



2026 Federal Transit Administration (FTA) Title VI Program

Effective August 24, 2026 to August 24, 2028

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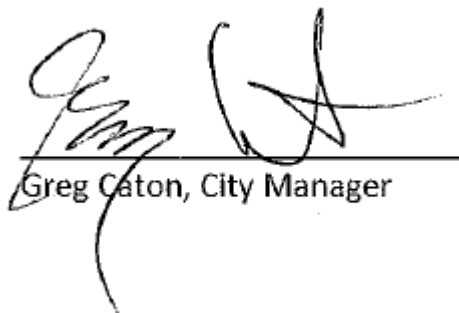
- ❖ Attachment A:
City of Scottsdale and Valley Metro regional outreach materials

Title VI Policy Statement

The City of Scottsdale policy assures full compliance with Title VI of the Civil Rights act of 1964 (Title VI) 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.

The City of Scottsdale strives to ensure nondiscrimination in all of its programs, whether those programs and activities are federally funded or not. City of Scottsdale also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities.

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. The City Manager delegates authority to the ADA/Title VI Compliance Coordinator to oversee and implement ADA and Title VI regulations.



Greg Caton, City Manager

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 Title VI program, and the procedures to file a complaint, contact Felicia Beltran at 480-312-2311, (TTY 480-312-3111); email ADA_Title_VI@scottsdaleaz.gov; or visit our administrative office at 7447 E. Indian School Road, Scottsdale, Az. For more information, visit www.scottsdaleaz.gov/accessibility

A complainant may also file a complaint directly with the City of Phoenix Public Transit Department, Valley Metro or the Federal Transit Administration (FTA) through the following methods:

City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003. Phone: 602-262-7242, Email: PHXTransitEO@phoenix.gov.

Valley Metro: 4600 E. Washington Street, Suite 101, Phoenix, AZ 85034. [Title VI Complaint Form | Valley Metro](#). Phone: 602-253-5000, Email: csr@valleymetro.org.

FTA: ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590. Phone: 888-446-4511.

If information is needed in another language, contact 480-312-2311. Para información en Español llame: Felicia Beltran



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 Felicia Beltran 480-312-2311, (TTY 480-312-3111); o visite nuestra oficina administrativa en 7447 E. Indian School Road., Scottsdale, Az Para obtener más información, visite www.scottsdaleaz.gov/accessibility

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: Felicia Beltran



Title VI Notice to the Public – cont.

The above notices are posted in the following locations:

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

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

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

Granite 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

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

Scottsdale Trolleys

These notices are posted online at: (to be posted after adoption of plan)

English [*title-vi-notice-to-the-public---english.pdf*](#)

Spanish [*title-vi-notice-to-the-public---spanish.pdf*](#)



Title VI Complaint Procedures

City of Scottsdale adopts the Valley Metro Title VI Complaint Policy and Procedures included below.

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 caso firmado.

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 _____



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)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
Lawsuits				
1)				
2)				
Complaints				
1)				
2)				

The City of Scottsdale maintains the above log to document investigations, lawsuits, and complaints.

Scottsdale verified through Valley Metro and City of Phoenix's Customer Assistance System (CAS) system that no investigations or complaints that pertain to allegations of discrimination on the bases of race, color, and/or national origin were filed against its transit-related activities and programs during the January 24,2023-present, reporting period. Additionally, no lawsuits have been filed against Scottsdale's transit-related programs and activities based on race, color and/or national origin, within this timeframe.

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 also works closely with Valley Metro (Regional Public Transportation Authority) on regional outreach activities throughout the year. The city also does outreach independently at its facilities when needed to engage the public. Scottsdale utilizes surveys and social media etc. when providing transit-related updates to the public and to solicit input.

The City of Scottsdale Transportation & Infrastructure meets and collaborates with a City Council appointed advisory [Transportation Commission](#) regarding transit-related activities. The Commission has monthly meetings at which the public is invited to bring concerns specific to any transit project, route.

Scottsdale public meetings when held for transit-related changes are hosted at accessible locations within the areas of the impacted populations. Selected meeting locations will be near served by the city's fare-free Trolley system and held at various times of day to accommodate work schedules. Scottsdale will also utilize its social media channels when needed to communicate transit-related updates to the public or notices of public meetings. A list of Scottsdale's social media outlets are located at: [Social Media Center | City of Scottsdale](#)

The following chart lists the City of Scottsdale's community engagement activities related to transit in the review period of January 24, 2023-present. Valley Metro events held on a regional basis are included in Attachment A.

