Public Library	<input type="checkbox"/> Maricopa Meadows Park
<input type="checkbox"/> Pacana Park	<input type="checkbox"/> Shea Way
<input type="checkbox"/> Legacy School	
5. As the City of Maricopa continues to grow, what locations would you like to see added to our current MET (local) bus service:
6. What is your working status: (Select all that apply)

<input type="checkbox"/> Student	<input type="checkbox"/> Retired
<input type="checkbox"/> Work part-time	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Work full-time	
7. Which of the following best describes your age group?
☐ 16 – 30 ☐ 31 – 50 ☐ 51 and up
8. Additional comments:

STATE OF ARIZONA } ss.
COUNTY OF PINAL

Affidavit of Publication

PUBLIC HEARING NOTICE
RURAL GENERAL PUBLIC
TRANSPORTATION PROGRAM
The City of Maricopa is
considering applying to
the Arizona Department of
Transportation Multi-Modal
Planning Division, for acceptance
through the 5311-Rural
Transportation Program to
provide public transportation
services within the City. This
Program provides funds for public
transportation and intercity bus
projects serving rural areas. The
purpose of the funds is to ensure
the mobility needs of Arizona's
rural population can be supported.
Funding is made available to
local public bodies and agencies
thereof as a Pass-Through
of the Arizona Department of
Transportation from the Federal
Transit Administration.
The goals of the Rural
Transportation Plan are to
enhance the access of people
in non-urbanized areas of
healthcare, shopping, education,
employment, public services
and recreation, to assist in the
maintenance, development,
improvement, and use of public
transportation in rural and small
urban areas; to encourage and
facilitate the most efficient use of
all Federal funds used to provide
passenger transportation in non-
urbanized areas through the
coordination of programs and
services to the maximum amount
feasible.
The purpose for which
these funds can be used are
for capital purchases that
include such items as support
vehicles, communication
equipment, wheelchair lifts, etc.;
administrative costs that include
such items as salaries, office
supplies, insurance, etc.; and
operating expenses that include
such items as driver's salary,
fuel, oil, etc. more specific details
regarding eligible activities,
program requirements and the
program criteria will be provided
at a public hearing, which will be
held at the Maricopa City Council
Chambers (39700 W. Civic
Center Plaza, Maricopa, AZ) on
February 15, 2022 at 7:00 PM.
The purpose of this hearing will
be to obtain citizen input into the
development of this application.
Public Services Department, City
of Maricopa
Mike Riggs, Director
Keith Loomis, Deputy Director
No. of publications: 1; date of
publication: Feb. 12, 2022.

Ruth A. Kramer, first being duly sworn deposes and says:
That he/she is a native born citizen of the United States
of America, over 21 years of age, that I am an agent and/or
publisher of the Casa Grande Dispatch, a newspaper section
published at Casa Grande, Pinal County, Arizona, Tuesday,
Thursday and Saturday of each week; that a notice, a full,
true and complete printed copy of which is hereunto
attached, was printed in the regular edition of said
newspaper, and not in a supplement thereto, for ONE issues.
The publications thereof having been on the following dates:

02/12/2022

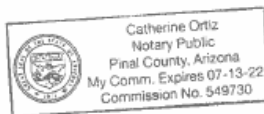
CASA GRANDE DISPATCH

By [Signature]
agent and publisher of the Casa Grande Dispatch

Sworn to before me this 14th
day of February A.D., 2022

[Signature]

Notary Public in and for the County
of Pinal, State of Arizona



NOTICE TO THE PUBLIC
RIGHTS TITLE VI NON-DISCRIMINATION

THE CITY OF MARICOPA EXPRESS TRANSIT OPERATES ITS PROGRAMS AND SERVICES WITHOUT REGARD TO RACE, COLOR, NATIONAL ORIGIN OR DISABILITY IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, AND THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA). ANY PERSON WHO BELIEVES SHE OR HE HAS BEEN GRIEVED BY ANY UNLAWFUL DISCRIMINATORY PRACTICE UNDER TITLE VI MAY FILE A COMPLAINT WITH THE CITY OF MARICOPA.

