

CITY COUNCIL REPORT



Meeting Date: **December 7, 2022**
General Plan Element: **Community Mobility**
General Plan Goal: **Provide for the safe, efficient, and affordable movement of people and goods**

ACTION

Adopt Resolution No.12695 authorizing approval of 2022 Scottsdale Title VI Plan update for Transit Services.

Background

City of Phoenix is the designated recipient of Federal funds for the region. City of Scottsdale receives federal funds through the City of Phoenix and has previously used the funds for transit operations, fleet purchases and construction of transit facilities. The City of Scottsdale strives to provide equal access to all its transportation services for everyone. As a sub-recipient, Scottsdale is required to submit an updated Title VI program for transit services to the City of Phoenix every three years. Scottsdale previously submitted a Title VI update to City of Phoenix in FY19 signed by the Scottsdale City Manager at the time.

Federal rule require Title VI Programs and updates to be approved by City Councils and signed by City Managers. In the Program and each update, Sub-recipients are required to:

- Take reasonable actions to ensure that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color or national origin as per Title VI of the Civil Rights Act of 1964, Section 601
- Identify and address as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority and low-income population as per Executive Order 12898

There are seven elements in the 2022 Title VI Program update as listed below. These are described in detail in the attached report.

- Notice to the Public
- Complaint Form
- Investigations, Complaints and Lawsuits
- Public Participation Plan
- Limited English Proficiency Plan

Action Taken _____

- Equity Analysis
- Fixed Route Transit Provider Analysis

ANALYSIS & ASSESSMENT

- Policy Implications
- Community Involvement

Valley Metro and City of Phoenix developed their updated Title VI reports in 2021 and they were approved by their respective boards and council. City of Scottsdale proposes to adopt some sections of the Valley Metro Plan. City of Scottsdale has contracts with City of Phoenix and Valley Metro to provide local and express service within the city.

RESOURCE IMPACTS

Available funding

Valley Metro provides majority of public outreach for regional transit services and those expenses are paid through Regional Sales Tax Revenues. The City conducts public outreach for any major service changes to the trolley routes and prepares brochures which are paid by the Transportation Privilege Tax.

Staffing, Workload Impact

Administration of the Title VI program is in the transit group's annual work plan and requires no additional staffing.

Future Budget Implications

Funding for the City's transit services comes from the Transportation Privilege Tax, Proposition 400 sales tax, Federal grants, and passenger fares. Budget authorizations are requested annually. This program has no budget implications unless a claim is filed that requires assistance from the City Attorney's office.

OPTIONS & STAFF RECOMMENDATION

Recommended Approach

Adopt Resolution No.12695 authorizing approval of 2022-2025 Scottsdale Title VI Plan update for Transit Services.

RESPONSIBLE DEPARTMENT(S)

Transportation Department – Transportation Planning and Transit Operations

STAFF CONTACT(S)

Ratna Korepella, Transit manager
480-312-7630, rkorepella@scottsdaleaz.gov

APPROVED BY



Mark Melnychenko, Transportation Director
Transportation Department
480-312-7651, mmelnychenko@scottsdaleaz.gov

11/17/2022
Date



Dan Worth, Public Works Director
(480) 312-5555, dworth@scottsdaleaz.gov

11.17.22
Date

ATTACHMENTS

1. Resolution No. 12695
2. 2022 Title VI Report

RESOLUTION NO. 12695

A RESOLUTION OF THE COUNCIL OF THE CITY OF SCOTTSDALE,
MARICOPA COUNTY, ARIZONA AUTHORIZING ADOPTION OF THE CITY'S
2022 TITLE VI PROGRAM FOR TRANSIT SERVICES

WHEREAS, as a recipient of federal transit funds the City is required to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color or national origin in programs or activities that receive federal financial assistance; and

WHEREAS, the City is required to submit a Title VI program update every three years to the City of Phoenix, which is the designated recipient of federal transit funds for the region.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Scottsdale as follows:

Section 1. That the City Council authorizes adoption of the document titled "2022 Title VI Program for Transit Services."

PASSED AND ADOPTED by the City Council of the City of Scottsdale, Maricopa County, Arizona this ____ day of _____, 2022.


CITY OF SCOTTSDALE, an Arizona
municipal corporation

David D. Ortega, Mayor

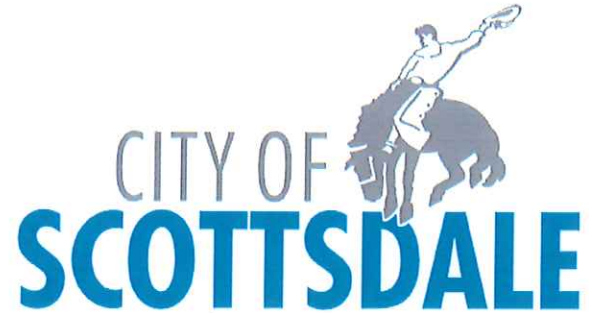
ATTEST:

Ben Lane, City Clerk

APPROVED AS TO FORM:



Sherry R. Scott, City Attorney
By: Joe Padilla, Deputy City Attorney



2022 Title VI Program for Transit Services

(Effective November 5, 2022, to February 4, 2025)

ATTACHMENT 2

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- ❖ Attachment A: Valley Metro’s current Public Participation Plan and City of Scottsdale’s outreach materials
- ❖ Attachment B: Valley Metro’s Limited English Proficiency Plan
- ❖ Attachment C: Regional System Wide Standards and Policies

Title VI Policy Statement

The City of Scottsdale policy assures full compliance with Title VI of the Civil Rights act of 1964 and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any City of Scottsdale sponsored program or activity. There is no distinction between the sources of funding.

City of Scottsdale also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, City of Scottsdale will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When City of Scottsdale distributes Federal-aid funds to another entity/person, City of Scottsdale will ensure all subrecipients fully comply with City of Scottsdale Title VI Nondiscrimination Program requirements. Mark Melnychenko, the Transportation Director has delegated the authority to Transit Manager Ratna Korepella, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Jim Thompson, City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI City of Scottsdale

The City of Scottsdale operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. 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 Scottsdale.

For more information on the City of Scottsdale's civil rights program, and the procedures to file a complaint, contact Ratna Korepella at 480-312-7630, (TTY 480-312-3111); email rkorepella@scottsdaleaz.gov; or visit our administrative office at 7447 E. Indian School Road, Suite 205, Scottsdale, Az. For more information, visit www.scottsdaleaz.gov

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 480-312-3111. Para información en Español llame: Ratna Korepella



Título VI Aviso al público - Español

Aviso al Público Sobre los Derechos Bajo el Título VI City of Scottsdale

City of Scottsdale (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la City of Scottsdale's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Ratna Korepella 480-312-7630, (TTY 480-312-3111); o visite nuestra oficina administrativa en 7447 E. Indian School Road., Suite 205 Scottsdale, Az Para obtener más información, visite www.scottsdaleaz.gov

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

Si la información se necesita en otro idioma, comuníquese con 480-312-3111. Para información en español llame a: Ratna Korepella



Title VI Notice to the Public – cont.

The above notice is posted in the following locations:

City Hall, 3700 N.75th St, Scottsdale, AZ, 85251

Civic Center Library, 3839 N. Drinkwater Blvd, Scottsdale, AZ 85251

Arabian Library, 10215 E. McDowell Mountain Ranch Road, Scottsdale, AZ 85255

Mustang Library, 10101 N.90th Street, Scottsdale, AZ 85288

Granit Reef Community Center, 1700 N. Granite Reef Rd, Scottsdale, AZ 85257

Vista Del Camino, 7700 E. Roosevelt St, Scottsdale, AZ 85257

Paiute Community Center, 6535 E. Osborn Road, Scottsdale, AZ 85251

Via Linda Community Center, 10440 E. Via Linda, Scottsdale, AZ

Scottsdale Park and Ride, Scottsdale Rd and Thunderbird Dr, SE corner

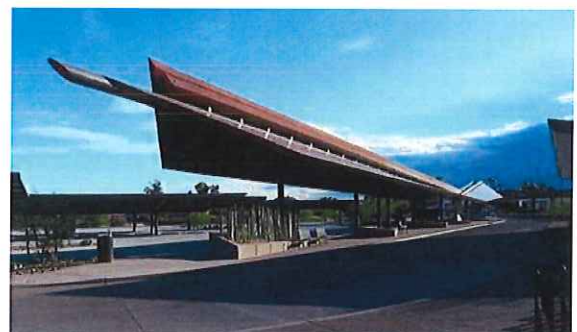
Western Museum, 3830 N. Marshall Way, Scottsdale, AZ 85251

SkySong Transit Center, 1475 N. Scottsdale Road, Scottsdale, AZ 85257

Scottsdale Trolleys

This notice is posted online at

<https://www.scottsdaleaz.gov/Assets/ScottsdaleAZ/Transportation/Right-Title-VI.pdf>



Title VI Complaint Procedures

City of Scottsdale adopts the Valley Metro Title VI Complaint Policy and Procedures, and a copy of the document is included in Attachment A for reference.

Title VI Complaint Procedures

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 which requires 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.”

How do I file a complaint?

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any City of Scottsdale, Valley Metro or City of Phoenix service, program, or activity, and believes the discrimination is based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service or directly with the City of Phoenix. This antidiscrimination protection also extends to the activities and programs of Valley Metro’s and City of Phoenix’s third- party Transit Service Provider (TSP) contractors. Valley Metro and the City of Phoenix use the Customer Assistance System (CAS) to capture all complaints received for the regional transit system. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint online, complete the online complaint form at the following link:

www.valleymetro.org/form/title-vi-complaint-form

Complaints can also be submitted in writing using the Title VI complaint form, or by calling Customer Service at (602) 253-5000, TTY: (602) 251-2039. Completed and signed forms should be mailed to:

Regional Public Transportation Authority
4600 East Washington Street, Suite 101
Phoenix, AZ 85034
Email: csr@valleymetro.org
Phone: (602) 253-5000
TTY: (602) 251-2039

The compliant form is located on our website:

<https://www.valleymetro.org/about/civil-rights>

Title VI Complaint Procedures – cont.

To file a complaint directly with the City of Phoenix:

Attention: Title VI Coordinator
City of Phoenix Public Transit Department
302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003
Email: PHXTransitEO@phoenix.gov
Phones: (602) 262-7242
<https://www.phoenix.gov/publictransit/title-vi-notice>

Individuals may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe:

Federal Transit Administration (FTA) Attention: Title VI Coordinator
East Building, 5th Floor –TCR
1200 New Jersey Avenue SE
Washington, D.C. 20590

Customer Service

Complaints received by Valley Metro Customer Service representatives or by the City of Phoenix Title VI Coordinator will be documented and assigned to the appropriate Transit Service Provider (TSP) (operator or administrator of the service) responsible for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). The TSP has 30 days to investigate each complaint. If more information is needed to resolve the case, the TSP may contact the complainant and request additional information. Complainants must provide additional information within 10 days of the request, or the complaint may be deemed undeterminable and will be administratively closed. Cases may also be administratively closed if a complainant informs Valley Metro or the City of Phoenix that they no longer wish to pursue the complaint. Requests to close a complaint can be made by phone, email or in writing (see contact information above). Complaints may be administratively closed for non-responsiveness by the complainant.

Following the investigation, all complaints shall be concluded with a determination entered in the CAS system. The determination entry shall state the investigation determined the complaint was:

- 1 Valid: fact based, binding, acceptable, enforceable
- 2 Invalid: null and void, unacceptable, unenforceable
- 3 Undeterminable: incapable of being decided, settled, or fixed; not determinable

If the investigation determines the alleged Title VI complaint violations of race, color or national origin discrimination are valid, a detailed corrective resolution to remedy the situation shall be provided to the complainant. If the investigation results determine there was no alleged Title VI discrimination based on race, color or national origin, the case will be closed. The complainant shall be notified of the investigation results in the manner identified (email or phone). A complainant can appeal the decision within 60 days of notification of the investigation results. Appeals must be submitted to Valley Metro or the City of Phoenix.

Title VI Complaint Procedures – cont.

All Title VI complaints and investigations are reviewed by Valley Metro, the Customer Service Administrator (CSA), and City of Phoenix staff.

For more information on Valley Metro’s Title VI Program and procedures by which to file a complaint, contact the Title VI Coordinator at (602) 322-4514.

For more information on the City of Phoenix’s Civil Rights Program and the procedures by which to file a complaint, contact the Title VI Coordinator at (602) 262-7242.

Requesting Information

Note: To request information in alternative formats, please contact Customer Service at csr@valleymetro.org or phone: (602) 253-5000 or City of Phoenix (602) 262-7242, TTY: (602) 251-2039

Tracking a Title VI Complaint

As complaints are received, they are logged into the CAS system. Within 24 to 48 hours of logging the complaint, Valley Metro CSA assigns the complaint to the appropriate TSP for investigation and documentation.

The TSP has 30 days to complete their investigation, including obtaining additional information needed from the complainant to investigate or to resolve the case. The investigator will follow the complaint process, and once the investigation is concluded, the case resolution will be documented in the CAS.

The CAS system is programmed to notify the CSA if a complaint has not been responded to within the required time frame. Upon system notification, the CSA will send out a reminder notice to the appropriate TSP that the case is not yet resolved or closed out.

Once the case has been resolved the complainant will receive a response in the manner identified.

Valley Metro and the City of Phoenix monitors the process monthly to ensure Title VI complaints are fully investigated, adequately documented, and that the complainant was responded to in the manner requested. Should an inaccuracy be found, Valley Metro and/or the City of Phoenix will work with CSA and the appropriate TSP to reopen the complaint for further investigation until resolution or completion.

Title VI Complaint Procedures – cont.

Investigating a Title VI Complaint

Each documented Title VI investigative report must address each of the “Five Federal Investigative” steps found in 28 CFR, Part 35 and FTA Circular 4702.IA. The seven steps are:

STEP ONE: The TSP will review the complaint information entered into CAS by Valley Metro Customer Service staff. Any new issues identified during the investigation should also be documented in CAS.

STEP TWO: Interviews and collections of facts.

- TSP identifies respondents to interview, if needed.
- TSP interviews respondents identified and documents details from the interviews in CAS.
- Investigate every “issue” (stated in the “statement of issues noted in step one).
- Separate facts from opinions.

“Respondent” is not confined to the transit vehicle operator. “Respondent” is defined as any source of information that can contribute to the investigation, such as:

- Complainant
- Operator
- Radio/Dispatch/OCC reports
- Maintenance staff
- City Transit staff
- Witnesses
- Other transit employees

The TSP identified, collects, and reviews other information and/or documents that provide facts for the investigation. Any applicable information is to be documented in CAS. Documents to review can include:

- GPS tracking software and programs
- Maintenance records
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Route history
- Other documents deemed appropriate by the TSP

Title VI Complaint Procedures – cont.

STEP THREE: TSP documents pertinent regulations, rules, policies, and procedures that apply to the investigation in CAS under the case number assigned.

Pertinent regulations, rules, policies, and procedures may include:

- Title VI requirements
- Company rules and procedures
- Valley Metro and City of Phoenix policies and service standards
- Contractual requirements

STEP FOUR: Complaint Determination.

- TSP compares each fact from “findings of fact” to the list of regulations, rules, etc.
- TSP makes a fact-based determination of alleged violation(s).

STEP FIVE: Description of resolution for each valid violation.

- TSP describes specific corrective actions for each violation found
- TSP documents follow-up action, if applicable
- TSP documents the complaint resolution in CAS

TSP Complaint Resolution(s):

- Must include specific complaint resolutions for each valid violation noted.
- Document a follow-up action plan, where applicable.
- If no valid violations are found, note policies, procedures, etc. reviewed during the investigation and with transit operator.
- Documented complaint information should always include staff initials, title, and dates.

Response to Customer

TSP will respond to the Customer in the manner identified and will document the response provided in CAS under the case number assigned.

Título VI Procedimientos de reclamación

La Ciudad de Scottsdale adopta la Política y Procedimientos de Quejas del Título VI de Valley Metro, y una copia del documento se incluye en el Anexo A como referencia.

Título VI Procedimientos de reclamación

¿Qué es el Título VI?

El Título VI es una sección de la Ley de Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal".

¿Cómo presento una queja?

Cualquier persona que crea que ha sido excluida de la participación, se le han negado los beneficios o ha sido sometida a discriminación ilegal bajo cualquier servicio, programa o actividad de la Ciudad de Scottsdale, Valley Metro o la Ciudad de Phoenix, y cree que la discriminación se basa en la raza, el color o el origen nacional, puede presentar una queja formal ante el Servicio al Cliente de Valley Metro o directamente ante la Ciudad de Phoenix. Esta protección contra la discriminación también se extiende a las actividades y programas de los contratistas de proveedores de servicios de tránsito (TSP) de Valley Metro y la Ciudad de Phoenix. Valley Metro y la Ciudad de Phoenix utilizan el Sistema de Asistencia al Cliente (CAS) para capturar todas las quejas recibidas para el sistema de tránsito regional. Cualquier queja de este tipo debe presentarse dentro de los 180 días posteriores al presunto acto discriminatorio (o la última ocurrencia).

Para presentar una queja en línea, complete el formulario de queja en línea en el siguiente enlace: www.valleymetro.org/form/title-vi-complaint-form

Las quejas también se pueden presentar por escrito utilizando el formulario de queja del Título VI, o llamando al Servicio al Cliente al (602) 253-5000, TTY: (602) 251-2039. Los formularios completados y firmados deben enviarse por correo a:

Autoridad Regional de Transporte Público 4600 East Washington Street, Suite 101
Phoenix, AZ 85034

Correo electrónico: csr@valleymetro.org

Teléfono: (602) 253-5000

TTY: (602) 251-2039

El formulario conforme se encuentra en nuestro sitio web:

<https://www.valleymetro.org/about/civil-rights>

Título VI Procedimientos de reclamación – cont.

Para presentar una queja directamente ante la Ciudad de Phoenix:

Atención: Coordinador del Título VI

Departamento de Transporte Público de la Ciudad de Phoenix 302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003

Correo electrónico: PHXTransitEO@phoenix.gov

Teléfonos: (602) 262-7242

<https://www.phoenix.gov/publictransit/title-vi-notice>

Las personas también pueden presentar quejas directamente ante la Administración Federal de Tránsito (FTA) dentro del plazo de 180 días:

Atención de la Administración Federal de Tránsito (TLC): Coordinador del Título VI
Edificio Este, 5to Piso –TCR 1200 New Jersey Avenue, SE Washington, D.C. 20590

Servicio al cliente

Las quejas recibidas por los representantes del Servicio al Cliente de Valley Metro o por el Coordinador del Título VI de la Ciudad de Phoenix se documentarán y asignarán al Proveedor de Servicios de Tránsito (TSP) apropiado (operador o administrador del servicio) responsable de la investigación de acuerdo con los estándares federales (28 CFR Parte 35 y la Circular FTA 4702.1B). El TSP tiene 30 días para investigar cada queja. Si se necesita más información para resolver el caso, el TSP puede ponerse en contacto con el demandante y solicitar información adicional. Los reclamantes deben proporcionar información adicional dentro de los 10 días posteriores a la solicitud, o la queja puede considerarse indeterminable y se cerrará administrativamente. Los casos también pueden cerrarse administrativamente si un reclamante informa a Valley Metro o a la Ciudad de Phoenix que ya no desea presentar la queja. Las solicitudes para cerrar una queja se pueden hacer por teléfono, correo electrónico o por escrito (consulte la información de contacto anterior). Las quejas pueden cerrarse administrativamente por falta de respuesta por parte del reclamante.

Después de la investigación, todas las quejas se concluirán con una determinación ingresada en el sistema CAS. En la entrada de la determinación se indicará que la investigación determinó que la queja fue:

1. Válido: basado en hechos, vinculante, aceptable, ejecutable
2. Inválido: nulo y sin efecto, inaceptable, inaplicable
3. Indeterminable: incapaz de ser decidido, resuelto o arreglado; no determinable

Si la investigación determina que las presuntas violaciones de la queja del Título VI de discriminación por raza, color u origen nacional son válidas, se proporcionará una resolución correctiva detallada para remediar la situación al denunciante. Si los resultados de la investigación determinan que no hubo una presunta discriminación del Título VI basada en la raza, el color o el origen nacional, el caso se cerrará. Se notificará al denunciante de los resultados de la investigación de la manera identificada (correo electrónico o teléfono). Un reclamante puede apelar la decisión dentro de los 60 días posteriores a la notificación de los resultados de la investigación. Las apelaciones deben presentarse a Valley Metro o a la Ciudad de Phoenix.

Título VI Procedimientos de reclamación – cont.

Todas las quejas e investigaciones del Título VI son revisadas por Valley Metro, el Administrador de Servicio al Cliente (CSA) y el personal de la Ciudad de Phoenix.

Para obtener más información sobre el Programa del Título VI de Valley Metro y los procedimientos para presentar una queja, comuníquese con el Coordinador del Título VI al (602) 322-4514.