Scottsdale Event	Date	Reoccurring Yes/ No
Transportation Comission Meeting	5/18/2023	No
Transportation Comission Meeting	11/16/2023	No
City Council Meeting	9/19/2023	No
Transportation Comission Meeting	5/16/2024	No
City Council Meeting	11/25/2024	No
Transportation Comission Meeting	5/18/2023	No
Transportation Comission Meeting	11/16/2023	No
City Council Meeting	9/19/2023	No

Transportation Commission meeting agendas are posted for public view at: [City of Scottsdale - Transportation Commission](#). City Council meeting agendas are posted for public view at: [City of Scottsdale - City Council - Agendas & Minutes](#). Both meetings are also televised on public access Channel 11.

In addition to the above outreach efforts specific to City of Scottsdale, the city has adopted [Valley Metro's 2021 Public Participation Plan](#).

Attachment A: Scottsdale and Valley Metro regional outreach materials from reporting period of January 24, 2023, to present.

City of Scottsdale's Limited English Proficiency Plan

The LEP requirement has been suspended per Executive Order #14224 issued 3/1/2025. LEP materials will be updated once new guidance is received.

Non-elected Committee Membership Table

Scottsdale's City Council selects the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

The City of Scottsdale does not have subrecipients.

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. Scottsdale utilizes the regional [Transit Standards and Performance Measures](#) that all Valley Metro cities adhere to.

Scottsdale Transit coordinates with other city projects and private developments in determining placement of transit amenities.

Transit amenities provided include:

- Trash bins
- Chairs/benches
- Shelters
- Bike racks

Service and Fare Policy Changes

There have not been any Valley Metro regional service structure changes during the Scottsdale review period of January 24, 2023, to present. The Scottsdale Trolley offers fare-free transit services.

Title VI Program Council Approval

Council Approval of Scottsdale's 2026 FTA Title VI Program. (will insert meeting minutes or link to show council adoption)

Attachment A:

Scottsdale and Valley Metro Outreach Materials from reporting period of January 24, 2023, to present

Scottsdale Outreach Materials:



City of Scottsdale
@scottsdaleazgov

...

Enjoy free trolley service to Scottsdale Stadium and Old Town on home game days. 🏟️ Service starts 90 min. before the first pitch and ends 90 min. after the last inning. The trolley provides 20-min. service with stops near parking, dining and the stadium. See map for details. 🚊

TROLLEY STOPS HERE | RIDE FREE
Spring Training Free Trolley Service
Scottsdale Stadium & Old Town



Legend
● Southbound route (Old Town and north to the Stadium)
● Northbound route (Old Town and south to the Stadium)
Service Dates
Available during home games only.
F4B, 25, 26
March 1, 3, 4, 5, 6, 9, 11, 12, 15, 16, 18, 22, 23, and 25
Service Details
Service starts 1.5 hours before the first pitch and ends 1.5 hours after the last inning.
20 minutes ride frequency with stops at:
• Parking garages
• Scottsdale Stadium
• Old Town Scottsdale

SCOTTSDALE TROLLEY

11:54 AM · Mar 10, 2023 · **1,504** Views

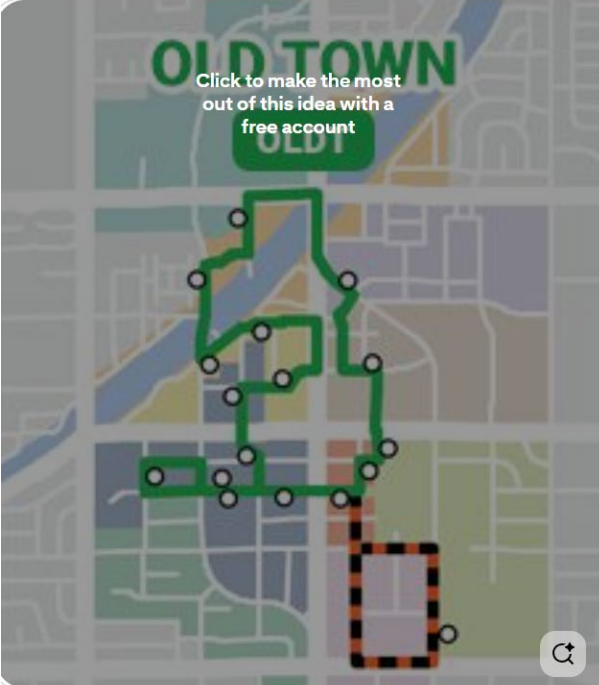


City of Scottsdale @scottsdaleazgov · Feb 20

There's nothing like a free ride to the ball game!

Hop on the Scottsdale Trolley for Giants' home games. Service starts 90 minutes before first pitch and runs until 30 minutes after the final inning. Trolleys arrive every 15 minutes near Old Town parking garages.