FOR MORE INFORMATION ON MARICOPA EXPRESS TRANSIT'S CIVIL RIGHTS PROGRAM, AND THE PROCEDURES TO FILE A COMPLAINT, CONTACT JUDY RAMOS, MARICOPA COMET PROGRAM MANAGER, AT 520-316-6942 (TTY: 623-240-1549), EMAIL: JUDY.RAMOS@MARICOPA.AZ.GOV, OR VISIT OUR OFFICES AT 39700 W. CIVIC CENTER PLAZA, MARICOPA, AZ 85128. FOR MORE INFORMATION, VISIT WWW.MET-RIDE.COM

A COMPLAINANT MAY ALSO BE FILED DIRECTLY WITH THE ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) OR THE FEDERAL TRANSIT ADMINISTRATION (FTA) AT THE CORRESPONDING OFFICES OF CIVIL RIGHTS. ADOT: ATTN: TITLE VI PROGRAM MANAGER 206 S. 17TH AVE. 4TH FLOOR PHOENIX, AZ 85067. FTA: ATTN: TITLE VI PROGRAM COORDINATOR, EAST BUILDING, 5TH FLOOR-TCR 1200 NEW JERSEY AVE., SE WASHINGTON DC 20590

AVISO AL PÚBLICO SOBRE LOS DERECHOS BAJO EL TÍTULO VI DE LA CIUDAD DE MARICOPA EXPRESS TRANSIT (Y SUS SUBCONTRATISTAS, SI CUALQUIERA) ASEGURA CUMPLIR CON EL TÍTULO VI DE LA LEY DE LOS DERECHOS CIVILES DE 1964, SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 Y LA LEY DE CIUDADANOS AMERICANOS CON DISCAPACIDADES DE 1990 (ADA). EL NIVEL Y LA CALIDAD DE SERVICIOS DE TRANSPORTE SERÁN PROVEÍDOS SIN CONSIDERACIÓN A SU RAZA, COLOR, O PAÍS DE ORIGEN.

PARA OBTENER MÁS INFORMACIÓN SOBRE EXPRESS TRANSIT DE LA MARICOPA EXPRESS TRANSIT Y EL PROGRAMA DE DERECHOS CIVILES, Y LOS PROCEDIMIENTOS PARA PRESENTAR UNA QUEJA, CONTACTE JUDY RAMOS AL 520-316-6942, (TTY 623-240 1549); O VISITE NUESTRAS OFICINAS EN 39700 W. CIVIC CENTER PLAZA, MARICOPA, AZ 85128. PARA OBTENER MÁS INFORMACIÓN, VISITE: WWW.MET-RIDE.COM

PUEDEN PRESENTAR UNA QUEJA DIRECTAMENTE CON EL DEPARTAMENTO DE TRANSPORTE DE ARIZONA (ADOT) O LA ADMINISTRACIÓN FEDERAL DE TRANSPORTE (FTA) MEDIANTE LA PRESENTACIÓN DE UNA QUEJA CON LAS OFICINAS CORRESPONDIENTES DE CIVIL RIGHTS. ADOT: ATTN: TITLE VI PROGRAM MANAGER 206 S. 17TH AVE. 4TH FLOOR PHOENIX, AZ 85067. FTA: ATTN: TITLE VI PROGRAM COORDINATOR, EAST BUILDING, 5TH FLOOR - TCR 1200 NEW JERSEY AVE., SE WASHINGTON DC 20590