Para obtener más información sobre el Programa de Derechos Civiles de la Ciudad de Phoenix y los procedimientos para presentar una queja, comuníquese con el Coordinador del Título VI al (602) 262-7242.

Solicitud de información

Nota: Para solicitar información en formatos alternativos, comuníquese con servicio al cliente en csr@valleymetro.org o llame al: (602) 253-5000 o a la ciudad de Phoenix (602) 262-7242, TTY: (602) 251-2039

Seguimiento de un cumplimiento del Título VI

A medida que se reciben las quejas, se inician sesión en el sistema CAS. Dentro de las 24 a 48 horas posteriores al registro de la queja, Valley Metro CSA asigna la queja al TSP apropiado para su investigación y documentación.

El TSP tiene 30 días para completar su investigación, incluida la obtención de la información adicional necesaria del denunciante para investigar o resolver el caso. El investigador seguirá el proceso de denuncia, y una vez concluida la investigación, la resolución del caso se documentará en el TAS.

El sistema CAS está programado para notificar a la CSA si una queja no ha sido respondida dentro del plazo requerido. Tras la notificación del sistema, la CSA enviará un aviso de recordatorio al TSP apropiado de que el caso aún no se ha resuelto o cerrado. Una vez resuelto el caso, el denunciante recibirá una respuesta en la forma identificada.

Valley Metro y la Ciudad de Phoenix monitorean el proceso mensualmente para garantizar que las quejas del Título VI se investiguen a fondo, se documenten adecuadamente y que el demandante haya sido respondido de la manera solicitada. En caso de que se encuentre una inexactitud, Valley Metro y / o la Ciudad de Phoenix trabajarán con CSA y el TSP apropiado para reabrir la queja para una mayor investigación hasta su resolución o finalización.

Título VI Procedimientos de reclamación – cont.

Investigando una queja del Título VI

Cada informe de investigación documentado del Título VI debe abordar cada uno de los "Cinco pasos de investigación federal" que se encuentran en 28 CFR, Parte 35 y la Circular 4702.IA del TLC. Los siete pasos son:

PASO UNO: El TSP revisará la información de la queja ingresada en CAS por el personal de Servicio al Cliente de Valley Metro. Cualquier nuevo problema identificado durante la investigación también debe documentarse en CAS.

PASO DOS: Entrevistas y colecciones de hechos.

- TSP identifica a los encuestados para entrevistarlos, si es necesario.
- TSP entrevista a los encuestados identificados y documenta los detalles de las entrevistas en CAS.
- Investigar cada "problema" (indicado en la "declaración de problemas señalados en el paso uno").
- Separar los hechos de las opiniones.

El "demandado" no se limita al operador del vehículo de tránsito. "Demandado" se define como cualquier fuente de información que pueda contribuir a la investigación, como:

- Denunciante
- Operador
- Informes de radio/despacho/OCC
- Personal de mantenimiento
- Personal de City Transit
- Testigos
- Otros empleados de tránsito

El TSP identificó, recopila y revisa otra información y / o documentos que proporcionan hechos para la investigación. Cualquier información aplicable debe documentarse en CAS. Los documentos a revisar pueden incluir:

- Software y programas de rastreo GPS
- Registros de mantenimiento
- Informes de spotter
- Grabaciones de vídeo (cámara) y/o audio
- Tarjetas de cortesía
- Informes de incidentes (supervisor, policía de tránsito, inspectores de tarifas / seguridad)
- Historial de rutas
- Otros documentos que el TSP considere apropiados

Título VI Procedimientos de reclamación – cont.

PASO TRES: TSP documenta las regulaciones, reglas, políticas y procedimientos pertinentes que se aplican a la investigación en CAS bajo el número de caso asignado.

Las regulaciones, reglas, políticas y procedimientos pertinentes pueden incluir:

- Requisitos del Título VI
- Normas y procedimientos de la empresa
- Políticas y estándares de servicio de Valley Metro y City of Phoenix
- Requisitos contractuales

PASO CUATRO: Determinación de la queja.

- TSP compara cada hecho de "hallazgos de hecho" con la lista de regulaciones, reglas, etc.
- TSP hace una determinación basada en hechos de presuntas violaciones.

PASO CINCO: Descripción de la resolución de cada infracción válida.

- TSP describe acciones correctivas específicas para cada infracción encontrada
- TSP documenta la acción de seguimiento, si corresponde.
- TSP documenta la resolución de quejas en CAS

Resolución(es) de quejas de TSP:

- Debe incluir resoluciones de quejas específicas para cada violación válida observada.
- Documentar un plan de acción de seguimiento, cuando corresponda.
- Si no se encuentran violaciones válidas, tenga en cuenta las políticas, procedimientos, etc. revisados durante la investigación y con el operador de tránsito.
- La información documentada de la queja siempre debe incluir las iniciales, el título y las fechas del personal.

Respuesta al cliente

TSP responderá al Cliente de la manera identificada y documentará el respuesta proporcionada en CAS bajo el número de casó firmado.

Title VI Complaint Form

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or City of Phoenix or any of its service providers and believes the discrimination was based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at 602.253.5000 (TTY: 602.251.2039) or via email at csr@valleymetro.org.

SECTION 1: CUSTOMER INFORMATION

First Name: _____ Last Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Cell Phone: _____
Email: _____ Preferred method of contact: Phone Email

SECTION 2: INCIDENT INFORMATION

Date of Incident: _____ Time of Incident: _____ AM PM City: _____
Incident Location: _____ Direction of Travel: _____
Route #: _____ Bus/Light Rail/Streetcar #: _____
Service Type: Local Bus Express/RAPID Circulator/Connector Light Rail Streetcar Dial-a-Ride
Operator Name: _____
Operator Description: _____
What was the discrimination based on (Check all that apply): Race Color National Origin Other _____

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. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)? Yes No

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

Name: _____ Title: _____
Address: _____ Phone: _____

Have you previously filed a Title VI complaint with this agency? Yes No

Signature and date required below:

Signature _____
Date _____



Formulario de reclamación del Título VI

FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Valley Metro o la Ciudad de Phoenix o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 602.253.5000 (TTY: 602.251.2039) ó por correo electrónico a csr@valleymetro.org.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Teléfono del Hogar: _____ Teléfono Celular: _____
Correo Electrónico: _____ Método preferido de contacto: Teléfono Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: _____ Hora del Incidente: _____ AM PM Ciudad: _____
Ubicación del Incidente: _____ Dirección del Viaje: _____
Ruta #: _____ Autobús/Tren Ligero/Tranvía #: _____
Tipo de Servicio: Autobús Local Express/RAPID Circulador/Conector Tren Ligero Tranvía Dial-a-Ride
Nombre del/la Operador/a: _____
Descripción del/la Operador/a: _____
¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):
 Raza Color Origen Nacional Otro _____

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)? Sí No
Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: _____ Título: _____
Domicilio: _____ Teléfono: _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? Sí No
Firma y fecha requeridas abajo:

Firma _____
Fecha _____



Title VI Investigations, Complaints and Lawsuits

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

No investigations, lawsuits, or complaints were filed during the 2019-2022 reporting period.

Title VI Public Participation Plan

City of Scottsdale continuously engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. The City works closely with Valley Metro (Regional Public Transportation Authority) on several outreach activities throughout the year. The city also does outreach independently at Senior Centers, transit activity centers and other places of interest. The public is invited to participate in the process through public meetings, surveys and social media etc.

The City of Scottsdale Transportation Department meets and collaborates with a City Council appointed advisory Transportation Commission. The Commission has monthly meetings at which the public is invited to make either generic transit comments or to bring concerns specific to any transit project, route, or other transit related issue.

Public meetings and hearings are held at several accessible locations within the areas with populations identified as low income, minority, LEP (Limited English Proficiency), senior, and disabled. These locations are all served by the City's fare-free Trolley system and meetings are held during the hours of operation. In addition, the city strives to hold daytime meetings at the Senior Centers to reach out to individuals that otherwise would have a difficult time attending an evening meeting.

In the last three years City of Scottsdale made the following community outreach efforts in addition to meetings Valley Metro held on a regional basis.

- Transportation Commission Meetings*
 - Monthly
- City Council Meetings*
 - Twice a month
- Trolley Service Change Meetings
- Public Meetings for transit service changes at various locations (Senior Centers; transit centers; community centers; major transfer points etc.)

*Commission meetings and the Council meetings are televised on public access Channel 11

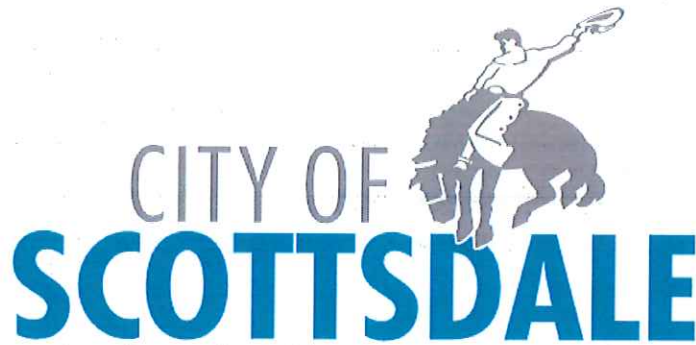
In addition to efforts specific to The City of Scottsdale, the city is adopting Valley Metro's Public Participation Plan.

Attachment A includes a copy of Valley Metro's Public Participation Plan.

Limited English Proficiency Plan

City of Scottsdale

Limited English Proficiency Plan



Limited English Proficiency Plan – cont.

City of Scottsdale Transit has adopted Valley Metro's Limited English Proficiency Plan (LEP) (**Attachment "B"**) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Scottsdale 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 Scottsdale's extent of obligation to provide LEP services, the City of Scottsdale 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 Scottsdale service area who may be served or likely to encounter by City of Scottsdale program, activities, or services.
- 2) The frequency with which LEP individuals come in contact with a City of Scottsdale services.
- 3) The nature and importance of the program, activities or services provided by the City of Scottsdale to the LEP population; and
- 4) The resources available to City of Scottsdale and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The City of Scottsdale funds transit service, which is operated by Valley Metro. Since Valley Metro is the sole operator of Scottsdale's fixed bus service, Scottsdale relies on Valley Metro to conduct most communications with passengers of Scottsdale-funded bus service. Thus, the majority of the resources and costs associated with this outreach are outlined in Valley Metro's Language Assistance Plan.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Limited English Proficiency Plan – cont.

Safe Harbor Provision

City of Scottsdale 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) Title VI Notice
- 2) Complaint Procedures
- 3) 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

Non-elected Committee Membership Table

A sub recipient who selects 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.

Body	Caucasian	Latino	African American	Asian American	Native American
Population	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A

At present the City of Scottsdale does not collect demographic information from Transportation Commission representatives or the City Council members. In the future the Transportation Department will formalize the collection of demographic information in the selection process.

City of Scottsdale does NOT select the membership of any transit-related committees, planning boards, or advisory councils

Monitoring for Subrecipient Title VI Compliance

City of Scottsdale does NOT monitor subrecipients for Title VI compliance.

Title VI Equity Analysis

A sub recipient 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 sub recipient organization receives any FTA dollars, it must comply with this requirement.

The City of Scottsdale has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since April 2012.

Regional System-Wide Standards and Policies

City of Scottsdale monitors services provided by its individual service providers: City of Phoenix, Valley Metro, and DUNN Transit. Valley Metro in coordination with City of Phoenix developed Regional System-wide service Standards and Policies that would apply to all services that both entities provide and could be adopted by other cities.

City of Scottsdale regularly reviews transit parameters such as route ridership, frequency of service, bus stop location, individual bus stop usage, and ADA accessibility. Based upon those criteria, City of Scottsdale Transit coordinates with other city projects and private developments in determining placement of transit amenities such as trash bins, chairs/benches, and shelters.

Attachment C includes a copy of City of Scottsdale system wide transit standards and policies.

Service and Fare Policy Changes

The Scottsdale Trolley is fare free to ride.

Title VI Program Council Approval

Attach a copy of the Council Meeting Minutes Here

Valley Metro Title VI Program Docs



Valley Metro Public Participation Plan 2021

Introduction

The regional transit public input/outreach process is conducted by Valley Metro for various transit-related activities and actions. Throughout the year, Valley Metro conducts public outreach activities related to capital projects, transit service changes, fare changes, and other transit-related events. This Title VI Public Participation Plan was established to ensure inclusion of the public throughout the Phoenix metropolitan community in accordance with the content and considerations of Title VI of the Civil Rights Act of 1964. Federal regulations state that recipients of federal funding must “promote full and fair participation in public transportation decision-making without regard to race, color or national origin.” Valley Metro uses this Plan to ensure involvement of low-income, minority and limited English proficient (LEP) populations, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular¹ (Circular).

Involving the public in Valley Metro practices and decision-making processes provides helpful information to improve the transit system to better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program and/or service under consideration, as well as the resources available, a concerted effort to involve all affected parties will be conducted in compliance with this Plan along with federal regulations. To include effective strategies for engaging low-income, minority and LEP populations, the Circular suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering transit information in publications and through communication channels that serve LEP populations.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

¹ United States Department of Transportation, Federal Transit Administration, Circular 4702.1B.

Valley Metro currently practices all these strategies, in compliance with federal regulations, so that minority, low-income and LEP populations have ready access to information and meaningful opportunities to engage in planning activities and provide input as part of the decision-making process.

Typical Public Participation Opportunities

Valley Metro provides opportunities to share information or receive public input through a variety of methods for public participation utilized to engage low-income, minority and LEP populations through many outlets.

Meeting Planning: For planning efforts, including fare and service changes, public meeting locations are held at a centralized location near the affected route or project area and bilingual staff is available. Public notices and announcements are published in minority-focused publications— some examples include: the *Arizona Informant* (African American community), *Asian American Times* (Asian American community), *La Voz* and *Prensa Arizona* (Hispanic community). Press releases are also sent to these media sources regarding fare changes, service changes and other programs. All printed materials are available in English and Spanish and translated, as requested, in any other languages.

Rider Satisfaction Survey: A key participation effort, the Rider Satisfaction Survey, is conducted approximately every two years. This survey is administered on transit routes across the region, reaching transit riders living in minority and/or low-income communities. The survey, administered in English and Spanish, measures rider satisfaction with transit services and captures comments for improvements.

Valley Metro Customer Service: Throughout the year, minority, low-income and LEP populations have access to information through the Valley Metro Customer Service. Valley Metro Customer Service is open 5 a.m. - 10 p.m., Monday through Friday; 6 a.m. - 8 p.m. on Saturdays; and 8 a.m. - 5 p.m. on Sundays and designated holidays. Customer Service staff is multilingual.

Website: Information including meeting announcements, meeting materials and other program information is available on valleymetro.org in both English and Spanish. If users would like information in another language, Valley Metro features Google Translate on its website. This allows Valley Metro to reach citizens in five languages with information on transportation services, proposed service changes and other programs.

Public Participation Methods

Valley Metro uses several specific public involvement techniques to ensure that minority, low-income and LEP persons are involved in transit decisions. Using public involvement, media outlets and print or electronic materials, Valley Metro disseminates information regarding planning efforts. These efforts include the activities described below.

A full list of potential outreach methods is found in Appendix A.

Common Best Practices:

- Public meetings, hearings and open houses are held regularly at community-familiar and centralized locations with public transportation access and at convenient times, in collaboration with city partners. These meetings provide an opportunity to meet with citizens and receive their comments and questions on proposed service changes and other programs. For each program, Valley Metro varies its meeting format to best engage the targeted population.
- Valley Metro has staff available at public meetings, hearings, events and open houses to answer questions and receive comments in both English and Spanish. Valley Metro also uses court reporters to record verbal comments at public hearings.
- Outreach for biannual service changes and other programs are conducted at or near the affected area—for example, along an affected bus route or at an affected transfer location—thus targeting the population that may be most affected by proposed changes to service or routes. Often, these efforts are also executed at transit stops, community centers, civic centers or major transfer locations.
- Coordination with community- and faith-based organizations, educational institutions and other organizations occurs regularly. These coordination efforts assist Valley Metro in executing public engagement strategies that reach out to members of the population that may be affected.
- All public meeting notices for biannual service changes and other programs are translated to Spanish. Notices regarding Valley Metro projects and programs are widely distributed to the public through multiple methods as established by the project team. A full list of potential outreach methods is found in Appendix A.
- Valley Metro publishes advertisements of any proposed service or fare change in minority publications to make this information more easily available to minority populations. Additionally, Valley Metro sends press releases regarding service changes and other programs to Spanish-language media. Depending on the level of impact, a formal media/communications plan can be developed to coordinate overall messaging across multiple stakeholders.
- Valley Metro offers online participation via social media, webinar and email input as an alternative opportunity for comment. Online meetings or hearings are recorded and uploaded to the Valley Metro YouTube channel and/or website.
- Major surveying efforts are conducted in both English and Spanish to ensure that the data collected is representative of the public.
- Valley Metro Customer Service is multilingual.

- All comments are documented in a centralized database. Comment summary information is provided to Valley Metro's city partners for review and is also presented to the Valley Metro Board of Directors for consideration when acting upon proposed service changes.
- A public hearing is a formal presentation to the public on specific proposal or subject. Public testimony is recorded into the official record. The rules governing a public hearing are more formal than that of a public meeting, where a variety of tools and techniques may be used to gather feedback from the public. A public hearing may take place in-person, via teleconference, or online. Public comment must be recorded and transcribed, either via electronic means or a court reporter.

A public hearing is required during:

- The development of an Environmental Impact statement.
- A Major Service Change, as defined by the Major Service Change & Service Equity Policy.

Conclusion

Valley Metro conducts public outreach throughout the year to involve the public with agency activities and transit planning processes. Using a variety of communication techniques such as facilitating meetings at varied times and locations, using multiple formats, placing print and digital materials across multiple channels and providing opportunities via phone and online to share or collect input, Valley Metro ensures that outreach efforts include opportunities for minority, low-income and LEP populations who may be impacted by the activity or transit planning process are integrated into the decision-making process. Valley Metro will continue to involve all communities to be inclusive of all populations throughout the metropolitan Phoenix area and to also comply with federal regulations. Valley Metro will continue to monitor and update this Inclusive Public Participation Plan as part of the Title VI Program, which is updated triennially.

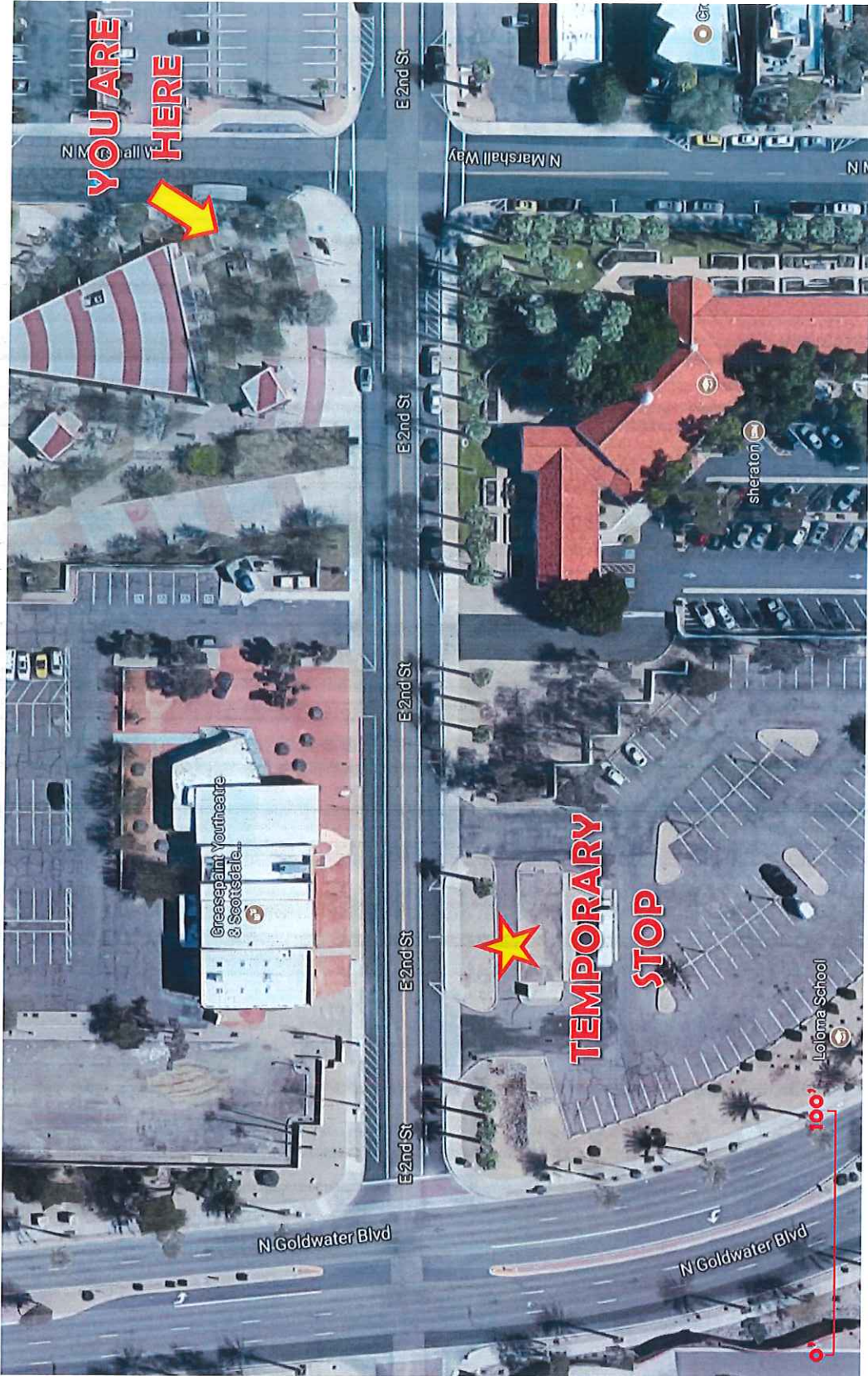
Appendix A

Valley Metro reviews public outreach needs with the project/initiative team as part of the initial development of the designated Public Involvement Plan. Major tactics are outlined to develop the overall timeline. Depending upon the scope of the project, program or announcement, public participation methods are customized to ensure that the public is involved in the decision-making process.