♡ ↗ ⋮

Visit Download image

scottsdaleaz.gov
Transit System
Details on the free trolley system, paratransit options for service like CAB Connection and rideshare, plus accessibility resources.

 **kathy gates**

Comments

Add a comment

😊 🗨 📷

City of Scottsdale - Government's Post



City of Scottsdale - Government

August 5, 2025 · 🌐

Great news! 🗨️ Beginning Thursday, Aug. 7, Scottsdale will launch a new Scottsdale Trolley route connecting three key community service locations:

- ✅ Granite Reef Senior Center (north parking lot)
- ✅ Vista del Camino Community Center (existing trolley stop)
- ✅ Scottsdale Food Bank (now located at 7601 E. McKellips Road, Building C)

This new service is especially helpful for seniors and those facing food insecurity, offering free, reliable transportation to essential nutrition and support services.

🚌 The service runs 9 a.m. to noon Thursdays and operates on a 30-minute loop. Learn more at [ScottsdaleAZ.gov](https://scottsdaleaz.gov), search "Scottsdale Trolley."



👍❤️👏 179

8 comments 27 shares



City of Scottsdale  @scottsdaleazgov · Mar 3

...

 **REMINDER!**

Scottsdale City Council Regular Meeting will begin at 6 p.m. Tuesday, March 3, after an extended Special Meeting.

 Amended agendas at [ScottsdaleAZ.gov](https://www.scottsdaleaz.gov), search “City Council.”



DETOUR NOTICE

- Route 72
- 1/19/ 2025
- From Start of service to 4:00 pm.

Due to the Rock and Roll Marathon

Northbound:

- Regular route to Scottsdale Rd & McKellips Rd,
- Right (E) on McKellips Rd to Hayden Rd,
- Left (N) on Hayden Rd to Indian School Rd,
- Left (W) on Indian School Rd to Scottsdale Rd,
- Right (N) on Scottsdale Rd to resume regular route.

Southbound:

- Regular route to Scottsdale Rd & Indian School Rd,
- Left (E) on Indian School Rd to Hayden Rd,
- Right (S) on Hayden Rd to McKellips Rd,
- Right (W) on McKellips Rd to Scottsdale Rd ,
- Left (S) on Scottsdale Rd to resume regular route.

AVISO DE DESVÍO

1. Ruta 72
2. 1/19/ 2025
3. Desde el inicio del servicio hasta las 16:00 horas.

Debido al Maratón de Rock and Roll

Norte:

1. Ruta regular a Scottsdale Rd y McKellips Rd,
2. A la derecha (E) en McKellips Rd hasta Hayden Rd,
3. A la izquierda (N) en Hayden Rd hasta Indian School Rd,
4. A la izquierda (W) en Indian School Rd hasta Scottsdale Rd,
5. A la derecha (N) en Scottsdale Rd para reanudar la ruta regular.

Sur:

1. Ruta regular a Scottsdale Rd e Indian School Rd,
2. A la izquierda (E) en Indian School Rd hasta Hayden Rd,
3. A la derecha (S) en Hayden Rd hasta McKellips Rd,
4. A la derecha (W) en McKellips Rd hasta Scottsdale Rd,
5. A la izquierda (S) en Scottsdale Rd para reanudar la ruta regular.

Route 41 Indian School Rd Eastbound and Westbound

Route Detour February 1, 2025
Start-of-Service through 2:00pm

Desvío de ruta 1, 2025 de febrero
Inicio del servicio hasta las 2:00 pm



RIDER ALERT
Parada de Autobus Cerrada

Eastbound and Westbound Route 41 Indian School Rd

Route 41 Indian School Rd eastbound and westbound will detour onto N Goldwater Blvd and Miller Rd between E Indian School and Camelback Ave roads February 1, 2025 @ start-of-service through 2:00pm, in order to detour around the City of Scottsdale's Parada Del Sol.

a ruta 41 Indian School Rd en dirección este y oeste se desviará hacia N Goldwater Blvd y Miller Rd entre las carreteras E Indian School y Camelback 3, 2025 de febrero @ inicio de servicio hasta las 2:00 pm, para desviarse por la Parada Del Sol de la ciudad de Scottsdale.