PASSENGER RULES OF CONDUCT

- Shirts and shoes are required
- Eating, drinking, or smoking are not allowed
- Drinks are allowed if they are in approved, plastic covered container
- Firearms, weapons, caustic, or flammable materials are not allowed
- Trained service animals to assist persons w/ disabilities are allowed
- Fighting, throwing, pushing, playing loud audio, rough behavior, shouting, and vulgar or offensive language is not permitted
- Talking on your cell phone w/ volume low is allowed.
- If you stand, move towards the back and stay behind the yellow line
- Gas-powered bicycles, scooters, or skate boards are not allowed
- Non-powered bicycles, scooters, and skate boards are allowed
- Do not damage transit property and do not litter or create unsanitary conditions
- Report acts of vandalism to the bus operator
- A responsible person* must accompany children under the age of eight (8) on the MET-Local Circulator
- A responsible person* must make the reservations and accompany children under the age of 14 on the Dial-A-Ride service
- * A responsible person is one who can directly control and supervise the child such as a guardian or parent



TEMPORARY SCHEDULE EFFECTIVE THROUGH JANUARY 1, 2021





Information and Dial A Ride Reservations

1-833-MET-RIDE
1-833-638-7433



Maricopa Meadows Park	Fry's Market	Basha's	Cobblestone Medical Center	First Co. Health	Pecosa Park	CAC	Maricopa Public Library	Walmart	Shea Way	Copper Sky	Sun Life Medical
8:00am	8:00am	8:07am	8:12am	8:18am	8:24am	8:30am	8:33am	8:38am	8:41am	8:50am	8:53am
9:00am	9:00am	9:07am	9:12am	9:18am	9:24am	9:30am	9:33am	9:38am	9:41am	9:50am	9:53am
10:00am	10:00am	10:07am	10:12am	10:18am	10:24am	10:30am	10:33am	10:38am	10:41am	10:50am	10:53am
11:00am	11:00am	11:07am	11:12am	11:18am	11:24am	11:30am	11:33am	11:38am	11:41am	11:50am	11:53am
12:00pm	12:00pm	12:07pm	12:12pm	12:18pm	12:24pm	12:30pm	12:33pm	12:38pm	12:41pm	12:50pm	12:53pm
1:00pm	1:00pm	1:07pm	1:12pm	1:18pm	1:24pm	1:30pm	1:33pm	1:38pm	1:41pm	1:50pm	1:53pm
2:00pm	2:00pm	2:07pm	2:12pm	2:18pm	2:24pm	2:30pm	2:33pm	2:38pm	2:41pm	2:50pm	2:53pm
3:00pm	3:00pm	3:07pm	3:12pm	3:18pm	3:24pm	3:30pm	3:33pm	3:38pm	3:41pm	3:50pm	3:53pm
4:00pm	4:00pm	4:07pm	4:12pm	4:18pm	4:24pm	4:30pm	4:33pm	4:38pm	4:41pm	4:50pm	4:53pm

Please visit
WWW.MET-RIDE.COM
for transit updates



Limited English Proficiency Plan

City of Maricopa / MET has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **City of Maricopa / MET** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **City of Maricopa / MET's** extent of obligation to provide LEP services, the **City of Maricopa / MET** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **City of Maricopa / MET** service area who may be served or likely to encounter by **City of Maricopa / MET** program, activities, or services;

City of Maricopa, Arizona		
Demographics Table		
Language Spoken at Home	Estimate	Percent
Population 5 years and Over	46,851	100%
English Only	37,352	79.70%
Language Other Than English	9,499	20.30%
Language Other Than English-Speak English Less Than "Very Well"	2,364	5.04%
Spanish	7,149	15.25%
Spanish-Speak English Less Than "Very Well"	1,542	3.29%

- 2) The frequency with which LEP individuals come in contact with an **City of Maricopa / MET** services;

City of Maricopa / MET's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2022** . **City of Maricopa / MET** averages **NUMBER OF 10 LEP** contacts per **MONTH**.

- 3) The nature and importance of the program, activities or services provided by the **City of Maricopa / MET** to the LEP population.