A list of commonly used outreach tools, as well as their definition and associated Valley Metro standard of best practice, is listed below.

Outreach Tool	Definition and Best Practices
Public Hearing	A formal meeting with a set agenda during which a presentation is given, and public testimony/feedback is heard and recorded. Can take place in-person, via teleconference, or online. For public hearings, adequate notice to the public is defined as a minimum of 30 days to the hearing date. A hearing is advertised with an appropriate outreach tactic at least four times within 30 days of the meeting date. Public comment must be recorded and transcribed, either via electronic means or via a court reporter.
Public Meeting	A meeting during which material is presented and public comment is heard and recorded. The material may be offered via a presentation, workshop or "open house." Can take place in-person, via teleconference, or as a webinar online. For public meetings, adequate notice to the public is defined as a minimum of 15-days prior to the meeting date. A meeting is advertised at least twice via an appropriate outreach tactic within 15 days of the meeting date.
Display Ads in Print Media	A paid advertisement in the newspapers or other print media to alert readers about an upcoming event or action.
Website/Online Social Media	Information on projects or initiatives located on the Valley Metro website or Valley Metro social channels (Instagram, Facebook, Twitter)
Stakeholder meetings	Information provided to local, targeted individuals or groups particularly affected by project. The presentation may be formal, a workshop or in "open house" style. Typically, stakeholder meetings are invitation-only and so do not need to be publicly advertised beforehand. Can take place in-person, via teleconference, or as a webinar online.

Mobile Device Alerts	Electronic push notifications to alert customers to important information on projects or service changes via Valley Metro-owned mobile apps (AlertVM, ConstructVM, mobile fare app).
Signs	Signs on buses, bus stop locations, transit centers or other locations frequented by stakeholders. This includes temporary signs, A-frames or kiosk posters.
Rider Alerts	Notifications regarding immediate rider information on impacts to frequency, routing or schedule. Rider Alerts may be web-based, printed on signs and/or submitted as a memo to Customer Service & Operations.
Direct Mailings	Mail sent to an affected group or area to educate, notify, or request input.
Surveys	A list of questions to solicit opinions or preferences by a selected group of individuals. The survey mechanism may be electronic and/or in-person. The survey population may be intercepted or self-selected. For surveys, the feedback collection period is defined as a minimum of 15 days.
Static Display	Table or sign display at a trafficked event or area in an identified area where a targeted stakeholder group may be present. The display may be manned or unmanned and will have specific information on the project/initiative. This may also include a feedback mechanism, such as comment cards.
Door Hanger/Flyer Canvassing	Print notice distributed to local businesses and residents in project/affected area.
E-mail/E-blast	Digital messaging to an established Valley Metro email list. Stakeholders may opt-in or out of this list based on their needs.



EFFECTIVE JULY 19TH 2017:

THE LAYOVER AREA AT THE NORTHWEST CORNER OF E. 2ND STREET & N. MARSHALL WAY (SPIRIT OF THE WEST MUSEUM) WILL BE TEMPORARILY CLOSED DUE TO CONSTRUCTION ALONG N. MARSHALL WAY. A TEMPORARY BUS STOP WILL BE SETUP ON THE SOUTHEAST CORNER OF E. 2ND STREET & N. GOLDWATER BLVD TO SERVICE THE DOWNTOWN, MORNING EXPRESS, AND NEIGHBORHOOD ROUTES, SEE MAP.



Home Page (/home) / News

Beginning Monday, bus route 50 extended to Scottsdale Community College

By Jennifer Banks (mailto:JBanks@ScottsdaleAZ.gov), Public Information Officer, 480-312-7517 (tel:480-312-7517)

April 22, 2021

Beginning Monday, April 26, riders traveling from Phoenix to Scottsdale Community College will no longer need to transfer to the trolley to complete their trip. Bus route 50, which runs primarily along Camelback Road, will be extended to the college. The bus route currently ends near Scottsdale Fashion Square, and riders wishing to continue to the college must transfer between the bus and Scottsdale's 68th/Camelback trolley.

The following additional transit route changes will also take effect Monday:

- The 68th/Camelback Trolley route will end immediately south of Camelback Road on Goldwater Boulevard.
- Bus route 50 will remain on Chaparral Road between Granite Reef Road and 86th Street rather than traveling up to Montebello Avenue.
- The Old Town Trolley remains indefinitely suspended.

New routes can be viewed on our updated transfer map ([/Assets/ScottsdaleAZ/Transportation/Transit/Transit+transfer+map+updated+April+2021.pdf](#)).

In addition to providing a seamless regional route between Scottsdale Community College and Phoenix, the bus route includes increased hours of operation, weekend service and service on six additional holidays per year. Keeping the bus on Chaparral Road between Granite Reef Road and 86th Street will improve route efficiency and avoid having large buses on neighborhood streets.

Extending bus route 50 will also enable Scottsdale to take advantage of approximately \$3.2 million in unused Proposition 400 regional transportation sales tax funding, which will cover the cost of extending the bus route for the next four years.

Shortening the 68th/Camelback trolley route will free up more than half a million dollars annually in Scottsdale's Transportation 0.2% Sales Tax funding, which is also used for transportation-related capital improvement projects (<https://www.scottsdaleaz.gov/construction>), paving projects, path and trail improvements, alley maintenance and other transportation and streets projects.

The Old Town Trolley was suspended along with other trolley routes in March 2020 in response to the COVID-19 pandemic. Scottsdale began a phased return to service in August but opted not to bring back the Old Town Trolley as ridership had been declining prior to the pandemic. Old Town Scottsdale can still be accessed via the 68th/Camelback Trolley ([/Assets/ScottsdaleAZ/Trolley/April+2021+route+changes/68CM+Trolley+route+updated+April+2021.pdf](#)) with stops along Goldwater Boulevard between Indian School and Camelback roads and on Indian School Road between 68th Street and Goldwater Boulevard.

Buses on route 50 will run every 10 minutes during high-use times and up to every 30 minutes during low-use times. Visit www.ValleyMetro.org (<http://www.ValleyMetro.org>) for more information on bus schedules and fares.

All trolley routes will continue to run every 20 minutes between approximately 6 a.m. and 7 p.m., weekdays only. To request a brochure with new routes and schedules, please call the Transportation & Streets Department at 480-312-7250 (tel:480-312-7250) or email Jennifer Banks (<mailto:jbanks@scottsdaleaz.gov>).

Federal law continues to require transit riders to wear face coverings on buses and trolleys and at transit stops. For more information on COVID-19 transit safety protocols, please see www.ScottsdaleTrolley.com ([/trolley](#)) and Valley Metro's COVID-19 Information page (<https://www.valleymetro.org/covid-19>).

News Links

Social Media Links ([/news/social-media](#))

Event Calendar ([/events](#))

Scottsdale Video Network ([/scottsdale-video-network](#))

Media Contacts ([/news/media-contacts](#))

WHAT WORKS CITIES CERTIFIED CITY

SILVER 2020

(https://www.scottsdaleaz.gov/news/bloomberg-philanthropies-announces-scottsdale-as-an-american-city-best-at-using-data-to-improve-residents-lives-in-2019_s4_p27919)

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(<https://www.scottsdaleaz.gov>)

3939 N. Drinkwater Blvd.
Scottsdale, AZ 85251

P: 480-312-3111
TTY: 1-800-367-8939 (Arizona Relay Service)
F: 480-312-2688

Ask a question (<https://eservices.scottsdaleaz.gov/es/Request/Submit?group=MostCommon>)

SPOTLIGHT

Scottsdale trolley returns with reduced service

Progress News Staff
Aug 16, 2020



The City of Scottsdale restarted trolley service on Aug. 3, months after suspending rides due to the coronavirus pandemic.

City of Scottsdale

The City of Scottsdale's free trolley service hit the street for the first time in three months this month after being shut down due the coronavirus pandemic.

The city suspended the trolley service at the end of March to comply with social distancing guidelines put in place to combat the spread of COVID-19.

City Manager Jim Thompson told the City Council that the temporary shutdown would save the city \$1.4 million during budget discussions in April.

The city started a phased return of the service on Aug. 3, reopening three routes from 6 a.m. to 7 p.m. Monday through Friday with service every 20 minutes.

The first phase of reopening includes the 68th Street and Camelback route, Miller and Hayden Roads route and the Mustang route.

The Old Town trolley route will remain suspended until further notice.

The 68th Street and Camelback route runs between Scottsdale Community College and the Granite Reef Senior Center in southern Scottsdale and connects with the Miller and Hayden Roads route.

The Miller and Hayden Roads route runs from the Granite Reef Senior Center to the Mustang Transit Center located just east of Loop 101 and Shea Boulevard in the Scottsdale Fiesta Shopping Center.

The Mustang route runs between the transit center and a trolley stop near Hayden Road and Frank Lloyd Wright Boulevard in the Scottsdale Airpark.

The city has put a number of safety measures in place to maintain social distancing and combat the spread of COVID-19, including requiring face masks and asking riders to stay six feet apart.

Trolleys will also be limited to 50 percent capacity, meaning each trolley will be able to accommodate 10 to 15 passengers at a time, depending on the size of the trolley.

Riders will also be required to enter through the rear door only as the standing area behind the driver is currently blocked off.

The city is asking that riders wash their hands or use hand sanitizer before and after riding, stay home when sick and limit ridership to critical trips.

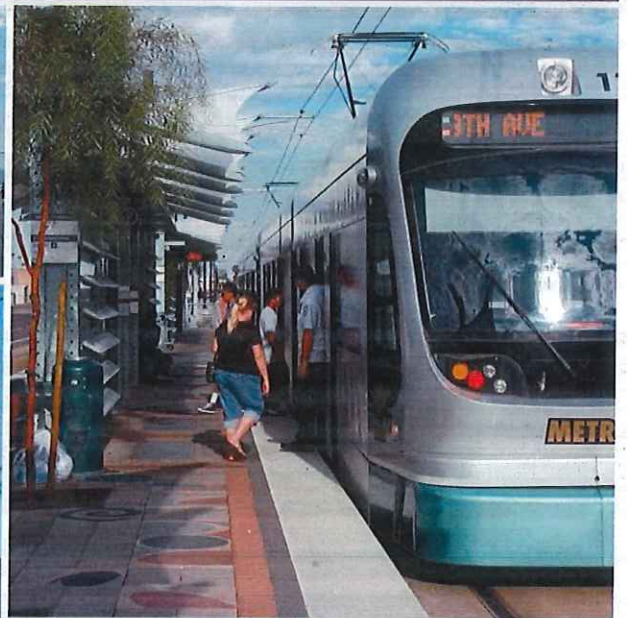
According to the city, the trolleys will be cleaned at least twice a day during shift changes and at the end of the day. They will also be cleaned when empty during a layover.



Language Assistance Plan

Title VI Program

July 2021





1.0 INTRODUCTION

In 1993, the Valley Metro Regional Public Transportation Authority (RPTA) board adopted the name Valley Metro as the identity for the regional transit system in the Phoenix metropolitan area. Under the Valley Metro brand, local governments joined to fund the Valley-wide transit system that serves more than 64 million riders annually. Valley Metro provides fixed route bus service, light rail service, streetcar service (open in late 2021) and complementary ADA paratransit service across the region. Valley Metro provides services with, and distributes transit funds from the countywide transit sales tax to its member agencies including Maricopa County and the cities of Tempe, Mesa, Glendale, Phoenix, Buckeye, Tolleson, Wickenburg, Surprise, Peoria, Chandler, Gilbert, El Mirage, Avondale, Goodyear, Scottsdale, Fountain Hills, and Youngtown. For the most part, Valley Metro and its member agencies use private service providers for the operation of bus, light rail and paratransit services. The Cities of Glendale, Scottsdale, Peoria and Phoenix contract some of their service directly to service providers.

Currently, fixed-route transit service in the metropolitan area is operated by the City of Phoenix, and Valley Metro, Scottsdale and Glendale. There is a total of 893 fixed-route vehicles and 50 light rail vehicles operating in the region. Of these vehicles, 95 are circulators.

The regional transit system has 61 local bus routes that consist of the following: 45 local bus routes, 15 key local bus routes and 1 limited-stop peak route. The region also has 20 Express/RAPID routes, 21 community circulator routes, 1 rural connector route and 1 light rail system. Valley Metro customers made over 64,000,000 boardings during fiscal year 2019.

Seven Four regional entities in the region provide Dial-a-Ride service for seniors and persons with disabilities, as well as Americans with Disabilities Act (ADA) paratransit service for those who are unable to use fixed-route bus service. Annual regional ridership for ADA paratransit and regional ridership for non-ADA general Dial-a-Ride was 1,134,014.

In addition, Valley Metro's Commute Solutions team supports Valley organizations in the mandatory Maricopa County Travel Reduction Program. Toward that goal, the team provides a multipurpose platform at www.ShareTheRide.com that allows commuters to search for carpools, vanpools, transit and bike buddies. In addition to providing this multimodal support, it provides pollution and commute information. In an ongoing effort to educate, the team also provides online training, informational webinars, special promotions for the general public and transportation coordinators.

Valley Metro and the region support the goal of the U.S. Department of Transportation (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from



using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

1.1 Regulatory Guidance

Title VI of the Civil Rights Act of 1964, provides 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 that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 11, 2000, directs each federal agency to publish guidance for its respective recipients to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

The FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", issued in October 2012 reiterates this requirement. Chapter III states that "...FTA recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (page III-6)."

In the Phoenix Metropolitan Area, there are more than sixty different languages identified in households where English is not the predominate language. Using the "Four Factor Analysis" prescribed by FTA, this plan was developed to ensure that all transit providers effectively communicate with all users of the public transportation agency's services provided.

1.2 Four Factor Analysis

FTA Circular 4702.1B identifies four factors that recipients of federal funds should follow when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four factor analysis involves the following:

1. Identify the number or proportion of LEP persons eligible to be served or likely to be encountered with transit service.
2. Determine the frequency with which LEP individuals come in contact with transit service.
3. Determine the nature and importance of transit service provided to LEP individuals.
4. Assess the resources available to the recipient for LEP outreach, as well as costs associated with that outreach.



This document describes Valley Metro's four-factor analysis and summarizes its LEP efforts, including staff training, followed by a description of how the plan will be monitored and updated.



2.0 LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 1)

Factor 1 assesses the number and proportion of persons with limited English speaking proficiency likely to be encountered within the region's service area, which is defined as a three-quarter mile radial buffer around all fixed route services and a three-mile buffer around park-and-ride and transit facilities for express bus service. The LEP population is those individuals who reported to the Census Bureau that they speak English "less than very well."

2.1 Evaluation Methods and Data Source

In accordance with FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data. The presence of LEP populations in the regional service area was determined by analyzing the U.S. Census Bureau, 2019 American Community Survey (ACS) 5-year Sample. The 2019 ACS data were used because the 2020 decennial census, at the time of this update, was not available.

2.2 LEP Population Identification

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the Census Bureau that they speak English "less than very well" were used to tabulate the LEP population for the regional service area.

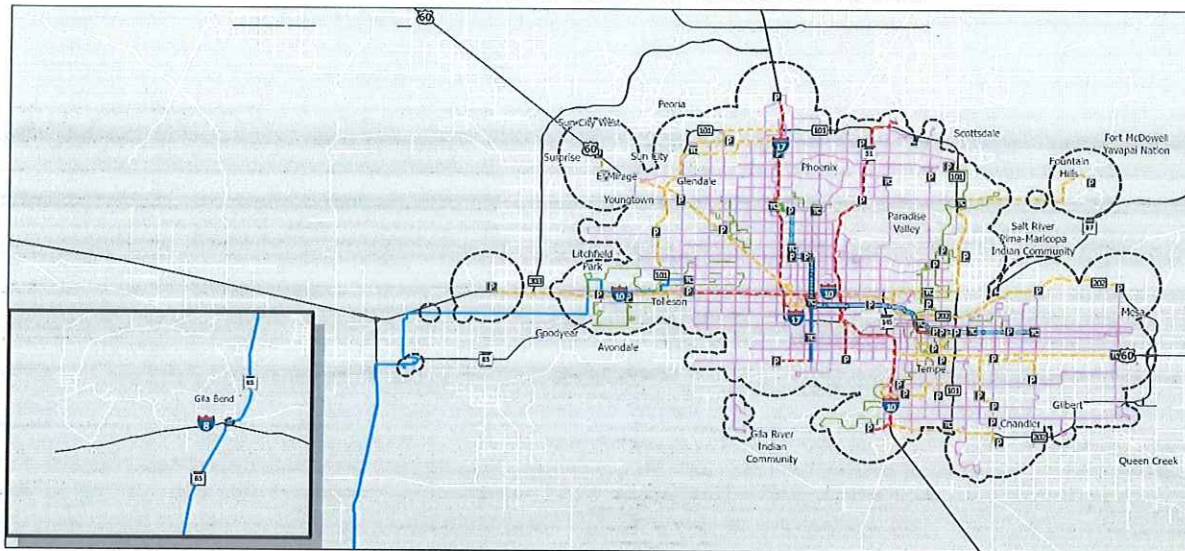
2.3 American Community Survey

The American Community Survey (ACS) is a continuous nationwide survey conducted monthly by the U.S. Census Bureau to produce annually updated estimates for the same small area (census tracts and block groups) formerly surveyed through the decennial census long-form survey. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates. This analysis uses the 2019 ACS 5-year data (2015 to 2019).

ACS data include the number of persons ages five and above who self-identified their ability to speak English as "very well", "well", "not well", and "not at all". **Figure 1** depicts Valley Metro's service area. **Table 1** shows the number of LEP people within Valley Metro's service area in comparison to Maricopa County. There are over 4 million residents in Maricopa County, and 3.5 million reside within Valley Metro's service area. The incidence of LEP persons within Valley Metro's service area is slightly higher than in the county. 8.7 percent of residents in Maricopa County speak English less than "very well", while 9.6 percent of residents within Valley Metro's service area speak English less than "very well".



FIGURE 1: VALLEY METRO SERVICE AREA



Valley Metro Services and Service Area Map

- LEGEND**
- Transit Centers
 - Park and Rides
 - Light Rail Stations
 - Northwest Extension
 - South Central Extension
 - Tempe Streetcar
 - Express
 - Light Rail
 - RAPID
 - Circulators
 - Local Routes
 - Rural Route
 - Freeway and Interstates
 - Valley Metro Service Area

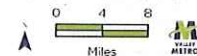


TABLE 1: 2019 ACS DATA, BY LOCATION

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Maricopa County	4,050,301	2,957,214	737,917	355,170	8.7
Census Tracts within service area ^a	3,530,687	2,501,110	690,264	339,349	9.6

^a Service Area is defined as a 3/4 -mile buffer within local fixed route service and a 3-mile buffer within park-and-ride and transit facilities for express bus service

Table 2 shows English proficiency for the census tracts within the service area population age five years and above by the linguistic categories identified by the U.S. Census Bureau. This includes English, Spanish, Indo-European, Asian or Pacific Islander, and all other languages. The 2019 ACS data show the population self-identified as speaking English less than “very well” was predominantly the Spanish language group, encompassing 261,287 people, or 7.4 percent of the total population age five years and over. Indo-European, Asian or Pacific Islander, and All Other Languages groups account for 78,026 people, or 2.2 percent of the population. Of all those speaking English less than “very well”, the Spanish group makes up 77 percent of the total population over age five with limited English proficiency.