Scan the QR code or visit
valleymetro.org/rider-alerts.
Escanee el código QR o visite
valleymetro.org/rider-alerts

602.253.5000
AZ Relay 711



Route 72 Scottsdale Rd Northbound and Southbound

Route Detour February 1, 2025
Start-of-Service through 2:00pm

Desvío de ruta 1, 2025 de febrero
Inicio del servicio hasta las 2:00 pm



RIDER ALERT
Parada de Autobus Cerrada

Northbound and Southbound Route 72 Scottsdale Rd Ruta 72 en dirección norte y sur Scottsdale Rd

Route 72 Scottsdale Rd northbound and southbound will detour onto N Goldwater Blvd between E Osborn and Camelback roads February 1, 2025 start-of-service through end-of-service, in order to detour around the City of Scottsdale's Parada Del Sol.

La ruta 72 Scottsdale Rd hacia el norte y hacia el sur se desviará hacia N Goldwater Blvd entre las carreteras E Osborn y Camelback el 1, 2025 de febrero. Puesta en marcha del servicio hasta el fin del servicio, con el fin de desviarse por el Parada del Sol de la ciudad de Scottsdale.



Scan the QR code or visit
valleymetro.org/rider-alerts.
Escanee el código QR o visite
valleymetro.org/rider-alerts

602.253.5000
AZ Relay 711





Route Detour Service Disruption

- Route 68CM – 68th St/Camelback Rd
 - SERVICE DISRUPTIONS ON ROOSEVELT/CONTINENTAL
 - Northbound and Southbound
 - November 3, 2025 through December 26*, 2025
 - Start-of-Service to End-of-Service
 - Roosevelt Storm Drain Construction Project
- *Any changes to this end time will be communicated.

Northbound:

- Regular route to Roosevelt St & 82nd St (#18351)
- Turn left (S) on Hayden Rd
- Temp Transit Service at FARSIDE Hayden/Roosevelt (#15189)
- Turn right (W) on McKellips Rd
- Turn right (N) on College Ave
- Resume Transit Service - FARSIDE 68th/Continental (#18134)
- Resume regular route

Southbound:

- Regular route to 68th St & Portland St (#10280)
- Continue south on College Ave
- Turn left (E) on McKellips Rd
- Turn left (N) on Hayden Rd
- Turn right (E) on Roosevelt
- Resume Transit Service - FARSIDE Roosevelt/Hayden (#11392)
- Resume regular route

Notice to Customers:

Route 68CM 68th St/Camelback Rd both northbound and southbound will detour onto McKellips Rd, missing service on Roosevelt/Continental between Hayden Rd and 68th St beginning November 3, 2025 through December 26*, 2025. The long term Roosevelt Storm Drain project will impact Rt 68CM service November 2025 through December 2026.

*Any changes to this end time will be communicated.



Desvío de ruta Interrupción del servicio

- Ruta 68CM – 68th St/Camelback Rd
 - INTERRUPCIONES DEL SERVICIO EN ROOSEVELT/CONTINENTAL
 - En dirección norte y sur
 - Del 3 de noviembre de 2025 al 26 de diciembre*, 2025
 - De inicio de servicio a fin de servicio
 - Roosevelt Proyecto de construcción de drenaje pluvial
- * Cualquier cambio en esta hora de finalización será comunicado.

Norte:

- Ruta regular a Roosevelt St y 82nd St (#18351)
- Gire a la izquierda (S) en Hayden Rd
- Servicio de tránsito temporal en FARSIDE Hayden/Roosevelt (#15189)
- Gire a la derecha (W) en McKellips Rd
- Gire a la derecha (N) en College Ave
- Reanudar el servicio de tránsito - FARSIDE 68th/Continental (#18134)
- Reanudar ruta regular

Sur:

- Ruta regular a 68th St y Portland St (#10280)
- Continúe hacia el sur por College Ave
- Gire a la izquierda (E) en McKellips Rd
- Gire a la izquierda (N) en Hayden Rd
- Gire a la derecha (E) en Roosevelt
- Reanudar el servicio de tránsito - FARSIDE Roosevelt / Hayden (# 11392)
- Reanudar ruta regular

Aviso a los clientes:

La ruta 68CM 68th St/Camelback Rd, tanto en dirección norte como sur, se desviará hacia McKellips Rd, perdiendo el servicio en Roosevelt/Continental entre Hayden Rd y 68th St a partir del 3 de noviembre de 2025 hasta el 26 de diciembre de 2025*. El proyecto a largo plazo del drenaje pluvial de Roosevelt afectará el servicio de la Rt 68CM de noviembre de 2025 a diciembre de 2026.

* Cualquier cambio en esta hora de finalización será comunicado.

October 2023 Proposed Service Changes Hybrid Public Hearing



📅 Wednesday, May 24, 2023

🕒 10:00 a.m.