Multimodal Transportation is extremely important to a rapidly growing community in the Sun Corridor Region of Arizona because traffic densities will limit roadway mobility in the future. For this reason, the City of Maricopa makes every effort to reach the Spanish-speaking population who speak English

less than “Very Well,” by producing Spanish versions of key documents and offer translation service for public meetings and open house events upon request.

- 4) The resources available to **City of Maricopa / MET** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The MET operates with limited funding and is working on expanding services. In planning for a larger transit system, Maricopa includes all populations, including the Spanish-Speaking LEP. In this manner, our system effectively serves ALL residents of Maricopa. We do so by providing key documents in Spanish and offer translation services.

City of Maricopa / MET provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

City of Maricopa / MET complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

- 1) **City of Maricopa / MET** provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **City of Maricopa / MET** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

☒ Bilingual or multilingual versions of:

- ☐ “How to ride” brochures
- ☐ System maps and timetables
- ☐ Safety and security announcements
- ☐ Service change announcements

☒ List other **The City of Maricopa Express Transit** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

2) **City of Maricopa / MET** has a process to ensure the competency of interpreters and translation service through the following methods:

City of Maricopa / MET will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **City of Maricopa / MET** will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities. **City of Maricopa / MET** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **City of Maricopa / MET** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **City of Maricopa / MET** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Statements in outreach documents that language services are available from the agency.
- ☒ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients’ services, including the availability of language assistance services
- ☒ Announcements at community meetings
- ☒ Information tables at local events
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Announcements in vehicles and at stations
- ☒ Agency websites
- ☒ Customer service lines

4) **City of Maricopa / MET** monitors, evaluates and updates the LEP plan through the following process:

City of Maricopa / MET will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **City of Maricopa / MET** will make changes to the language assistance plan based on feedback received. **City of Maricopa / MET** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **City of Maricopa / MET** may choose to disseminate more widely

those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **City of Maricopa / MET** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **City of Maricopa / MET** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **City of Maricopa / MET** will implement processes for training of staff through the following procedures:

City of Maricopa / MET will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **City of Maricopa / MET** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **City of Maricopa / MET** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **City of Maricopa / MET** will implement LEP training to be provided for agency staff. **City of Maricopa / MET** staff training for LEP to include:

- A summary of the **City of Maricopa / MET** responsibilities under the DOT LEP Guidance;
- A summary of the **City of Maricopa / MET** language assistance plan;
- A summary of the number and proportion of LEP persons in the **City of Maricopa / MET** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **City of Maricopa / MET** cultural sensitivity policies and practices.

Non-elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

*Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	African American/ Black	American Indian/Alaskan Native	Native Hawaiian/ Other Pacific Islander	Asian	Hispanic/ Latino	White
Population	11.8%	1.7%	.05%	2.8%	28%	49%
City Council	20%	0%	0%	0%	0%	80%
Transportation Advisory Committee	0%	0%	0%	0%	0%	100%

The City of Maricopa has an opening in the current TAC committee, and will be advertising soon for a candidate to fill the position. We will be encouraging people of all backgrounds and diversities to come forward to help fill the position.

Monitoring for Subrecipient Title VI Compliance

The City of Maricopa does not have Subrecipients.

Title VI Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. “Facilities” in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **City of Maricopa / MET** has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

The City of Maricopa operates a Deviated Flex Route that has scheduled, regular stops around the City. The Transit Rider can inform the driver that they need to be let off the bus at a distance of up to a quarter mile from the scheduled stop. The Rider can also call our direct line to make this request in advance of boarding. The schedule and route are posted online, in a pamphlet that is located at all City buildings and on the buses.

At this time, the City of Maricopa has no plans for expansion of the current facility, increase in buses or equipment or hiring of more staff.

Board Approval for the Title VI Plan

The City of Maricopa will place “approval of the new Title VI Plan” on the Agenda, once approved by ADOT, for the next available TAC meeting.