TABLE 2: 2019 ACS DATA, BY LANGUAGE CATEGORY

Language Category	Total Population Age 5 and Over	Speaks English				Percentage Less than Very Well
		Very Well	Well	Not Well	Not At All	
Total	3,530,687	690,264	148,748	119,838	70,727	9.6
English	2,501,110	—	—	—	—	0.0
Spanish	788,929	527,642	100,211	97,690	63,386	7.4
Asian or Pacific Islander	95,307	57,621	22,331	11,922	3,433	1.1
Indo-European	88,411	66,861	14,813	4,981	1,756	0.6
All other languages	56,930	38,140	11,393	5,245	2,152	0.5

The 2019 ACS data also provide information on linguistically isolated households: “A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English ‘very well.’ In other words, all members 14 years old and over have at least some difficulty with English” (ACS 2019). In total, the 2019 ACS data identified 1,356,898 households to be linguistically isolated. The entire membership of a linguistically isolated household would be considered LEP. **Table 3** details those data for linguistically isolated and non-linguistically isolated households by language category within the service area.

TABLE 3: 2019 ACS DATA, BY LINGUISTICALLY ISOLATED HOUSEHOLDS

Language Category	Total Households	Isolated Households	Non-isolated Households	Percentage Isolated Households
Census tracts in service area	1,356,898	57,919	330,557	4.3
English	968,422	—	—	—
Spanish	276,605	41,125	235,480	3.0
Asian or Pacific Islander	41,622	7,956	33,666	0.6
Indo-European	46,362	4,648	41,714	0.3
All other languages	23,887	4,190	19,697	0.3

Within the transit service area, 4.2 percent of households are considered linguistically isolated. Again, these are predominantly Spanish households, making up three percent of the total. Remaining languages make up 1.2 percent of households that are classified as linguistically isolated.

Figure 2 shows concentrations of linguistically isolated households in census tracts within the service area. Most areas throughout the region are mixed, although a few pockets of census blocks have concentrations of linguistically isolated households, thus identified as persons with limited English proficiency.

FIGURE 2: CENSUS TRACTS WITH LINGUISTICALLY ISOLATED HOUSEHOLDS

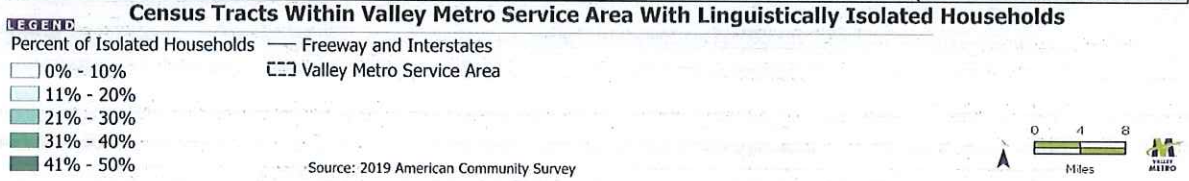
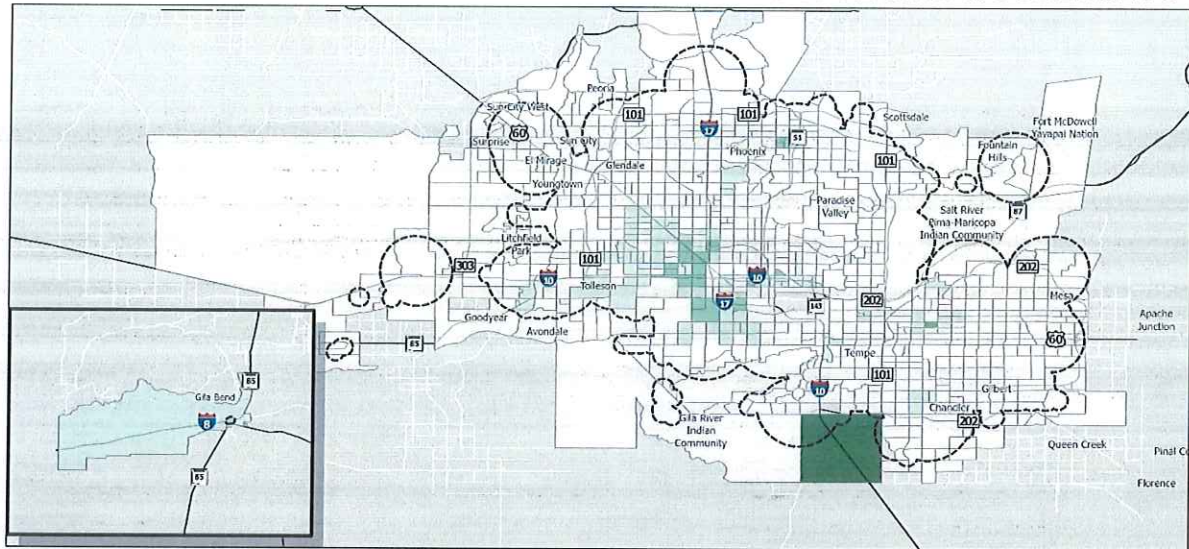
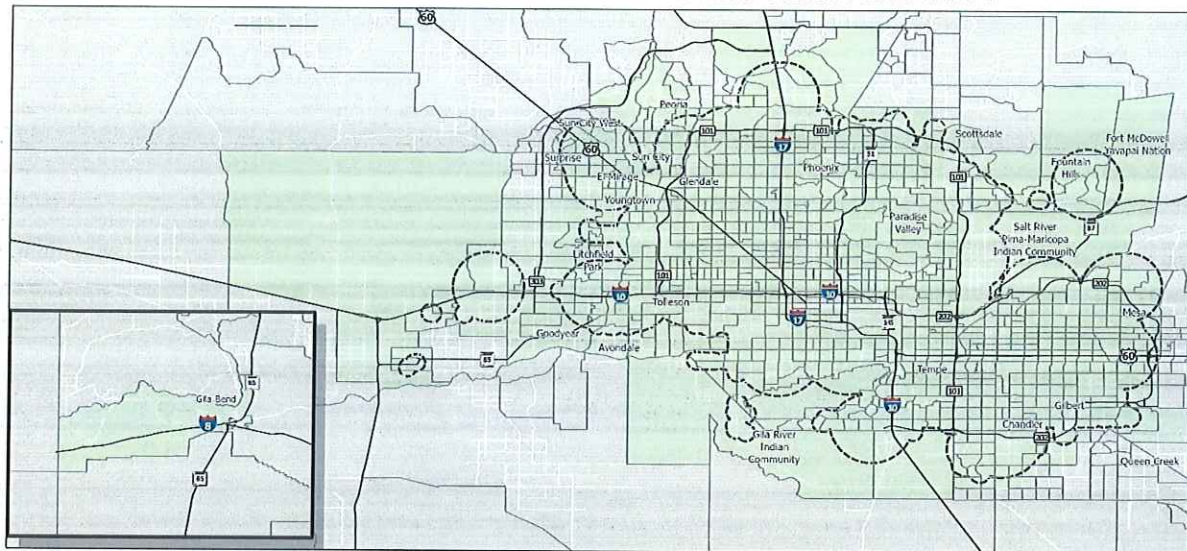


Figure 3 shows the ACS 2019 census tracts within the three-quarter mile buffer of local fixed route service and a three-mile buffer around park-and-ride and transit facilities for express bus service. Census tracts encapsulated within this area are included in the estimates, although they may not be within one-quarter mile of a fixed route.

FIGURE 3: CENSUS TRACTS WITHIN SERVICE AREA



LEGEND

- Freeway and Interstates
- 2019 American Community Survey Tracts
- Impacted Census Tracts
- - - Valley Metro Service Area

Valley Metro Service Area and Census Tracts



The 2019 ACS data show 12 languages or language groups with 1,000 or more LEP persons. Only one LEP population exceeds both the 1,000 or more individuals and the five percent of the total population of persons eligible to be served or likely encountered. **Table 4** shows the populations that meet either of these thresholds using ACS 2019 population by language and ability, sorted by percentage of LEP population.

Within the service area, the majority of the 2019 LEP populations is the Spanish speaking population; this is the only language group to exceed both 1,000 individuals and five percent of the LEP population. The Spanish LEP population consists of 261,287 individuals within the service area. The Other Indo-European, Mandarin Chinese, and Other and Unspecified speaking populations followed with 3.86 percent, 3.42 percent, and 3.33 percent respectively. The Vietnamese, Other Asian and Pacific Island and Arabic speaking populations follow with 2.87 percent, 2.85 percent and 2.27 percent, respectively. This is followed by Russian and Filipino with 1.63 percent and 1.28 percent, respectively, and then by Korean (0.8 percent), French (0.6 percent) and German (0.3 percent).

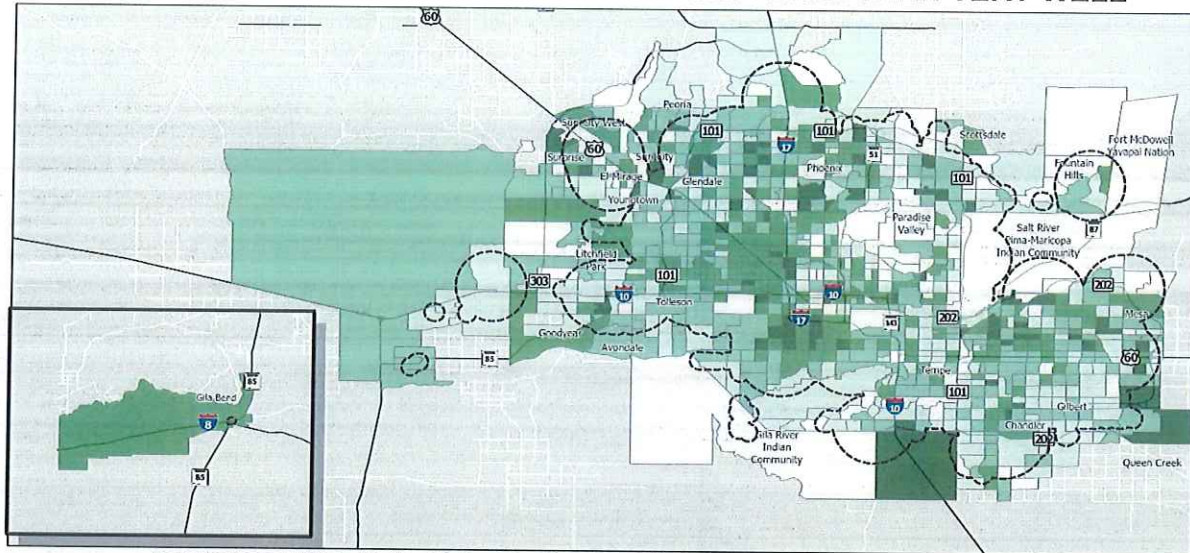


TABLE 4: 2019 ACS DATA, BY LANGUAGE WITHIN ONE-HALF MILE OF FIXED ROUTE SERVICE

Language	Speak English		Total Population	Percentage of Language LEP of Total LEP Population
	Less Than Very Well	Very Well		
All languages	335,714	—	—	100
Spanish	261,287	527,642	788,929	77.83
French, Haitian or Cajun	2,115	7,666	9,781	0.63
German	988	9,765	10,753	0.29
Russian, Polish or Other Slavic	5,484	12,517	18,001	1.63
Other Indo-European languages	12,963	36,913	49,876	3.86
Korean	2,694	2,856	5,550	0.80
Mandarin Chinese	11,471	11,965	23,436	3.42
Vietnamese	9,649	6,936	16,585	2.87
Filipino	4,292	12,356	16,648	1.28
Other Asian Pacific Island	9,580	23,508	33,088	2.85
Arabic	7,623	11,563	19,186	2.27
Other and unspecified languages	11,167	26,577	37,744	3.33

Figure 4 shows concentrations of populations speaking English Less than Very Well throughout the service area. Most areas throughout the region are mixed, although there are a few pockets of Census blocks with concentrations of persons with limited English proficiency.

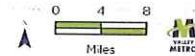
FIGURE 4: POPULATION SPEAKING ENGLISH “LESS THAN VERY WELL”



LEGEND

- Populations Within Valley Metro Service Area That Speak English Less Than Very Well**
- 0% - 16%
 - 17% - 26%
 - 27% - 34%
 - 35% - 44%
 - 45% - 68%
- Freeway and Interstates
 □ Valley Metro Service Area

Source: 2019 American Community Survey





3.0 FREQUENCY OF CONTACT WITH LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 2)

The first step of the four-factor LEP needs assessment revealed that the largest language group is overwhelmingly Spanish, followed by the ACS language categories of Other Indo-European, Mandarin Chinese and Other and Unspecified. Factor 2 is intended to assess the frequency with which LEP persons interact with Valley Metro programs, activities or services. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (DOT 2005) advises that:

Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed (emphasis added). The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.

The frequency of use was evaluated by assessing current resources, available data and a short survey of transit employees.

3.1 Evaluation Methods and Data Sources

To determine the frequency with which LEP persons interact with Valley Metro, both quantitative and qualitative methods were used to analyze access to services. Anecdotal information regarding interactions with LEP persons, garnered through conversations with Valley Metro employees, is also included in this section. More structured analysis is included using several sources of information:

- Transit Employee Surveys
- Customer Service Interactive Voice Response (IVR) Call Log
- Transit Education Program
- Valley Metro Website Translation Data

Together, these sources provide a picture of the interaction of LEP persons with programs, activities or services provided by the agency.

3.2 Frequency of Contact Analyses

Valley Metro recognizes the value of providing convenient and efficient information to transit riders. Understanding how often LEP persons are using services will assist in serving customers better in the future with quality services, programs and activities.

Transit Employee Surveys

During September and October of 2020, a voluntary survey of customer service and transit employees was conducted regarding interaction with LEP persons and languages spoken. A copy of the survey instrument can be found in **Appendix A**. Valley Metro



Customer Service Representatives provide passenger assistance most commonly through email, but also by phone. Several Customer Service Representatives that are stationed at transit passenger facilities¹ to provide assistance to passengers. Bus operators at multiple locations were also surveyed. Employees surveyed were based at one of the following locations:

- Customer Service and Mobility Center
- Central Station Transit Center
- Ed Pastor Transit Center
- Metrocenter Transit Center
- Sunnyslope Transit Center
- Tempe Transportation Center
- East Valley Bus Operations and Maintenance Facility
- Mesa Bus Operations and Maintenance Facility
- Phoenix Bus Operations and Maintenance Facility

In total, 218 respondents provided information about their experiences. Approximately 80 percent of those surveyed were transit operators. When asked if staff have had any requests for materials in another language in the past two years, 23 percent responded yes; see **Figure 5**. Of these, most interpretation or translation requests were for Spanish. All but two of the locations received translation requests in the past two years: Sunnyslope Transit Center and Metrocenter Transit Center.

Languages requested were predominantly Spanish (80 percent) followed by Arabic (5 percent) and Chinese (4 percent). Other languages made up 11 percent of requests. These languages, which were each requested only once, were French, Russian, German, Farsi, Hindi and Swahili. See **Figure 6** for a graphic representation of the languages requested.

These responses were categorized appropriately and cross-referenced with the language requested. See **Figure 7** for a comparison. Spanish was much more frequently requested than any other language, and languages other than Spanish were requested at a substantially less frequent rate.

¹ Facilities operated by the City of Phoenix or City of Tempe

Figure 5: Requests for Information or Materials in Another Language

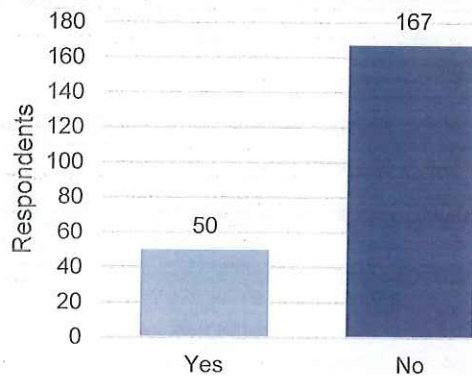


Figure 6: Languages Requested

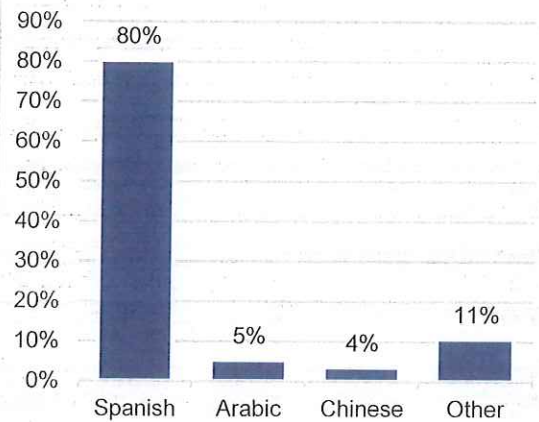
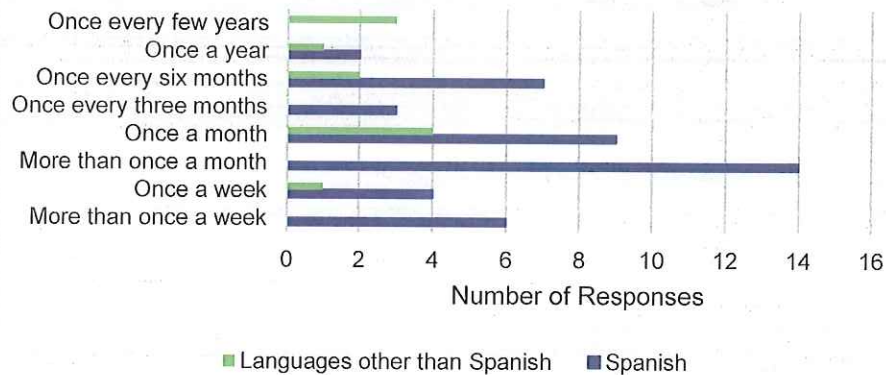


Figure 7: Frequency of Languages Requested as Reported by Front Line Transit Employees



This survey helped support the finding that multiple languages are encountered by transit professionals, yet Spanish is the most common and most frequent of the languages encountered.

Customer Service Interactive Voice Response Call Log

The Customer Service Center updated its automated phone system in mid-2014 to establish the Interactive Voice Response (IVR) feature. With this expansion, the system is able to provide a log listing the frequency with which line callers have requested to be transferred. Available are five topic categories, each in English and Spanish for ten total options. The topics available include:



- Americans with Disabilities Act (ADA)
- Customer Relations (CR)
- Light Rail
- Lost and Found
- Transit Information (TI)

This system allows Spanish-speaking callers to be automatically transferred to a bilingual representative, reducing the time it takes to be served in the preferred language. Currently, eight bilingual customer service representatives are employed by Valley Metro. The phone system prioritizes selection of Spanish calls received. **Table 7** shows the distribution of calls by option selected, followed by the sum of calls by language for calendar year 2019.

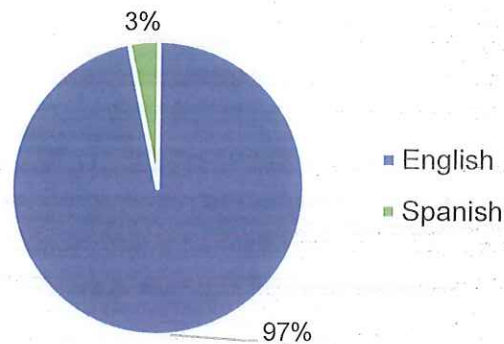
TABLE 7: 2019 CUSTOMER SERVICE CALL LOG

Call	Total Calls	% of Total Calls
ADA – English	20,672	1.79%
ADA – Spanish	2,457	0.21%
CR – English	166,893	14.45%
CR – Spanish	1,030	0.09%
Light Rail – English	113	0.01%
Light Rail – Spanish	2	0.00%
Lost and Found – English	16,419	1.42%
Lost and Found – Spanish	198	0.02%
TI – English	913,931	79.12%
TI – Spanish	33,462	2.90%
English (Total)	1,118,028	96.78%
Spanish (Total)	37,149	3.22%
Total Calls	1,155,177	100.00%

Figure 8 shows a pie chart of the calls by language. Approximately 97 percent of calls were for English and three percent of calls were for Spanish. At the time of this report, 38 customer service representatives were on staff; of these, 8 were bilingual (21 percent).

When evaluating the customer service call logs, the bulk of calls received are through the English phone lines with a small portion (3 percent) selecting a Spanish option.

Figure 8: Customer Service Calls by Language



Transit Education Program

Valley Metro has a Transit Education program that presents information to various groups to teach about public transit, benefits of transit and how to use the system. Staff members visit schools, businesses, social service agencies and present to new residents and refugee groups, senior citizens and persons with disabilities. Additionally, transit information and assistance are provided at community or special events including environmental advocacy events, transportation or vehicle days, career days and more. This team also conducts general presentations by request to any group who wants to learn more about Valley Metro services. In 2019, the transit education staff made 427 public presentations, two of which were in Spanish.

The many Spanish speaking passengers are accommodated because much of the transit information is available in Spanish. Additionally, a bilingual Valley Metro staff member will generally give the transit education presentation in Spanish upon request. Prior to the COVID-19 pandemic, the transit education staff would also conduct monthly presentations with refugee resettlement groups. Given the varied backgrounds of refugee groups, the hosting organizations would generally provide necessary interpreters. Valley Metro staff members have developed training materials that are mostly images to help bridge the language issues.