📍 Location

Valley Metro
101 N. 1st Avenue
101 Building - Floor 10, Conference Room 10A
Phoenix, AZ 85003

[View Map](#) ➔

📅 [Add to Calendar](#)

Fare System Upgrades Public Hearing



📅 Wednesday, August 2, 2023

🕒 10:00 a.m.

📍 Location

Valley Metro
101 N. 1st Avenue
101 Building - Floor 10, Conference Room 10A
Phoenix, AZ 85003

[View Map](#) ➔

📅 [Add to Calendar](#)

☰ Description

Valley Metro is launching a new fare system that will change the way transit riders pay for their fare. Register now or join us in-person to learn more about the exciting new upgrades and provide your feedback.

👤 Contact

Shannon Benson
(602) 322-4436

sbenson@valleymetro.org

April 2024 Proposed Service Change Hybrid Public Hearing



Description

Wednesday, November 15, 2023

10:00 a.m.

Location

Tempe Transportation Center
200 E 5th St.
Don Cassano Community Room
Tempe, AZ 85281

[View Map](#)

[Add to Calendar](#)

Contact

Shannon Benson
(602) 322-4436

sbenson@valleymetro.org

Bus Network Redesign Virtual Meeting



 Wednesday, November 5, 2025

 6:00 p.m.

 Location

Via WebEx

Meeting Number: 2489 045 8708

Event Password: busnetwork2025

Phone Number: (408) 418-9388

Phone Access Code: 2489 045 8708

 Add to Calendar

Description

Join us for a virtual meeting to discuss how you'd like to redesign our bus network. Valley Metro is conducting a comprehensive study of our transit services across Maricopa County to make sure our network meets the changing needs of our growing region. The final plan will include a series of recommendations for enhancing regional mobility and increasing the efficiency and performance of our bus service, ensuring our regional network adapts to changes in travel behavior post-pandemic, new population growth, and the new regional funding framework under Proposition 479.

Contact

Michael Book

Community Outreach Coordinator

[\(602\) 256-5811](tel:(602)256-5811)

mbook@valleymetro.org

Fare System Town Hall - Scottsdale



📅 Saturday, May 18, 2024

🕒 3:00 a.m.

📍 Location

Scottsdale Civic Center Library
3839 N Drinkwater Blvd
Scottsdale, AZ 85251
[View Map](#) ➔

📅 Add to Calendar

≡ Description

Join Valley Metro at Scottsdale Civic Center Library to learn about the new fare system launching this summer. After the presentation and Q&A, you'll have a chance to meet with Valley Metro staff to ask questions. You can also apply for reduced fare at the event. If you plan to apply, [click here](#) to see the required documentation.

Spanish interpretation will be provided.

👤 Contact

Dolores Nolan
[\(602\) 523-6070](tel:(602)523-6070)
dnolan@valleymetro.org

Fare System Town Hall - Scottsdale



📅 Saturday, May 18, 2024

🕒 3:00 a.m.

📍 Location

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

[View Map](#) >

📅 Add to Calendar

≡ Description

Join Valley Metro at Scottsdale Civic Center Library to learn about the new fare system launching this summer. After the presentation and Q&A, you'll have a chance to meet with Valley Metro staff to ask questions. You can also apply for reduced fare at the event. If you plan to apply, [click here](#) to see the required documentation.

Spanish interpretation will be provided.

👤 Contact

Dolores Nolan
[\(602\) 523-6070](tel:(602)523-6070)
dnolan@valleymetro.org

Additional Valley Metro outreach materials and events are posted on Valley Metro's website at:

<https://www.valleymetro.org/archive?page=13>

RESOLUTION NO. 13754

A RESOLUTION OF THE COUNCIL OF THE CITY OF SCOTTSDALE,
MARICOPA COUNTY, ARIZONA, AUTHORIZING ADOPTION OF THE CITY'S
2026 FEDERAL TRANSIT ADMINISTRATION 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.

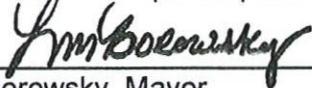
NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Scottsdale, Maricopa County, Arizona, as follows:

Section 1. The City Council authorizes adoption of the document titled "2026 Federal Transit Administration (FTA) Title VI Program."

Section 2. The City Council authorizes the City Manager or designee to execute such other documents and take such other actions as necessary to carry out the intent of this Resolution.

PASSED AND ADOPTED by the Council of the City of Scottsdale, Maricopa County, Arizona this 24th day of August, 2026.

CITY OF SCOTTSDALE,
an Arizona municipal corporation



Lisa Borowsky, Mayor

ATTEST:



Ben Lane, City Clerk

APPROVED AS TO FORM:



Luis E. Santaella, City Attorney
By: Joe Padilla, Deputy City Attorney