Website Translation

Apart from accessing information from transit employees—whether by phone, email, in person or another method—many customers use the www.valleymetro.org website for information. The website is equipped with the Google Translate feature, which allows translation into 52 languages. Users have translated the Valley Metro website into 43 different languages using this feature. Approximately 99 percent of interactions with the Valley Metro website used the default English setting. The remaining 1 percent used the other languages. **Table 8** lists the languages translated and the percentage of sessions

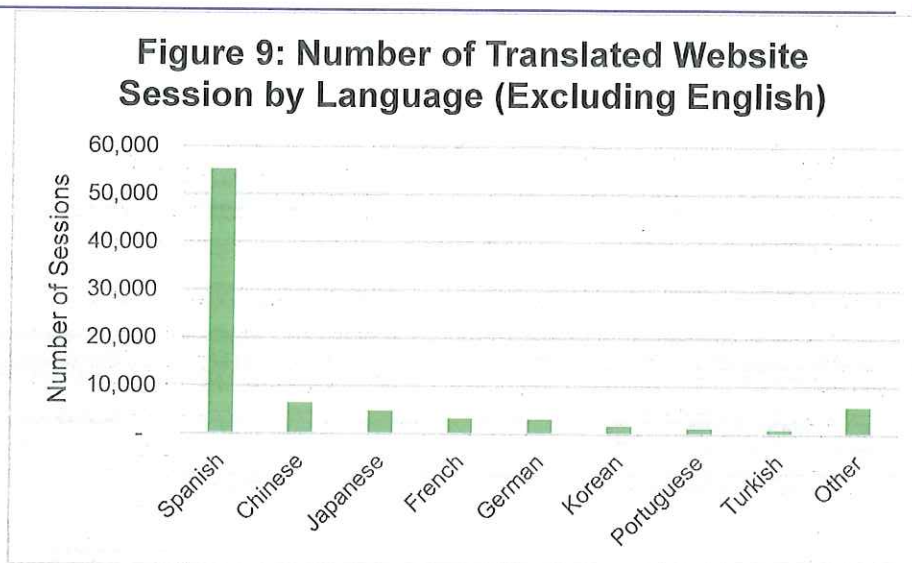


in 2019. Note that only those languages accounting for at least 0.01 percent of the total sessions are included; a full table of entries is available in **Appendix B**.

TABLE 8: 2019 WEBSITE SESSIONS BY LANGUAGE

Language	Number of Sessions	Percentage of Total Sessions
English	5,659,734	98.56
Spanish	55,257	0.96
Chinese	6,506	0.11
Japanese	4,837	0.08
French	3,293	0.06
German	3,167	0.06
Korean	1,750	0.03
Portuguese	1,297	0.02
Russian	898	0.02
Turkish	1,028	0.02
Arabic	557	0.01
Dutch	497	0.01
Italian	631	0.01
Vietnamese	580	0.01
Other	5,728	0.10

Once again, Spanish was overwhelmingly the most widely used language with the website translation service, accounting for 0.96 percent of sessions, followed by Chinese (0.11 percent), Japanese (0.08 percent), French (0.06 percent), German (0.06 percent), Korean (0.03 percent), Portuguese (0.02 percent), Turkish (0.02 percent) and Other (0.10 percent). **Figure 9** shows the number of translated sessions by language.



The website was translated to 32 other languages that each accounted less than 0.01 percent of the sessions—collectively, these viewings account for 0.04 percent of all sessions. These languages include:

- Afrikaans
- Arabic
- Bulgarian
- Catalan
- Croatian
- Czech
- Danish
- Dutch
- Farsi
- Filipino
- Finnish
- Greek
- Hebrew
- Hindi
- Hungarian
- Indonesian
- Italian
- Latin
- Norwegian
- Polish
- Romanian
- Russian
- Samoan
- Serbian
- Slovak
- Slovenian
- Swedish
- Telugu
- Thai
- Tonga
- Ukrainian
- Vietnamese

Many documents on Valley Metro’s website are translated into Spanish since they are disseminated as paper materials to the public. Individuals may use these documents without translating the website into Spanish. Some of these documents include project updates, route maps and schedules, instructions and applications for a Reduced Fare ID, service change information, policies, brochures, and forms.

Conclusion

The Factor 2 analysis revealed that there is regular contact between the LEP population and Valley Metro personnel. The Transit Employee Survey revealed that 23 percent of all respondents had encountered an LEP person; of those who had encountered a request for assistance in another language, 80 percent of respondents reported requests for Spanish. The Customer Service call log showed that a mere three percent of customers used one of the five Spanish options. Information from the Transit Education team qualitatively identified Spanish as the main language group. Finally, translation data from



the Valley Metro website indicated 1.5 percent of sessions were translated—most of which were translated to Spanish. The website was translated to 43 different languages. Overall, there is broad diversity in the Phoenix region population that accesses regional transit services; however, most people using the Valley Metro system speak English or Spanish.

4.0 NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY OR SERVICE PROVIDED (FACTOR 3)

The third step in the four-factor LEP needs assessment is an evaluation of the importance of Valley Metro services to persons with limited English proficiency. The first component of the Factor 3 analysis is to identify critical services. Next, input from community organizations was used to identify ways to improve these services for LEP populations. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (DOT 2005) advises that:

The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.

With assistance from Valley Metro’s Community Relations and Marketing departments, a list of services provided was prepared and prioritized. Input from community organizations and LEP persons was incorporated to ensure views of the importance of services provided are adequately prioritized.

4.1 Services Provided

In cooperation with Valley Metro’s Communications and Operations departments, services currently provided to LEP persons were queried. All printed materials are translated into Spanish and materials in both English and Spanish are available on both bus and light rail services. Below is a list of available materials and services in Spanish that includes next bus and light rail specific services:

- Press Releases
- Public materials including, but not limited to:



-
- Route Scout (announcements on buses and light rail)
 - Ride Guide and Destinations Guide
 - Service changes materials
 - Transit Book
 - Website
 - COVID-19 updates
 - Project updates
 - Title VI forms
 - Large special events materials (for example, Super Bowl public materials)
- Direct mailers or door hangers for targeted outreach
 - Ticket vending machines (Spanish and Braille)
 - Bilingual customer service staff
 - Email list messages
 - Bus specific services:
 - Car cards (on-board advertisements)
 - Bus signage (priority seating, caution signs, entry/exit, etc.)
 - Variable message sign (VMS)² that displays audio announcements on buses
 - Light Rail specific services:
 - Light rail transit vehicle signage including priority seating, code of conduct, and other train information
 - VMS³ announcements on vehicles and at stations
 - System maps and auxiliary information
 - Operator call boxes on trains
 - Emergency call box at stations
 - Safe place notices

Critical Services

Public transit is a key means of mobility for persons with limited English proficiency. Of those services identified above, a subset of critical services was prioritized to ensure that those services imperative to use Valley Metro public transportation options are available to all users.

² Variable message signs are audio announcements that occur on transit services to inform riders of relevant information and updates. Light rail stations and vehicles are equipped with VMS announcements; most fixed route vehicles are also equipped with VMS capabilities

³ Variable message signs are audio announcements that occur on transit services to inform riders of relevant information and updates. Light rail stations and vehicles are equipped with VMS announcements; most fixed route vehicles are also equipped with VMS capabilities



Basic trip information is available both printed and electronically in Spanish, including service hours, tickets, trip planning, airport and transit connections, parking, bicycles and services for persons with disabilities. Also available in Spanish is information regarding how to use transit, acceptable user conduct, priority seating, caution signs and exit locations on vehicles. Ticket vending is available in both Spanish and Braille. Many documents are available in Braille upon request. Emergency notification measures are also translated, including audio VMS Announcements on vehicles (bus and rail), operator call boxes, emergency call boxes and Safe Place notices.

Bilingual customer service representatives are available during regular call center hours. Representatives use the same procedures for comments and note that the inquiry was in Spanish so that a bilingual representative is assigned in any follow-up response if needed. Outside of customer service hours, the website is available for translation to most languages at any time. For public meetings and hearings, a Spanish translator is usually available; additional translators are available upon request or in the appropriate context. Typically, additional translation services requested are provided for American Sign Language through an on-call contract.

Community Outreach

Valley Metro conducted interviews with six community organizations that encounter various LEP populations. Organizations were identified to ensure that a wide variety of cultural and language groups were reached over large service areas. In response to the COVID-19 pandemic, all surveys were conducted by phone call or electronically. These organizations were asked a series of questions from the FTA handbook, "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007). These organizations indicated that they serve populations speaking a broad range of languages, including Spanish, Arabic, and Swahili. The organizations interviewed range from cultural adult centers to refugee services organizations:

- Ability 360 – a local non-profit that provides services for people with disabilities
- Creighton School District – an elementary school district with 24 percent of students who speak English as a second language
- International Rescue Committee – a refugee support and relocation non-profit
- Isaac Elementary School District – an elementary school district with the highest percentage of English learners (33 percent of students)
- Literacy Volunteers of Maricopa County – a non-profit dedicated to improving adult reading and writing in English
- Turn a New Leaf – a non-profit that provides support for people experiencing homelessness, domestic violence and other challenges



Listed below are key language-related findings from the outreach effort:

1. For populations served by these organizations, public transportation is the main form of transportation to access jobs, medical appointments, social services, grocery shopping and school.
2. Spanish was the most common language spoken among the LEP populations at each organization. Swahili and Arabic were the second most common languages.
3. Organizations interviewed expressed needs of LEP populations regarding language assistance including:
 - a. System Map Information: LEP populations have expressed a difficulty in understanding and familiarizing themselves with system maps.
 - b. Transit Service Information: LEP populations have expressed the desire for information, such as how to ride and fare payment information, be communicated in an understandable format. Symbols could be used to communicate messages to a wider audience. Also, offering orientation to these populations, through their respective agencies, would familiarize them with the transit system.
4. When asked who the LEP populations would most trust to deliver transit messaging, most organizations responded that messaging should come from ethnic community organizations or individuals that speak their languages.

Valley Metro continues to make improvements in language assistance for the LEP population in the region in all areas including the three identified above. See **Appendix C** for completed surveys from each community organization.

This valuable feedback provided a few opportunities for Valley Metro to reduce barriers experienced by LEP riders. In regard to item 3, Valley Metro staff was able to introduce the organizations that expressed this concern to Valley Metro's Transit Education Program. This program can help riders better understand the transit system and provide useful transit service information. More research is needed to understand whether system map and transit service information difficulties are truly language issues, or simply educational issues.

Item 4 could be addressed through coordination with community organizations and the Valley Metro Transit Education Program. Transit education staff should continue to present materials to interested groups and should coordinate with the community organization requesting the presentation to ensure that LEP populations are getting the information they need.



5.0 CURRENT RESOURCES AVAILABLE AND THE COSTS TO PROVIDE LANGUAGE ASSISTANCE SERVICES (FACTOR 4)

The final step of the four-factor LEP analysis was an evaluation of the current and projected financial and personnel resources available to meet the current and future needs for language assistance. The first component of the Factor 4 analysis was to identify current language assistance measures and associated costs. The next step was to determine what additional services may be needed to provide meaningful access. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (DOT 2005) advises that:

A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits.

Valley Metro has a strong commitment to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. Valley Metro currently does not break down all cost expenditures related to providing language assistance; however, language assistance costs are evaluated on a triennial basis to include in Title VI reporting.

5.1 Current Measures and Costs

Costs incurred by Valley Metro for the language assistance measures currently being provided include:

- Translation of materials
- Printing, advertising or other marketing costs
- Interpretation services
- Staff costs associated with Title VI efforts in adhering to language assistance measures

Typically, an amount is embedded into the project costs by activity (logged under printing or other direct expenses) for translation and production of any materials. Agency-wide, there is an on-call contract for any interpretation needs. Any production costs are included in printing and public meetings budgets. Furthermore, bilingual employees provide intermittent language assistance needs as part of their other duties. The Valley Metro community outreach team hires with a preference towards bilingual speakers, especially for projects where LEP residents are prominent. Multiple employees in the community outreach team are fluent in Spanish. These employees may be assigned to prepare press releases or media events with Spanish-speaking publications in addition to their typical



duties. These costs are not tracked, although most of the formal interpretation services are contracted.

Interpreters are contracted on a case-by-case basis for public meetings or hearings to ensure that any language assistance needs are met so that public relations staff can focus on facilitating the event. All hearings are staffed with interpreters while public meetings are staffed depending on the anticipated number of persons reached and upon request. Valley Metro provides headsets to those wishing to hear the presentation in the translated language. Recent public meetings for the South Central Light Rail Extension have taken place in communities where the predominant language is Spanish. To accommodate Spanish speakers, Valley Metro held some events fully in Spanish, with an English translator. Those wishing to listen to the presentation in English used headphones and printed materials in English.

Valley Metro's current contract for interpreters at public meetings costs approximately \$200 per meeting. Annually, \$2,000 to \$3,000 is spent to provide interpreters for staff meetings and public hearings. In addition, \$400 to \$800 is spent annually for sign language interpreters at meetings (as requested) and public hearings. Costs for translating and producing materials such as meeting notices, display boards, news releases, and project update sheets are also budgeted annually—approximately \$30,000 to \$35,000. In total, approximately \$33,000 to \$39,000 is contracted out directly in support of language assistance services for interpreters, translation, and materials dependent on the projects and programs implemented each year.

Additional costs include other staff time used on an ad hoc or regular basis to provide translation or interpretive services. More than 30 percent of public relations and Customer Service Representatives are bilingual, assisting both Spanish- and English-speaking customers. Being bilingual is a preferred qualification when hiring customer service staff, although not required. Bilingual employees also may assist on an informal, ad hoc basis to communicate with LEP individuals in other departments.

5.2 Cost-effective Practices

Valley Metro will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services, with the opportunity to coordinate across multiple agencies in the region. Current measures to ensure services are cost effective include:

- Bilingual staff trained to act as interpreters and translators
- Shared customer service center and other information for combined translation and interpretation resources
- Some standardized common documents with transit and other public agencies
- Using the free Google Translate service on the Valley Metro website
- Translated vital documents currently posted on valleymetro.org



Strategies for consolidating the regional language assistance measures to achieve efficiencies may include:

- Creating an LEP information center for Valley Metro employees
- Surveying Valley Metro staff to determine any additional existing multilingual resources
- Conducting outreach to various community organizations to secure volunteers for translation and interpretation services that are currently contracted or completed in-house
- Consolidating contract services for oral and written translation to secure the most cost-effective rates

Valley Metro continues to use qualified translators and interpreters to uphold the quality of language assistance measures. Valley Metro strives to provide basic informational training for volunteer staff on its language assistance measures.

5.3 Additional Services and Budget Analysis

Valley Metro is committed to reducing the barriers encountered by LEP persons in accessing its services to the extent funding is available. While Valley Metro currently does break down contracted cost expenditures related to providing language assistance, expenditures of efforts for translation and interpretation completed in-house are less well documented. As part of the Language Assistance Plan, Valley Metro will better monitor efforts in the future. Valley Metro will further evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

The information received from community organizations provided some insight on additional services that may ease access for LEP persons to regional transit services. Services requested were centered on service expansions that included increased frequencies and later services at night. However, these would be improvements for consideration and prioritization of the system rather than specific services for LEP persons. Therefore, they were excluded here and assigned to the general public process for service requests.

Other requests included using more symbols to depict messaging and system routes. Audio messaging using VMS that could potentially show messaging in another language as well. The light rail system VMS currently shows messages in English and Spanish. Bus messaging is typically location data and in close proximity, depending on stop locations. Some audio messages on buses are announced in Spanish. The feasibility and helpfulness of VMS translation should be evaluated.

As applicable and through the annual budget process, additional services requested or identified may be considered for implementation. In 2015, Valley Metro shifted to a zero-based budget that is approved by two boards of directors: Valley Metro Rail Board and the Valley Metro RPTA Board. The budgets are developed and approved annually as appropriate to the unique needs and demands of each agency at that point in time.

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5.4 Projected Costs

Requests for added services include expanded symbols to understand how to use transit services, on-board messaging and system map information. With a commitment to providing reasonable language assistance measures, Valley Metro will assess current symbols used on vehicles, at station locations and elsewhere to determine the sort of improvements that could be made so that the system is more easily understood visually. With expanded use of symbols, it is expected that the need for enhancing the on-board messaging and system map information may be reduced. Furthermore, these could be incorporated into the regular updates of this information and signage. Biannually, in coordination with the service changes, updated system maps are produced.

Other improvements would be considered after analyzing the staff costs, third-party contract costs, and costs related to volunteer or community organization coordination. These would be evaluated in comparison with anticipated benefits to the LEP population. Other considerations may include operational issues and implementation time.

6.0 LANGUAGE ASSISTANCE MEASURES

Valley Metro is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

6.1 Current Language Assistance Measures

Spanish Language Assistance

As discussed earlier, Valley Metro currently provides both oral and written language assistance in Spanish. Oral language assistance includes bilingual customer service representatives, speaking Spanish. Additionally, Spanish interpreters are available at public meetings. On vehicles and at stations, VMS announcements are provided in Spanish.

Written Spanish language assistance includes signs, press releases, list serve messages, service change materials, Title VI complaint forms, policies and procedures. Additional translation of some vital documents is provided, such as schedules, maps, ride and destination guides, Route Scouts and more. Meeting notices and public input surveys at public meetings are translated.

Notices to the public of language assistance measures are typically provided side-by-side with an English version of the document. For example, Ride Guide documents are provided in both English and Spanish and are available together wherever disseminated. Where available, documents are printed on both sides with an English version and a Spanish version on each side of the paper. When calling into the customer service line,



the interactive voice response system will automatically ask if Spanish is the preferred language prior to being connected with a representative.

Languages other than Spanish

Valley Metro provides oral and written translations into other languages when applicable. For written translations the Valley Metro website is equipped with the Google Translate feature, which allows translation into 52 languages (www.translate.google.com). For oral translations, the agency uses an existing contract that can provide translations into all languages identified in the Language Assistance Plan, as well as American Sign Language. Translators under this contract are used for public meetings, canvassing and other community outreach as needed. Valley Metro also provides sign language interpreters for public meetings when requested, and provides Braille translations on fare vending machines and for printed documents upon request.

6.2 Staff Training

Specific policies and procedures for interacting with LEP persons are not formally adopted on a standalone basis. These policies and procedures are, in essence, for all customers and have been embedded into multiple documents (including the Title VI Plan, trainings, instructions, etc.).

Using the Customer Service Center as an example, Spanish calls are assigned directly to a Spanish-speaking representative through the phone system. In the customer assistance system a note is made that the customer speaks Spanish so that if customer service cannot respond to the query immediately, any future response is assigned to a bilingual representative. This training is integrated into general customer assistance staff training to ensure cost effective practices and efficient use of training resources. Title VI of the Civil Rights Act of 1964 is distributed to new customer service employees and where applicable, employees are expected to know how to file discrimination claims based on race, color, or national origin. Additionally, there are related trainings available including quarterly Civil Rights Workshops, training sessions for conducting complaint investigations according to federal guidelines and streamlining the complaint investigative process.

Training for employees who regularly encounter the public may also include:

- Type of language services available
- How staff and/or LEP customers can obtain these services
- How to respond to LEP callers
- How to respond to correspondence from LEP customers
- How to respond to LEP customers in person
- How to document LEP needs

Valley Metro continues to consider opportunities to provide quality services for LEP persons throughout the service area.



6.3 Future Language Assistance Services

With the development of subsequent Language Assistance Plans, the monitoring, evaluation and update process would identify additional services to be considered for feasibility of implementation. Valley Metro strives to serve LEP populations adequately with an equal opportunity to use transportation options available. Section 7 provides more information about the plan's monitoring and update process.

7.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

Triennially, Valley Metro will review, monitor and update the language assistance plan. Feedback from agency staff and community members will be accepted throughout the year at the email address: TitleVICoordinator@ValleyMetro.org. Additional community feedback may be elicited during the update process. Internal monitoring will be conducted using the template provided from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007). Using this checklist, stations, vehicles, customer service, community outreach, and public relations are periodically monitored.

Using this information, changes may be made to the language assistance plan recognizing any cost implications and resources available. Depending on cost and resource evaluation, language assistance measures may be expanded, modified or eliminated based on their effectiveness.

As the transit service area is modified through service changes, the demographics served will be reviewed to ensure that those areas with high concentrations of LEP persons are reflected accurately in an effort to provide language assistance measures to areas with expanded transit services.

Throughout the monitoring period, Valley Metro will continue to follow the recommendations and use the resources provided by Executive Order 13166, FTA Circular 4702.1B, the USDOT's "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (DOT 2005), and the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007). Valley Metro will be better able to apply the DOT LEP guidance's four-factor framework and will continue to determine an appropriate mix of language assistance in the preparation of language assistance implementation plans.



APPENDIX A – TRANSIT EMPLOYEE INSTRUMENT

Language Assistance Program Survey 2021

Name: _____

1. Have you had any requests for information or materials in other languages in the past two years?

- a. Yes
- b. No

If yes, please complete the remainder of the survey.

If no, thank you for your participation.

2. Which language(s) have been requested?

3. How often do you receive requests?

- a. More than once a week
- b. Once a week
- c. More than once a month
- d. Once a month
- e. Once every three months
- f. Once every six months
- g. Once a year
- h. Other: _____

4. Do you have the resources needed to help customers with language requests?

- a. Yes
- b. Sometimes
- c. No



APPENDIX B – WEBSITE SESSIONS BY LANGUAGE

Language	Number of Sessions	Percent of Total Sessions
Afrikaans	35	0.00
Arabic	557	0.01
Bulgarian	33	0.00
Chinese	6,506	0.11
Croatian	63	0.00
Czech	220	0.00
Danish	17	0.00
Dutch	497	0.01
English	5,659,734	98.56
Farsi	29	0.00
Filipino	25	0.00
Finnish	200	0.00
French	3,293	0.06
German	3,167	0.06
Greek	90	0.00
Hebrew	77	0.00
Hindi	27	0.00
Hungarian	65	0.00
Indonesian	122	0.00
Italian	631	0.01
Japanese	4,837	0.08
Korean	1,750	0.03
Latin	119	0.00
Norwegian	198	0.00
Polish	243	0.00
Portuguese	1,297	0.02
Romanian	79	0.00
Russian	898	0.02
Samoan	38	0.00
Serbian	18	0.00
Slovak	58	0.00
Slovenian	114	0.00
Spanish	55,257	0.96
Swedish	288	0.01
Telugu	83	0.00
Thai	24	0.00
Tonga	22	0.00
Turkish	1,028	0.02
Ukrainian	30	0.00
Unknown	175	0.00
Vietnamese	580	0.01
Total	5,742,597	100



APPENDIX C – LEP COMMUNITY OUTREACH SURVEYS CONSOLIDATED

Ability 360

2/11/2021

1. What geographic area does your agency serve?

The Phoenix Metro area, although we have people that come as far as Payson. We cover near and far.

2. What kind of services does your organization provide?

Sports, fitness and health-related activity for total inclusion in the community. The main facility does handle home-health, and community integration services.

3. How many people does your agency provide services to?

2,300-2800 was the last member count. The numbers have decreased due to the pandemic.

4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased over the last five years.

5. What are the countries of origin from which your population has immigrated?

Iran, Iraq, Puerto Rico, Mexico, people from all around the world that are here using the gym on a regular basis.

6. Does your population come from an urban or rural background?

I don't know.

7. What are the languages spoken by the population you serve?

English
Spanish
Arabic

8. What is the age of your population?

No idea. Due to coronavirus, a lot of things have changed. We serve more adults right now than children. In normal times, we cover the entire continuum.

9. What is the education and literacy level of the population you serve?

Here to there. The fact that our population has disabilities, it's difficult to say. I myself don't have that knowledge and it's not something we normally ask.



10. What needs or expectations for public transportation services has this population expressed?

We are so thankful for the stop at the top of the hill. That's made a huge difference in our client's lives. Just the other day, there was a man who took two buses and the light rail to get here. It's been his lifeline.

11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

I don't know.

12. What are the most frequently traveled destinations?

Everywhere. They jump on the light rail. Most of our population do not drive.

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

I don't know.

14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

I don't know.

15. What is the best way to obtain input from the population?

Survey. Either paper or electronic. All our registrations are done by app and website.

16. Who would the population trust most in delivering language appropriate messages?

I don't know.

17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools? Why or why not?

I don't know.



Creighton School District

1/27/2021

1. What geographic area does your agency serve?

Creighton School District serves the following geographical area: 16th ST – 32nd ST from N Van Buren to Indian School and from 32nd ST - 40th ST from N Van Buren to Lincoln Drive.

2. What kind of services does your organization provide?

In addition to educational services, we offer transportation services to McKinney-Vento eligible families, which are families experiencing homelessness. Our district is able to provide transportation assistance to families experiencing homelessness thanks to our McKinney-Vento grant.

3. How many people does your agency provide services to?

As of January 25th, 2021, our school district serves 167 families in our transportation program. However, the number of families requesting transportation assistance is increasing due to the COVID pandemic.

4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

For the past five years we have experienced a decline in our homeless population. However, the number of families requesting transportation assistance is increasing due to the COVID pandemic.

5. What are the countries of origin from which your population has immigrated?

Creighton School District serves families who have immigrated from mostly México, South America, and Africa.

6. Does your population come from an urban or rural background?

Most of our families come from urban areas, but we do have a small percentage of families who come from rural areas.

7. What are the languages spoken by the population you serve?

Our district serves families that speak over 26 languages, however Spanish is the most common language in our community.

8. What is the age of your population?

Our district serves students between ages 3 to 14 years old (Preschool to 8th grade).

9. What is the education and literacy level of the population you serve?

We serve low-income families and commonly their level of literacy varies from each household from Middle School to some High School education. A small percentage of our families have completed graduate and undergraduate education.

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10. What needs or expectations for public transportation services has this population expressed?

Most of our families request transportation services for school, doctor appointments, counseling, or other social services.

11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes, since we serve low income families, we do receive many transportation requests. However, our district is able to provide transportation assistance to families experiencing homelessness thanks to our McKinney Vento grant.

12. What are the most frequently traveled destinations?

Most of our families request transportation services for school, doctor appointments, counseling, or other social services.

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Not at this time.

14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Yes.

15. What is the best way to obtain input from the population?

Our community respond well to in person meetings, phone calls, email or texts.

16. Who would the population trust most in delivering language appropriate messages?

Our community trusts school officials or people who speak their native language.

17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools? Why or why not?

Yes we used some, but we would like to have more information about the tools and resources you have available for community members.



International Rescue Committee

1/14/2021

1. What geographic area does your agency serve?
West Phoenix, I-17 corridor, Glendale, various others
2. What kind of services does your organization provide?
Refugee Resettlement: Employment, financial coaching and credit building, English language classes, case management, school support, clinical therapy, immigration services
3. How many people does your agency provide services to?
1,200+
4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
Decreased (COVID-19, public policy)
5. What are the countries of origin from which your population has immigrated?
Democratic Republic of the Congo, Myanmar, Afghanistan, Eritrea, Guatemala, Iraq, and more
6. Does your population come from an urban or rural background?
Predominately rural
7. What are the languages spoken by the population you serve?
Swahili, Kinyarwanda, Arabic, Dari, Burmese, Afar, Tigrinya, French, Rohingya, Spanish, and many smaller tribal languages: Kinyabwisha, Chin, Kibembe, Lingala, etc.
8. What is the age of your population?
0-99
9. What is the education and literacy level of the population you serve?
Varies; predominantly below secondary school
10. What needs or expectations for public transportation services has this population expressed?
Wait times between buses, especially during hot summer months; reliability/timeliness
11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
Refugees are dependent on public transportation

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12. What are the most frequently traveled destinations?

Apartment complexes, schools, grocery stores, DES at 43rd/Olive, warehousing/manufacturing between Van Buren and Buckeye, between 35th and 91st Ave

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Employment around Buckeye and 83rd Ave

14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

No

15. What is the best way to obtain input from the population?

Engage with Ethnic Community Based Organizations, who can support listening sessions

16. Who would the population trust most in delivering language appropriate messages?

Ethnic Community Based Organizations, International Rescue Committee and other resettlement agencies

17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools? Why or why not?

The agency passes out transit books and conducts internal transit training. Unaware of other opportunities and resources.



Literacy Volunteers of Maricopa County

1/14/2021

1. What geographic area does your agency serve?
City of Phoenix, 3 locations; and virtually.
2. What kind of services does your organization provide?
Free adult education services, two programs:
-Adult Basic/Secondary Education, and GED preparation to attain High School Equivalency Diploma.
-English Language Acquisition for Adults (formerly referred to as English as a Second Language ESL).
3. How many people does your agency provide services to?
Approximately 700.
4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
Slight decrease
5. What are the countries of origin from which your population has immigrated?
All over the world; most recently African countries and Middle Eastern countries.
6. Does your population come from an urban or rural background?
City of Phoenix: urban
7. What are the languages spoken by the population you serve?
Many different languages; all instruction delivered only in English language.
8. What is the age of your population?
16-99; median about 40-50.
9. What is the education and literacy level of the population you serve?
Lower levels of literacy, compared to 4th grade level or lower.
10. What needs or expectations for public transportation services has this population expressed?
Not aware of any.
11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
Unknown
12. What are the most frequently traveled destinations?
Unknown
13. Are there locations that the population has expressed difficulty accessing via the public transportation system?
Unknown
14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

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Unknown

15. What is the best way to obtain input from the population?
Survey
16. Who would the population trust most in delivering language appropriate messages?
Their own community leaders
17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools?
Why or why not?
No. Unaware of services.



Isaac Elementary School District

2/24/2021

1. What geographic area does your agency serve?
Isaac Elementary School District is located in West Phoenix
2. What kind of services does your organization provide?
Education
3. How many people does your agency provide services to?
3000 students
4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
Increased
5. What are the countries of origin from which your population has immigrated?
Many countries including but not limited to: Mexico, India, Tanzania, Democratic Republic of Congo, Uganda, Pakistan, Nigeria, Kenya
6. Does your population come from an urban or rural background?
Both
7. What are the languages spoken by the population you serve?
1) Spanish (97% of English Learners), 2) Swahili (1%) 3) Kirundi (1%) 4) Other (1%)
8. What is the age of your population?
Youth 5-11 years old
9. What is the education and literacy level of the population you serve?
Elementary school
10. What needs or expectations for public transportation services has this population expressed?
Students and families use public transportation
11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
Somewhat



12. What are the most frequently traveled destinations?

Travel has decreased during COVID-19

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

No

14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Unsure

15. What is the best way to obtain input from the population?

Unsure

16. Who would the population trust most in delivering language appropriate messages?

People that speak their language

17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools? Why or why not?

We have done this in the past but it has been a while



Turn a New Leaf

1/14/2021

1. What geographic area does your agency serve?
Maricopa County
2. What kind of services does your organization provide?
Housing, Shelter, Behavioral Health Services, Children Services
3. How many people does your agency provide services to?
Last year over 30,000
4. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
Increased
5. What are the countries of origin from which your population has immigrated?
Mexico
6. Does your population come from an urban or rural background?
Urban
7. What are the languages spoken by the population you serve?
Mostly English and Spanish
8. What is the age of your population?
We serve all ages groups from infants in our childcare centers to those over 62 in our shelter and housing programs
9. What is the education and literacy level of the population you serve?
A majority of our participants have a GED
10. What needs or expectations for public transportation services has this population expressed?
Some of our clients have expressed more routes that run earlier and later than current hours and more opportunities for discounted fares
11. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
A majority of those we serve to rely on public transportation and some that are new to the area due struggle to operate the bus system

Language Assistance Plan

07/22/2021

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12. What are the most frequently traveled destinations?

Mostly throughout mesa and phoenix

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

East Mesa (towards apache junction) and the far west valley

14. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Not anything noticeable

15. What is the best way to obtain input from the population?

Simple surveys by email or paper surveys offered at the programs

16. Who would the population trust most in delivering language appropriate messages?

The case managers or support staff working with them in the individual programs

17. Does your agency take advantage of Valley Metro resources such as transit education or ridesharing tools? Why or why not?

I can say for the program I oversee, (shelter and housing) I was not aware of these tools and I would interested in receiving information. malberti@turnanewleaf.org

Regional System Wide Standards and Policies

Public transit service coincides with Scottsdale's unique character areas, each with varying needs and lifestyles. It also serves visitors from all over the world, along with a large seasonal population. An effective transit service must provide transportation choices for those who elect to use transit, as well as those who are dependent on it by integrating future technology and micro-mobility solutions. Ultimately, transit planning aims to enhance connectivity to schools and inter-jurisdictional coordination; provide accessible mobility choices; reduce congestion and pollution; and improve quality of life.

A robust transit system does not stop at city boundaries but makes strong connections to the regional system. Routes should effectively serve major employment hubs, activity centers, local businesses and schools throughout Scottsdale and provide transfers to other routes that link to various parts of the Valley. Convenient and safe access to transit supports employees who work within and outside of Scottsdale, along with students, from elementary to college age.

The future for Scottsdale transit hinges on the ability to leverage and build on the existing bus system and improve connectivity to the rest of the region through cost-effective and data-driven solutions. Transit changes go through a regional public involvement process twice a year, and proposed modifications are based on public input, ridership, public requests, survey data and funding. Continuing to build strong partnerships with neighboring communities, such as Phoenix and Tempe, and Valley Metro, the regional transit agency, is very important for ensuring a successful transit system in Scottsdale.

Continued funding for Scottsdale public transit also relies on people choosing to use it. To ensure transit service is attractive and competitive with other forms of transportation, it must be frequent, fast and convenient. In addition, the vehicles and bus facilities must be clean, reliable and comfortable.

Scottsdale Transportation and Streets developed a series of transit improvement strategies to be phased in over the next five to ten years. Planned improvements closely align with the 2035 General Plan and are consistent with the Scottsdale City Council’s objective of “Advancing Transportation.”

The following goals and policies guide planned improvements.

GOALS

- 1) Build a viable, cost effective, reliable public transportation alternative for all income levels and lifestyles and that coincides with Scottsdale’s unique character areas, each with varying needs. Effective transit service provides citizens, visitors, a seasonal population and special events with transportation choices.
- 2) Develop routes that effectively serve major employment, commercial and retail uses; community and senior centers; schools; and other activity centers throughout Scottsdale, and that connect to the regional system.
- 3) Focus service on the transit-dependent population, as well as those who choose public transit for their transportation.
- 4) Continually monitor and improve paratransit programs as boundaries change with transit improvements.
- 5) Implement service and amenities to make the system more convenient to use and sustainable over time. Special consideration will be given to emerging technologies and infrastructure that improve service, mitigate the extreme heat and help reduce emissions.
- 6) Ensure that all transit assets, including the bus fleet, bus stops and park-and-ride facilities, are in a state of good repair.
- 7) Link the city’s extensive active transportation network for pedestrians and cyclists directly to the public transit system.
- 8) Improve connections to the region’s expanding High-Capacity Transit system (Light Rail, Streetcar, and Bus Rapid Transit) and provide convenient transfers to fixed service routes that link to other parts of the Valley.
- 9) Build upon the goals in the 2035 General Plan and the overall goal of Scottsdale City Council to “Advance Transportation.” Provide transit investments that can be implemented with sustainable funding.
- 10) Maximize use of existing transit facilities (transit centers, park-and-rides, bus stops) to strengthen connections to local, fixed route, express and other potential transit modes and provide needed amenities and parking for those utilizing the transit system.
- 11) Explore micro transit options.

POLICIES

- 1) Service standards for Scottsdale's local bus routes ensure a 30-minute minimum frequency of service.
- 2) The standard for local bus stops is placement at 1/4-mile intervals.
- 3) To comply with National Transit Database reporting requirements, financial and system information will be reconciled quarterly.
- 4) Gather key transit system data by using Automated Passenger Counters and Clever Devices to analyze, measure and ensure the success of the system.
- 5) Review bus route performance at the segment level to evaluate and implement necessary changes to ensure successful routes and passenger connections within the transit system.

CURRENT TRANSIT SYSTEM

Existing transit service in Scottsdale is characterized by regional fixed route buses operating on the arterial and collector street grid system, express bus service, the trolley system and paratransit. (See Figure T-1.) Scottsdale currently has nine fixed routes, one express route and four trolley routes.

It is important to note that Trolley is the brand name for Scottsdale's owned and operated bus service, which differs from fixed routes by providing direct routes (without transfers) to selected activity centers in Scottsdale. Trolley routes also deliver better connectivity between neighborhoods, commercial corridors and the regional system. The Scottsdale Trolley is a free service funded by the 0.2% Scottsdale Transportation Sales Tax. Scottsdale also receives preventative maintenance funds from the Federal Transit Administration (FTA), Arizona Lottery Funds and other federal grants to offset a portion of trolley operating expenses. In addition, all trolley buses are purchased with FTA grant funds, which typically have a 15% to 20% local match requirement. There are currently 21 buses in the city's trolley fleet.

Scottsdale has intergovernmental agreements (IGAs) with Valley Metro and the city of Phoenix to operate fixed route service, the most common form of transit service in the region. Fixed routes,



Trolley utilizing roundabout at Mustang Transit Center

where

the Regional Fare Policy applies, are primarily funded with the Proposition 400 Regional Sales Tax and are paid for per mile. It uses standard size transit vehicles (usually 40-foot buses) and is generally characterized by buses operating along the major arterial grid network. The vehicles make frequent stops, and passengers may need to make transfers to reach their destinations. Route 72 on Scottsdale Road is an example of fixed route bus service. Almost all fixed bus routes in Scottsdale connect to other jurisdictions, and the service is contracted to an outside provider. Most transit service is focused south of Frank Lloyd Wright Boulevard, where the highest population, land use densities and need are located.

Express buses operate as commuter service during peak hours and usually connect outlying areas with major activity centers. The routes, with limited a.m. and p.m. trips, typically serve park-and-ride lots or transit centers and may parallel fixed route service with fewer stops. Route 510, which travels between Scottsdale's Mustang Transit Center and downtown Phoenix, is an example of express bus service. Scottsdale is proposing to expand the express bus system by providing a convenient link to and use of the freeway system, the Mustang Transit Center and the Thunderbird Park-and-Ride.

East Valley Dial-a-Ride is a federally mandated demand-responsive paratransit service that does not follow a fixed route. Paratransit provides flexible-schedule, on-demand transportation for those unable to access traditional fixed route service, such as seniors and passengers with disabilities. The Americans with Disabilities Act (ADA) requires that complementary paratransit service be provided in all areas within 3/4 mile of fixed route bus service (See Figure T-2). Currently Scottsdale does not have any bus service north of Frank Lloyd Wright Boulevard and residents there fall outside the required paratransit service boundary. To help residents who are outside of the mandated service area, the city participates in the RideChoice program through Valley Metro.

Scottsdale also provides Cab Connection, an alternative program to Dial-A-Ride. Cab Connection offers more flexibility than Dial-a-Ride and operates at less cost to the city using a voucher system. All users must be Scottsdale residents and have a disability, be on dialysis or be age 65 or older. Extended service hours are usually provided for individuals who qualify under ADA.

Figure T-1

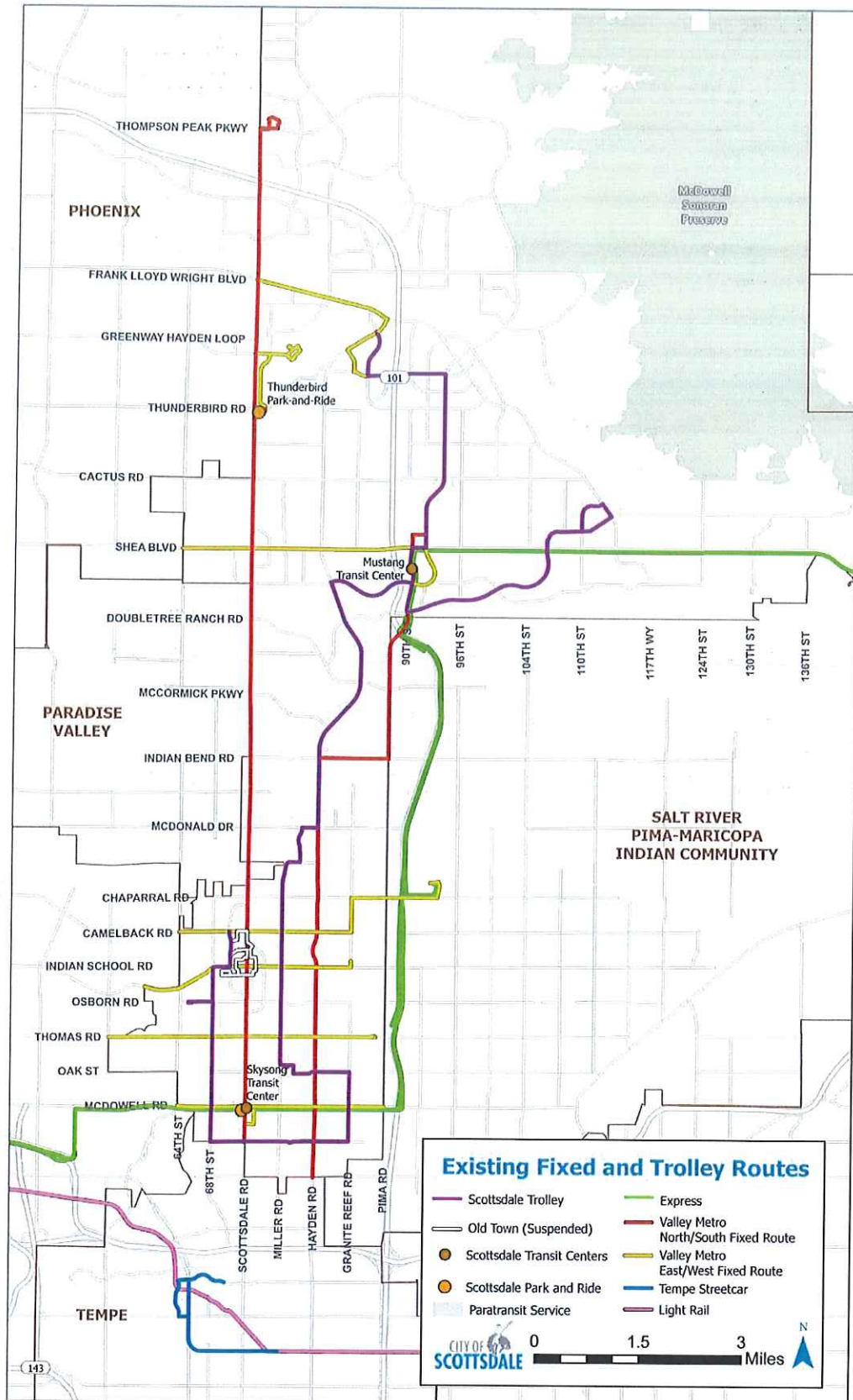
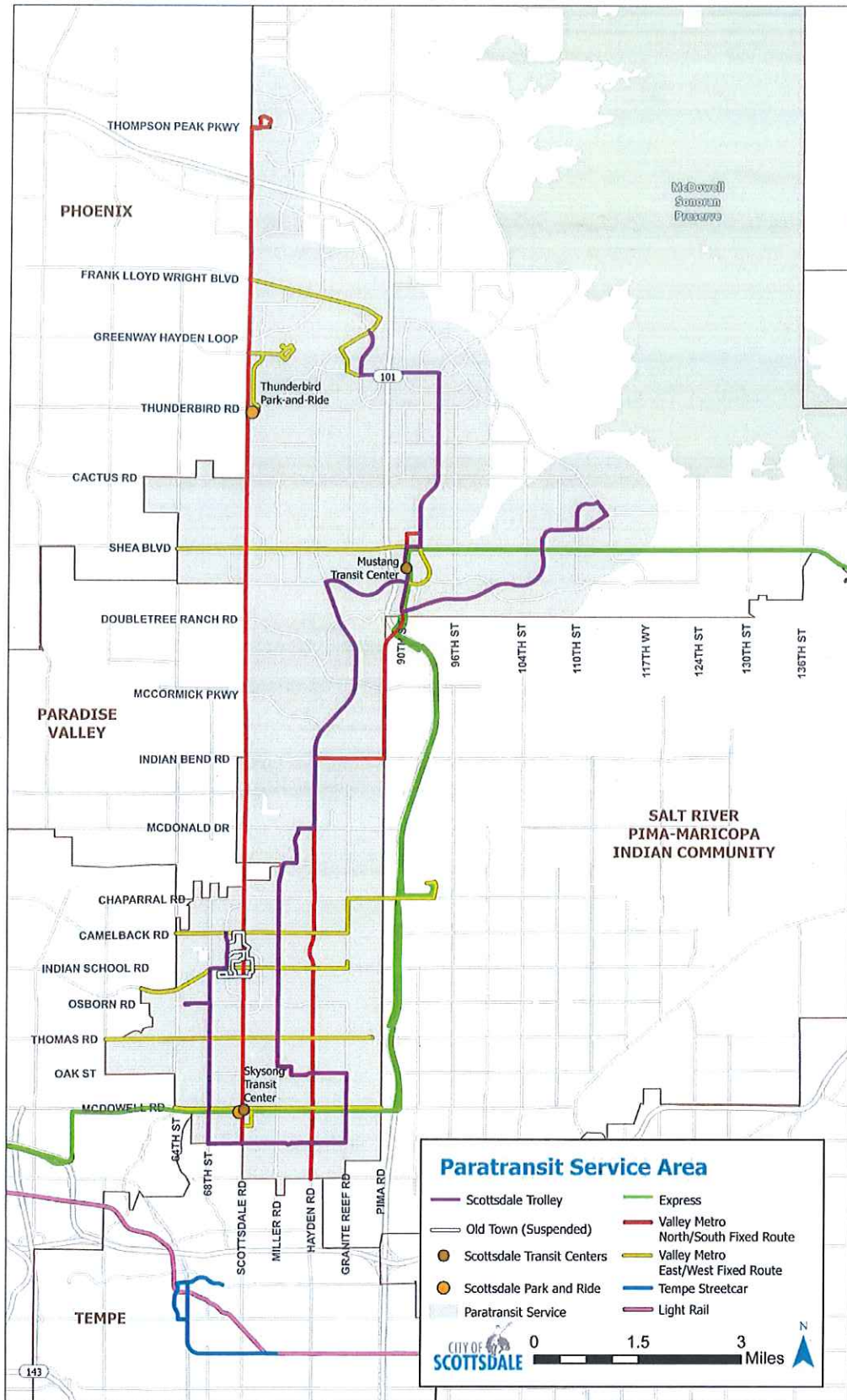


Figure T-2

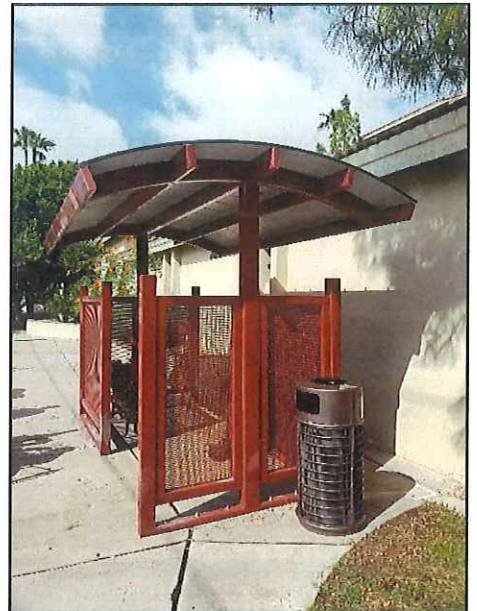


FACILITIES

Existing transit facilities in Scottsdale range from on-street passenger facilities, such as bus stops, to large facilities, such as park-and-rides and transit centers. Currently, Scottsdale has 524 active bus stop locations for all transit routes that are continually assessed for appropriate amenities, accessibility, and safety, including more lighting opportunities. To date, 250 of those locations have a bench or seating, 163 have transit shelters and 237 provide shade. Scottsdale uses a standard bus shelter kit that includes a bus shelter, seating, a trash receptacle, a bicycle rack and signs. Other amenities, including vertical shade elements for early morning and late afternoon users, should also be considered as technology and funding become available. The following criteria are used for deciding bus shelter locations:

- Bus frequency
- Highest ridership locations, often at the one-mile arterial intersections
- Bus operational requirements
- Pedestrian safety
- Passenger comfort
- Right-of-way availability

Bus stops are planned at ¼-mile intervals on all fixed bus routes and wider spacing for limited-stop/express bus routes. Overall, standard bus stop spacing makes the system more user friendly, as riders know where to expect stops and the city can market or “brand” service along a route.



Scottsdale standard bus shelter and associated amenities

Currently there are two transit passenger facilities located in Scottsdale. The Thunderbird Park-and-Ride, located adjacent to the Airpark at the southeast corner of Thunderbird and Scottsdale roads, provides 450 parking spaces for transit users who wish to make system connections and leave their vehicle at a secure facility. Planned improvements aim to increase use of the facility by providing access from additional routes. The Mustang Transit Center, located on 90th Street between Shea Boulevard and Mountain View Road outside the Mustang Library, provides amenities for end-of-line users or those making transit connections to other parts of the system. In addition to the two transit facilities, informal park-and-ride agreements have been established for shared parking arrangements at lots throughout Scottsdale.

PLANNED IMPROVEMENTS

Through the planning process, the following phased transit improvement strategies (See Figures T-3 and T-4) were developed in addition to the goals and policies. These strategies will help prioritize capital projects and system operational improvements. Consistent with the overall TAP emphasis, the strategies 1) emphasize refining the existing transportation system over adding new infrastructure and 2) emphasize livable streets/community over rapid traffic throughput.

Bus stops

- Improve the bus stop cleaning, refurbishment and prioritization process.
- Expand and improve lighting opportunities at bus stops.
- Improve ADA accessibility at bus stops in conjunction with the city's ADA Transition Plan.
- Increase shade at bus stops and modify structures to address solutions for full-day coverage.

Service

- Work in tandem with Complete Streets efforts to accommodate all users of the street and make strong ties to the active transportation network.
- Coordinate layover locations on a continual basis to ensure drivers have amenities.
- Modify end-of-line turnarounds as needed to ensure connections are made with productive mileage.
- Provide connectivity between the MLHD and 68CM trolley routes on Camelback Road.
- Implement an express route connecting the Thunderbird Park-and-Ride and Mustang Transit Center to downtown Phoenix using Loop 101 and 202.
- Expand the use of the Thunderbird Park-and-Ride and the Mustang Transit Center.
- Expand service to McDowell Mountain Aquatic Center and Arabian Library.
- Provide special event service for major venues, such as the Waste Management Open and WestWorld events.

Data

- Improve the process and accuracy of reporting revenue miles and costs to the National Transit Database to ensure city compliance to receive federal funding.
- Develop a Transit Asset Management Plan.
- Use Automated Passenger Counter data to evaluate routes at the segment level.

Figure T-3

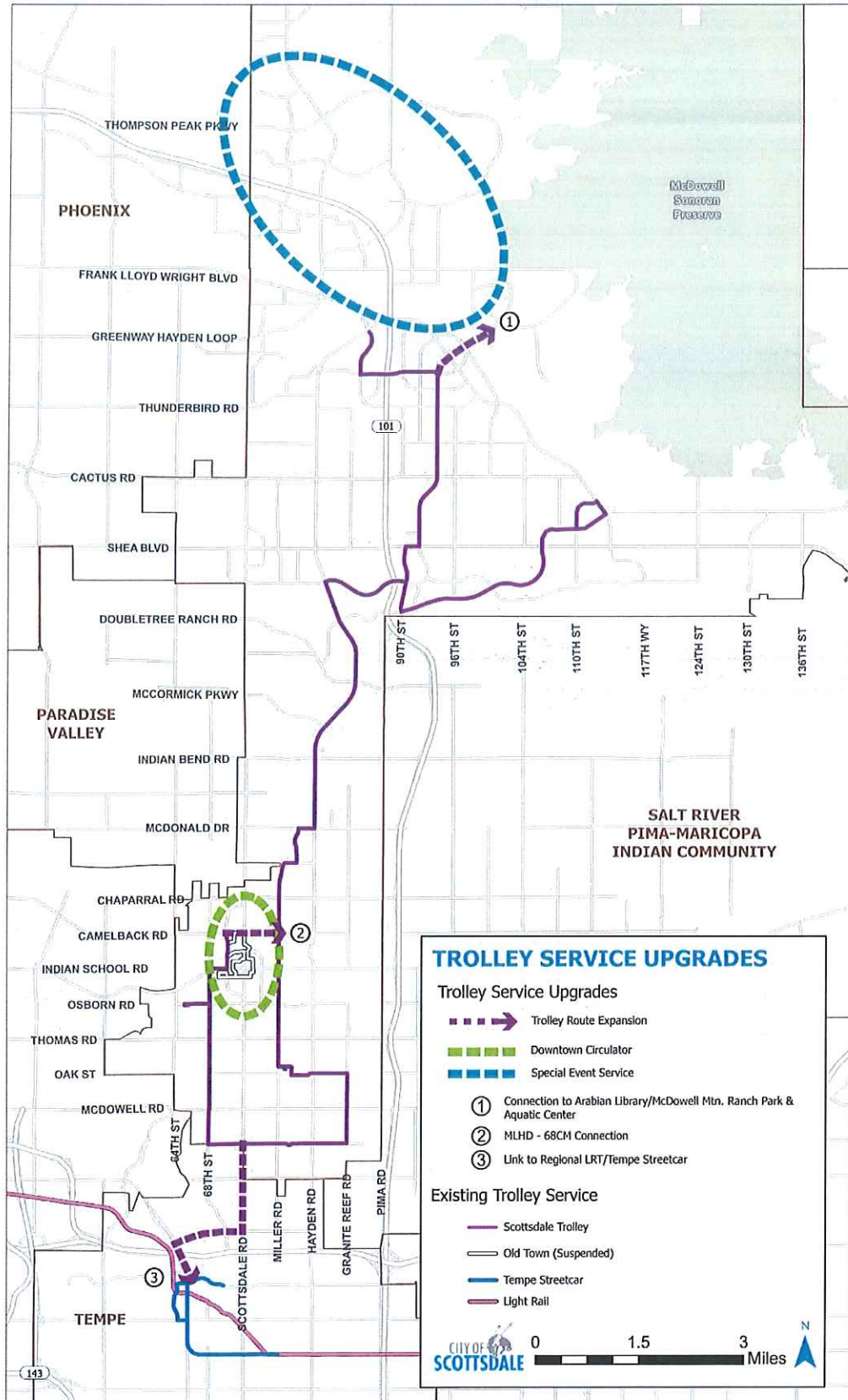
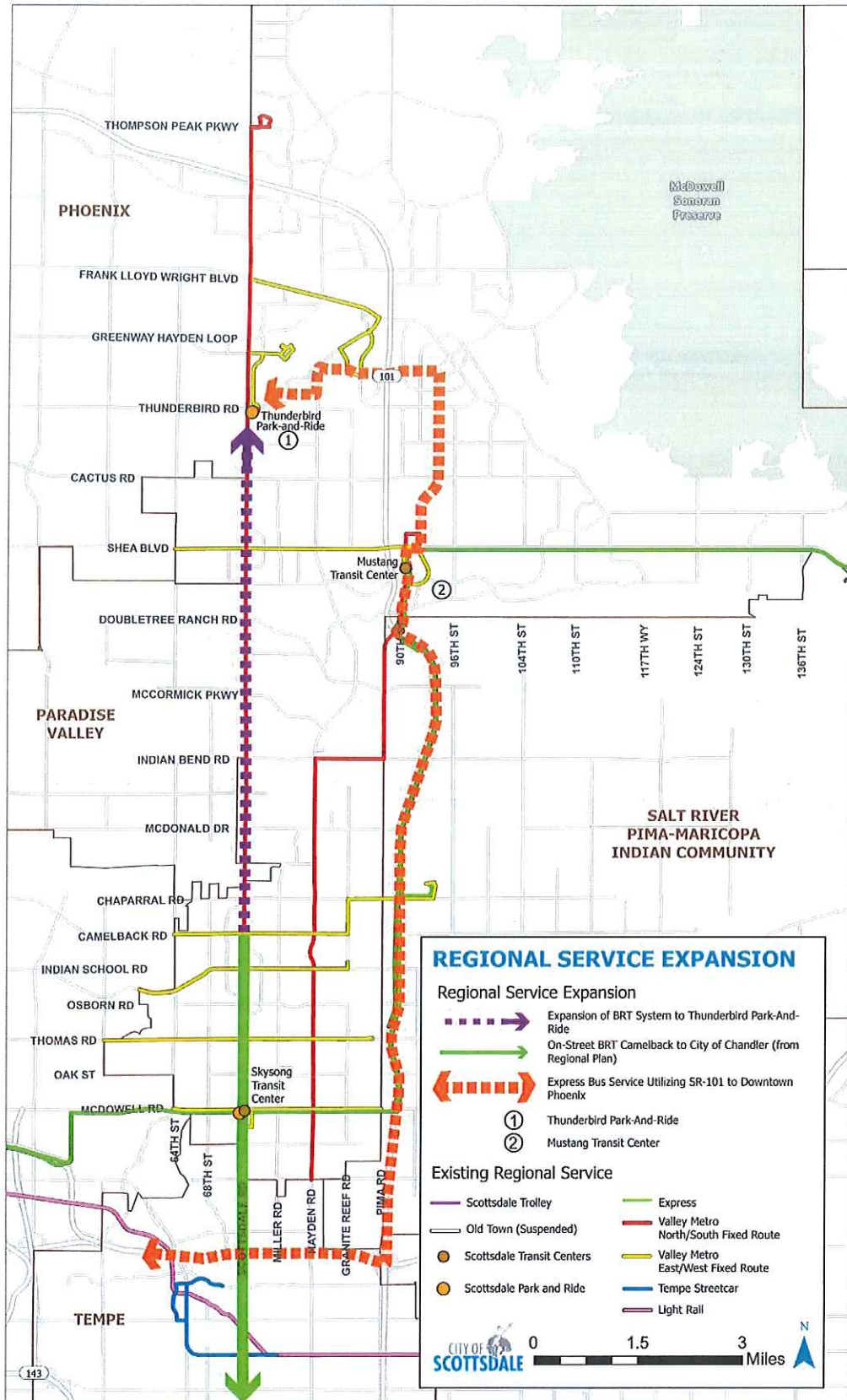


Figure T-4



Information

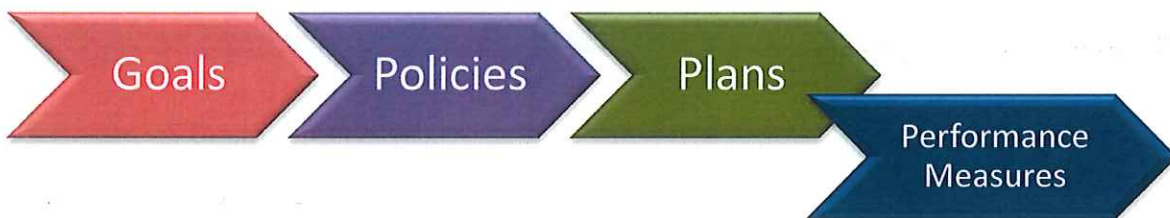
- Market transit services to city staff and the general public through press releases, social media, internal publications and the city website and news feed.
- Provide travel training for potential new rider groups.
- Consider rebranding “Scottsdale Trolley” through a public input process.

Emerging Technology

- Develop an electric bus fleet.
- Improve Transit Signal Priority.
- Expand the use of Clever Devices for increasing system data requirements and communication needs.

Regional Connectivity

- Based on ridership, funding and public comments, improve service frequency on Phoenix and East Valley routes connecting to Scottsdale.
- Expand connectivity to regional Light Rail and Tempe Streetcar with Trolley and fixed route service.
- Connect to on-street Bus Rapid Transit (BRT) routes from Phoenix.
- Evaluate the feasibility of and potentially implement an on-street BRT route on Scottsdale Road from the Thunderbird Park-and-Ride to Chandler.



PERFORMANCE MEASURES

Service performance measures provide the framework for evaluating our transit service both within and in and out of Scottsdale. Scottsdale evaluates local and regional service using three performance areas: ridership, productivity and quality of service. Performance measures help define the specific modal service levels (frequency), service design (routing) and standards for modifying service and can include existing and future regional fixed routes, trolley service, circulator service, express service, Bus Rapid Transit and paratransit. Performance measures provide a toolbox for determining productivity and managing transit service throughout the system.

The following series of performance measures will help evaluate the success of our existing transit system and future improvements.

- 1) *Bus boardings per revenue mile* is the number of passengers collected during one mile of scheduled revenue service (productivity).
- 2) *Bus boardings per revenue hour* is the number of passengers collected during one revenue hour of scheduled revenue service (productivity).
- 3) *On-time Performance* analyzes whether trips are arriving at time points early, late or on time and determines service reliability for customers (productivity).
- 4) *Connectivity to transportation network* evaluates the system on a quarterly basis to ensure convenient ties within the city transportation network and to the regional transit system (connectivity).
- 5) *Missed trips due to operational failures* determines maintenance quality and loss in revenue due to operational interruptions (reliability).
- 6) Rating of bus or transit service on the National Community Survey evaluates public opinion of the system. The city will aim for a positive rating of 60% or better (quality of service).

**SCOTTSDALE CITY COUNCIL
REGULAR MEETING MINUTES
WEDNESDAY, DECEMBER 7, 2022**



**CITY HALL KIVA
3939 N. DRINKWATER BOULEVARD
SCOTTSDALE, AZ 85251**

CALL TO ORDER

Mayor David D. Ortega called to order a Regular Meeting of the Scottsdale City Council at 5:00 P.M. on Wednesday, December 7, 2022 in the City Hall Kiva Forum.

ROLL CALL

Present: Mayor David D. Ortega; Vice Mayor Tom Durham; and Councilmembers Tammy Caputi, Betty Janik, Kathy Littlefield, Linda Milhaven and Solange Whitehead

Also Present: City Manager Jim Thompson (participated electronically), City Attorney Sherry Scott, City Treasurer Sonia Andrews, City Auditor Sharron Walker, and City Clerk Ben Lane

PLEDGE OF ALLEGIANCE – Vice Mayor Durham

MAYOR'S REPORT

Mayor Ortega asked for a moment of silent reflection for the people of Ukraine as they fight for their freedom and democracy.

Mayor Ortega provided a remembrance of the late City Court Presiding Judge, Honorable Joseph Olcavage. He shared that a funeral mass will be held at 11:00 a.m. on December 15th at St. Patrick's Catholic Community followed by a processional and graveside services at Paradise Memorial Gardens. He requested a moment of silence for Judge Olcavage.

Mayor Ortega; Vice Mayor Durham; and Councilmembers Caputi, Janik, Littlefield, and Whitehead thanked outgoing Councilmember Milhaven for her mentorship and leadership. Councilmember Milhaven was presented with a Kachina and street name sign to commemorate her service. Councilmember Milhaven thanked her supporters, residents, city staff and charter officers.

PUBLIC COMMENT – Jason Alexander and Don Henninger thanked Councilmember Milhaven for her service.

NOTE: MINUTES OF CITY COUNCIL MEETINGS AND WORK STUDY SESSIONS ARE PREPARED IN ACCORDANCE WITH THE PROVISIONS OF ARIZONA REVISED STATUTES. THESE MINUTES ARE INTENDED TO BE AN ACCURATE REFLECTION OF ACTION TAKEN AND DIRECTION GIVEN BY THE CITY COUNCIL AND ARE NOT VERBATIM TRANSCRIPTS. DIGITAL RECORDINGS AND CLOSED CAPTION TRANSCRIPTS OF SCOTTSDALE CITY COUNCIL MEETINGS ARE AVAILABLE ONLINE AND ARE ON FILE IN THE CITY CLERK'S OFFICE.

CONSENT AGENDA

1. **Verizon Los Gatos Wireless License Agreement**
Request: Adopt **Resolution No. 12684** authorizing Wireless Communications Antenna Site Revocable License Agreement No. 2022-201-COS with Cellco Partnership, doing business as Verizon Wireless, permitting the continued operation of a wireless site at the Water Resources Pump Station 126.
Location: 22260 N. Pima Road
Staff Contact(s): Dan Worth, Public Works Executive Director, 480-312-5555, daworth@scottsdaleaz.gov
2. **Modification to Water Resources Treatment Job Order Contract**
Request: Adopt **Resolution No. 12681** authorizing Contract No. 2020-056-COS-A2 with Garney Companies, Inc., increasing the individual job order limit to \$4 million, for citywide water resources treatment construction services.
Staff Contact(s): Dan Worth, Public Works Director, 480-312-5555, daworth@scottsdaleaz.gov
3. **Preserve Construction, Renovation and Rehabilitation Job Order Contracts**
Request: Adopt **Resolution No. 12688** authorizing the following two-year job order contracts, in an amount not to exceed \$4 million per contract, for construction, renovation and rehabilitation projects in and around the McDowell Sonoran Preserve as needed:
 1. Contract No. 2022-203-COS with Cuddy Mountain Trail Company
 2. Contract No. 2022-204-COS with Okanogan Trail Construction, Inc.**Staff Contact(s):** Dan Worth, Public Works Director, 480-312-5555, daworth@scottsdaleaz.gov
4. **Preserve Sign Product Fabrication, Installation, Repair and Maintenance Job Order Contracts**
Request: Adopt **Resolution No. 12689** authorizing the following two-year job order contracts, in an amount not to exceed \$4 million per contract, for sign product fabrication, installation, repair and maintenance in and around the McDowell Sonoran Preserve as needed:
 1. Contract No. 2022-205-COS with Cuddy Mountain Trail Company
 2. Contract No. 2022-206-COS with E2 Innovations, Inc.**Staff Contact(s):** Dan Worth, Public Works Director, 480-312-5555, daworth@scottsdaleaz.gov
5. **Preserve Metal Fixture Fabrication, Installation, Repair and Maintenance Job Order Contracts**
Request: Adopt **Resolution No. 12690** authorizing the following two-year job order contracts, in an amount not to exceed \$4 million per contract, for metal fixture fabrication, installation, repair and maintenance in and around the McDowell Sonoran Preserve as needed:
 1. Contract No. 2022-207-COS with Caliente Ironworks, Inc.
 2. Contract No. 2022-208-COS with E2 Innovations, Inc.**Staff Contact(s):** Dan Worth, Public Works Director, 480-312-5555, daworth@scottsdaleaz.gov

6. Preserve Vegetation Management Job Order Contracts

Request: Adopt **Resolution No. 12691** authorizing the following two-year job order contracts, in an amount not to exceed \$4 million per contract, for vegetation management in and around the McDowell Sonoran Preserve as needed:

1. Contract No. 2022-209-COS with EnviroSystems Management, Inc.
2. Contract No. 2022-210-COS with Siphon Draw Fire and Fuels, LLC

Staff Contact(s): Dan Worth, Public Works Director, 480-312-5555, daworth@scottsdaleaz.gov

7. Animal Control Services Intergovernmental Agreement Amendment

Request: Adopt **Resolution No. 12678** authorizing Agreement No. 2022-056-COS-A1, the first amendment to the agreement with Maricopa County for the provision of additional animal control patrols at the McDowell Sonoran Preserve at an annual cost of \$4,800 for the next five years.

Staff Contact(s): Kroy Ekblaw, Preserve Director, 480-312-7064, kekblaw@scottsdaleaz.gov

8. Wildlife Study Agreement Amendment

Request: Adopt **Resolution No. 12680** to authorize:

1. Agreement No. 2014-010-COS-A2, the second amendment to the agreement with the Arizona Game and Fish Department to perform aerial and/or ground wildlife surveys within the McDowell Sonoran Preserve.
2. The Mayor, or his designee, to execute Agreement No. 2014-010-COS-A2 and any other documents as necessary to carry out the intent of this Agreement.

Staff Contact(s): Kroy Ekblaw, Preserve Director, 480-312-7064, kekblaw@scottsdaleaz.gov

9. 2022 Scottsdale Title VI Plan Update

Request: Adopt **Resolution No. 12695** authorizing the 2022 Scottsdale Title VI Plan Update for Transit Services.

Staff Contact(s): Mark Melnychenko, Transportation and Streets Director, 480-312-7651, mmelnychenko@scottsdaleaz.gov

10. Water Banking Authority Municipal and Industrial FIRMING Intergovernmental Agreement

Request: Adopt **Resolution No. 12674** to authorize:

1. Agreement No. 2022-198-COS with the Arizona Water Banking Authority for municipal and industrial firming.
2. The Water Resources Executive Director to execute any other documents and take such other actions as necessary to carry out the intent of this Resolution.

Staff Contact(s): Brian Biesemeyer, Water Resources Executive Director, 480-312-5683, bbiesemeyer@scottsdaleaz.gov

11. Cavasson Landscape Maintenance Agreement

Request: Adopt **Resolution No. 12661** authorizing Agreement No. 2022-189-COS with 18700 Hayden Road, LLC; NRI Cavasson, LLC; and 18615 Claret Drive, LLC; collectively known as "NRI", for the installation and maintenance of landscaping improvements.

Location: Along the frontage road on the North side of the Loop 101 freeway, between N. Hayden Road and N. Miller Road

Staff Contact(s): Nick Molinari, Parks and Recreation Director, 480-312-1011, nmolinar@scottsdaleaz.gov

- 12. Fire Service Automatic Aid System Intergovernmental Agreement**
Request: Adopt **Resolution No. 12686** authorizing Agreement No. 2022-202-COS, the Regional Metropolitan Phoenix Fire Service Automatic Aid with other municipalities, fire districts, and other governmental jurisdictions for the Fire Service Response Automatic Aid System.
Staff Contact(s): Tom Shannon, Fire Chief, 480-312-1821, tshannon@scottsdaleaz.gov
- 13. DNA Capacity Enhancement and Backlog Reduction Program Formula Grant**
Request: Adopt **Resolution No. 12694** to authorize:

 1. Acceptance of a DNA Capacity Enhancement and Backlog Reduction Program formula grant from the United States Department of Justice in the amount of \$250,000.
 2. The Chief of Police, or designee, to conduct all negotiations and to execute and submit all documents and other necessary or desirable instruments in connection with the acceptance of the grant.
 3. A budget transfer in the amount of \$250,000 from the adopted Fiscal Year 2022/23 Future Grants Budget and/or Grant Contingency Budget to a newly created cost center to record the related grant activity.
 4. The addition of one (1) full-time, temporary Forensic Scientist I position in the Police Department funded by the grant.

Staff Contact(s): Jeff Walther, Chief of Police, 480-312-1900, jwalther@scottsdaleaz.gov
- 14. Detention Facilities Intergovernmental Agreement**
Request: Adopt **Resolution No. 12576** authorizing Agreement No. 2022-135-COS with the City of Tempe for the purpose of sharing detention facilities when needed.
Staff Contact(s): Jeff Walther, Chief of Police, 480-312-1900, jwalther@scottsdaleaz.gov
- 15. Proposition 202 Grant Funds Acceptance**
Request: Adopt **Resolution No. 12667** to authorize:

 1. Agreement No. 2022-196-COS with the Salt River Pima-Maricopa Indian Community to accept Proposition 202 Tribal Gaming Funds in the amount of \$1,001,616.
 2. A budget transfer, in the amount of \$300,000, from the adopted Fiscal Year 2022/23 Future Grants and/or Grant Contingency budget to newly created cost centers to record the grant activity.

Staff Contact(s): Dale Wiebusch, Government Relations Director, 480-312-2683, dwiebusch@scottsdaleaz.gov
- 16. Fiscal Year (FY) 2022/23 Capital Improvement Plan (CIP) Budget Adjustments and Cash Transfers**
Request: Adopt **Resolution No. 12683** to authorize:

 1. FY 2022/23 budget adjustments related to the CIP for the purpose of accurately expensing the FY 2022/23 budget
 2. A FY 2022/23 cash transfer from the Operating Special Programs Fund to the McCormick-Stillman Bunkhouse (PJ02) CIP project
 3. A FY 2022/23 cash transfer from the Operating Scottsdale AZ Cares Fund to the Operating General Fund.

Staff Contact(s): Judy Doyle, Budget Director, 480-312-2603, jdoyle@scottsdaleaz.gov
- 17. Motor Vehicles and Traffic Code Amendment**
Request: Adopt **Ordinance No. 4577** amending Scottsdale Revised Code, Chapter 17, Motor Vehicles and Traffic, amending Sections 17-108 and 17-129 and adding Section 17-130 relating to towing from public property.
Staff Contact(s): Jeff Walther, Chief of Police, 480-312-1900, jwalther@scottsdaleaz.gov

18. Acting City Auditor Appointment and Rehire of Current City Auditor in a Temporary Capacity

Request: Adopt **Resolution No. 12697** to authorize:

1. Acceptance of the upcoming retirement and resignation of Sharron Walker as City Auditor, effective December 30, 2022.
2. Termination of Employment Agreement No. 2011-159-COS with Sharron Walker at the close of business on December 30, 2022.
3. Directing the Human Resources Director to rehire Sharron Walker as an unbenefited, temporary, part-time City employee at her current hourly rate to provide any needed assistance to the City Auditor's Office during the upcoming transition.
4. Appointing Lai Cluff as Acting City Auditor effective December 31, 2022, until a new City Auditor is appointed and begins employment.

Staff Contact(s): Sherry Scott, City Attorney, 480-312-2405, sscott@scottsdsaleaz.gov

MOTION AND VOTE – CONSENT AGENDA

Councilwoman Whitehead made a motion to approve Consent Agenda Items 1 through 18. Councilwoman Littlefield seconded the motion, which carried 7/0, with Mayor Ortega; Vice Mayor Durham; and Councilmembers Caputi, Janik, Littlefield, Milhaven, and Whitehead voting in the affirmative.

REGULAR AGENDA

19. Mercado Courtyards Minor General Plan Amendment and Rezoning (6-GP-2022 and 12-ZN-2022)

Requests:

1. Adopt **Resolution No. 12633** approving a Minor General Plan Amendment to the Scottsdale General Plan 2035 Future Land Use Map from Commercial to Mixed-Use Neighborhoods on ±3.92-acres of a ±8.52-acre site.
2. Adopt **Ordinance No. 4573** approving a zoning district map amendment from Highway Commercial Planned Community District (C-3 PCD) and Commercial Office Planned Community District (C-O PCD) to Planned Unit Development Planned Community District (PUD PCD) with a development plan on a ±8.52-acre site for a mixed-use development, including 262 multi-family units.
3. Adopt **Resolution No. 12637** declaring the document titled "*Mercado Courtyards Development Plan*" to be a public record.

Location: 10299 N. 92nd Street, 10301 N. 92nd Street, 9301 E. Shea Boulevard

Presenter(s): Jeff Barnes, Senior Planner

Staff Contact(s): Erin Perreault, Planning, Economic Development, and Tourism Executive Director, 480-312-7093, eperreault@scottsdaleaz.gov

Senior Planner Jeff Barnes and Applicant Representative Chris Loeffler, Chief Executive Officer of Caliber Companies, Inc., gave PowerPoint presentations (attached) on the Mercado Courtyards Minor General Plan Amendment and Rezoning application.

Mayor Ortega opened public comment.

The following spoke in support of the Mercado Courtyards minor general plan amendment and rezoning:

- Alex McLaren, Scottsdale resident
- Fred Crowden, Scottsdale resident
- Barbara Poggi, Scottsdale resident
- Scott Celley, Scottsdale resident
- Amanda Marcisz, Scottsdale resident
- Daniel Court, Elliot D. Pollack & Company
- Andrew Podore, Mark-Taylor Companies
- Curt Bowe, Scottsdale resident
- Camron Steiner, Scottsdale resident
- Michael Hurt, Scottsdale resident
- Michael Monteleone, Scottsdale resident
- Jason Alexander, Scottsdale resident
- Jason Phillips, Scottsdale resident
- Kaitlynn Sutor, Scottsdale resident
- Ken Kohler, Scottsdale resident
- Nicholas Deregis, Scottsdale resident
- Laurie Kagiyama, Mesa resident
- Ted Aust, Scottsdale resident

The following spoke in opposition to the Mercado Courtyards minor general plan amendment and rezoning:

- Oliver Smith, Scottsdale resident
- Anthony Leavy, Scottsdale resident
- Emily Austin, Scottsdale resident
- Thomas Kube, Scottsdale resident
- Geof Kull, Scottsdale resident
- Kathy Howard, Scottsdale resident
- Sheri Lopez, Protect Scottsdale
- Ryan Dick, Scottsdale resident
- James Haxby, Scottsdale resident
- Ginny Bertoncino, Scottsdale resident
- Stanley Horowitz, Scottsdale resident
- Chris Schaffner, Scottsdale resident
- Sonnie Kirtley, Coalition of Greater Scottsdale
- Bob Pejman, Scottsdale resident
- John Nichols, Scottsdale resident
- Patty Badenoch, Scottsdale resident
- Margie Creedon, Scottsdale resident
- Gary Naquin, Scottsdale resident
- Diane Gray, Scottsdale resident
- Bob Saeger, Scottsdale resident
- Rick Gaston, Scottsdale resident
- Dana Breitbach, Scottsdale resident
- Stephen Murkowicz, Scottsdale resident
- Mike Crooker, Scottsdale resident

Mayor Ortega closed public comment, noting there were several written comments (attached) submitted to the Council in support of Item 19.

MOTION NO. 1 – ITEM 19

Councilwoman Littlefield made a motion to deny Item 19 [Mercado Courtyards Minor General Plan Amendment and Rezoning]. Councilwoman Janik seconded the motion.

MOTION NO. 2 AND VOTE – ITEM 19

Councilmember Milhaven made a motion to continue Item 19 [Mercado Courtyards Minor General Plan Amendment and Rezoning] to a date to be determined at a future time. Councilwoman Caputi seconded the motion, which failed 3/4, with Vice Mayor Durham and Councilmembers Caputi and Milhaven voting in the affirmative and Mayor Ortega and Councilmembers Janik, Littlefield, and Whitehead dissenting.

VOTE ON MOTION NO. 1 – ITEM 19

The Council then voted on Councilwoman Littlefield's original motion to deny Item 19 [Mercado Courtyards Minor General Plan Amendment and Rezoning], which carried 5/2, with Mayor Ortega and Councilmembers Caputi, Janik, Littlefield, and Whitehead voting in the affirmative and Vice Mayor Durham and Councilmember Milhaven dissenting.

20. 94 Hundred Shea – The Village Minor General Plan Amendment and Rezoning (3-GP-2022 and 8-ZN-2022)

Request: At the request of the applicant, continue to a to be determined City Council meeting date in 2023.

Staff Contact(s): Erin Perreault, Planning, Economic Development, and Tourism Executive Director, 480-312-7093, eperreault@scottsdaleaz.gov

Mayor Ortega noted Item 20 [94 Hundred Shea – The Village Minor General Plan Amendment and Rezoning] was being continued to a date to be determined (sometime in the next year) per the applicant's request, which was received by the City Clerk two days ahead of the City Council Meeting.

21. Scottsdale 3200 North Rezoning (6-ZN-2022 and 4-DA-2022)

Requests:

1. Adopt **Ordinance No. 4574** approving a zoning district map amendment from Highway Commercial (C-3) to Downtown/Downtown Multiple Use Type 2 Planned Block Development Downtown Overlay (D/DMU-2 PBD DO) with a development plan and site-specific standards for building location and bonus residential density (50 du/ac to 55.8 du/ac) for a new mixed-use development on a ±2.4-acre site.
2. Adopt **Resolution No. 12652** declaring the document titled "Scottsdale 3200 North Development Plan" to be a public record.
3. Adopt **Resolution No. 12653** authorizing Development Agreement No. 2022-185-COS with 3202 Scottsdale, LLC.

Location: 3202 N. Scottsdale Road

Presenter(s): Greg Bloemberg, Project Coordination Liaison

Staff Contact(s): Erin Perreault, Planning, Economic Development, and Tourism Executive Director, 480-312-7093, eperreault@scottsdaleaz.gov

Project Coordination Liaison Greg Bloemberg gave a PowerPoint presentation (attached) on the Scottsdale 3200 North rezoning application. Applicant Representatives Owner John Coulter, and Architect Michael Edwards, with Davis Architects, gave a presentation on the Scottsdale 3200 North rezoning application.

Mayor Ortega opened public comment.

Alex McLaren, Scottsdale resident, spoke in support of the Scottsdale 3200 North rezoning application.

Mayor Ortega closed public comment.

MOTION NO. 1 – ITEM 21

Councilwoman Janik made a motion to continue Scottsdale 3200 North Rezoning to a date to be determined. Councilwoman Whitehead seconded the motion. The motion was then withdrawn.

MOTION NO. 2 AND VOTE – ITEM 21

Councilmember Milhaven made a motion to:

1. Adopt Ordinance No. 4574 approving a zoning district map amendment from Highway Commercial (C-3) to Downtown/Downtown Multiple Use Type 2 Planned Block Development Downtown Overlay (D/DMU-2 PBD DO) with a development plan and site-specific standards for building location and bonus residential density (50 du/ac to 55.8 du/ac) for a new mixed-use development on a ±2.4-acre site.
2. Adopt Resolution No. 12652 declaring the document titled "*Scottsdale 3200 North Development Plan*" to be a public record.
3. Adopt Resolution No. 12653 authorizing Development Agreement No. 2022-185-COS with 3202 Scottsdale, LLC.
4. All being adopted with a revision in this zoning case and Development Plan reflecting a minimum of 8,000 square feet dedicated to commercial use and any required changes to parking spaces and all other required revisions necessary to reflect the increase in commercial use space.

Councilwoman Whitehead seconded the motion, which passed 7/0, with Mayor Ortega; Vice Mayor Durham; and Councilmembers Caputi, Janik, Littlefield, Milhaven, and Whitehead voting in the affirmative.

PUBLIC COMMENT – None

CITIZEN PETITIONS

22. Receipt of Citizen Petitions

Request: Accept and acknowledge receipt of citizen petitions. Any member of the Council may make a motion, to be voted on by the Council, to: (1) Direct the City Manager to agendaize the petition for further discussion; (2) direct the City Manager to investigate the matter and prepare a written response to the Council, with a copy to the petitioner; or (3) take no action.

Staff Contact(s): Ben Lane, City Clerk, 480-312-2411, blane@scottsdaleaz.gov

No citizen petitions were received.

MOTION AND VOTE – ADJOURNMENT

Councilwoman Janik made a motion to adjourn the Regular Meeting. Councilwoman Caputi seconded the motion, which carried 7/0, with Mayor Ortega; Vice Mayor Durham; and Councilmembers Caputi, Janik, Littlefield, Milhaven, and Whitehead voting in the affirmative.

ADJOURNMENT

Mayor David D. Ortega adjourned the Regular Meeting at 10:15 P.M.

SUBMITTED BY:



Ben Lane, City Clerk

Officially approved by the City Council on January 24, 2023

C E R T I F I C A T E

I hereby certify that the foregoing Minutes are a true and correct copy of the Minutes of the Regular Meeting of the City Council of Scottsdale, Arizona, held on the 7th day of December 2022.

I further certify that the meeting was duly called and held, and that a quorum was present.

DATED this 24th day of January 2023.



Ben Lane, City Clerk