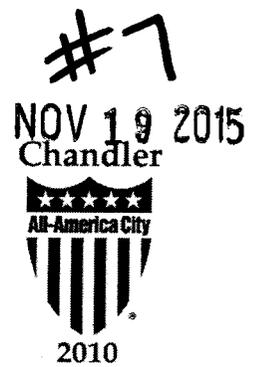




Chandler • Arizona
Where Values Make The Difference



MEMORANDUM TRANSPORTATION & DEVELOPMENT - MEMO NO. TN16-05

DATE: NOVEMBER 19, 2015

TO: MAYOR AND COUNCIL

THRU: MARSHA REED, ACTING CITY MANAGER *MR*
 NACHIE MARQUEZ, ASSISTANT CITY MANAGER *NM*
 R.J. ZEDER, TRANSPORTATION & DEVELOPMENT DIRECTOR *RJZ*
 DANIEL W. COOK, CITY ENGINEER *DWC*

FROM: JASON CRAMPTON, TRANSIT SERVICES COORDINATOR *JC*

SUBJECT: RESOLUTION NO. 4901 APPROVING THE CITY OF CHANDLER TITLE VI IMPLEMENTATION PLAN FOR TRANSIT SERVICES

RECOMMENDATION: Staff recommends City Council pass and adopt Resolution No. 4901 approving the City of Chandler Title VI Implementation Plan for Transit Services.

BACKGROUND: The City of Chandler is a sub-recipient (City of Phoenix is the designated recipient) of federal funding from the Federal Transit Administration (FTA). As a sub-recipient of FTA funding, the City is required to update its Title VI Implementation Plan every three (3) years. The City's last Title VI Implementation Plan update was done in 2012. This year, a new requirement is that each sub-recipient's Title VI Implementation Plan must be approved by its governing body. Previous Title VI updates were done administratively. This year's update provides a completely new Title VI Implementation Plan that meets all City of Phoenix and FTA requirements.

As a sub-recipient of FTA funding, the City must assure full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any program receiving federal funds. Since the City's transit program is partially federally funded, all Chandler transit services must comply with Title VI regulations.

TITLE VI IMPLEMENTATION PLAN COMPONENTS: The City's Title VI Implementation Plan for Transit Services complies with federal regulations and includes all the necessary components as specified by the region's designated recipient (City of Phoenix).

The Title VI Implementation Plan for Transit Services includes the following components:

Title VI Policy Statement - States that Chandler will comply with Title VI and assure that Chandler sponsored programs and activities do not discriminate on the basis of race, ethnicity, income, or disability status. The Policy Statement also designates Jason Crampton, Transit Services Coordinator, as the City's Title VI Coordinator.

Title VI Notice to the Public – After Council approval, this notice will be posted on the Chandler Transit website, at the Transportation & Development building, the Chandler Park and Ride, and the Chandler Transit Center.

Title VI Complaints – A Title VI Complaint Form is included in the Title VI Implementation Plan and will be made available on the Chandler Transit website. Additionally, the Program lays out the process for investigating and addressing Title VI complaints. Over the past three years, there have been seven Title VI complaints received from passengers on transit service in Chandler. All seven of the complaints claimed discrimination on the part of the bus operator or fare vendor. A detailed list of these complaints is included on Page 11 of the Title VI Implementation Plan.

Public Participation Plan – Outlines Chandler's efforts to reach out to the public and include the public in transit planning. Both past efforts and future outreach efforts are listed.

Limited English Proficiency (LEP) Plan – Includes measures taken to ensure that the LEP population has meaningful access to Chandler transit services and communications regarding these services. These measures include making sure that notices posted at bus stops are in both English and Spanish, advertising for public meetings in both English and Spanish language periodicals, and having Spanish-speaking staff available.

Non-Elected Committees – Provides a table of the racial composition of the Transportation Commission and summarizes administrative procedures that ensure that minorities are included in outreach and recruitment for filling vacancies on the Transportation Commission.

While many of the above components directly correspond to City of Chandler policies and practices, portions of the Chandler Title VI Implementation Plan for Transit Services rely on Valley Metro policies and practices. Valley Metro is the operator of all transit service in Chandler.

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November 19, 2015
Page 3

Chandler relies on Valley Metro to operate its bus service and also provide customer service and conduct some public outreach. As a result, many parts of the Chandler Title VI Implementation Plan for Transit Services reference the Valley Metro Title VI Program and the procedures and policies established relating to transit service at the regional level.

FINANCIAL IMPLICATIONS: None

TRANSPORTATION COMMISSION: The Title VI Implementation Plan for Transit Services was reviewed at the September 17, 2015, meeting of the Transportation Commission and was recommended for approval by a vote of 4-0 with 3 absentees (Fordemwalt, Hardin, Schwatken).

PROPOSED MOTION: Move City Council pass and adopt Resolution No. 4901 approving the City of Chandler Title VI Implementation Plan for Transit Services and authorize the Acting City Manager to sign the Title VI Policy Statement.

Attachments:

1. Resolution No. 4901
2. City of Chandler Title VI Implementation Plan for Transit Services

RESOLUTION NO. 4901

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CHANDLER, MARICOPA COUNTY, ARIZONA, APPROVING AN UPDATED TITLE VI IMPLEMENTATON PLAN REQUIRED BY THE FEDERAL TRANSIT ADMINISTRATION (FTA) FOR FTA FUNDING.

WHEREAS, as a recipient of Federal Transit Administration (FTA) funding, the City is required to update its Title VI Implementation Plan (the "Plan") every three years; and

WHEREAS, the City's Plan was last updated administratively 2012; and

WHEREAS, FTA now requires Title VI Program Updates to be approved by the recipient's governing body; and

WHEREAS, new Title VI Programs Updates are now proposed and have been incorporated into the Plan;

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

The Title VI Implementation Plan, with Title VI Program Updates for 2015, as set out in Exhibit A, attached hereto and incorporated herein by this reference, is hereby authorized and approved.

PASSED AND ADOPTED by the City Council of the City of Chandler, Arizona, this _____ day of _____, 2015.

ATTEST:

CITY CLERK

MAYOR

CERTIFICATION

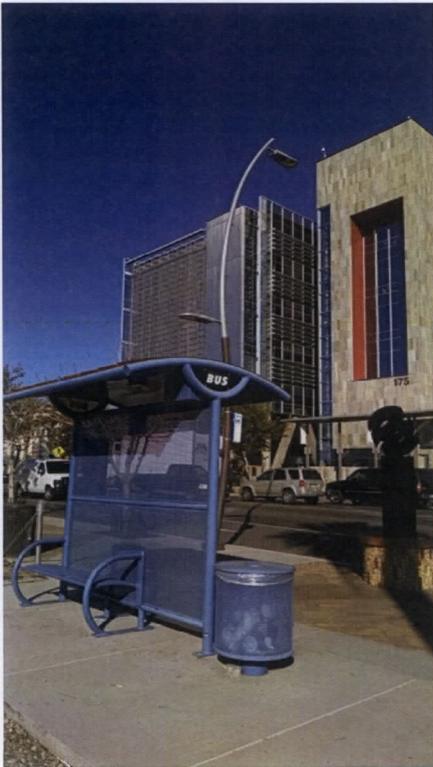
I HEREBY CERTIFY that the above foregoing Resolution No. 4901 was duly passed and adopted by the City Council of the City of Chandler, Arizona at a regular meeting held on the _____ day of _____, 2015, and that a quorum was present thereat.

CITY CLERK

APPROVED AS TO FORM:

CITY ATTORNEY *GAB*

Title VI Implementation Plan for Transit Services

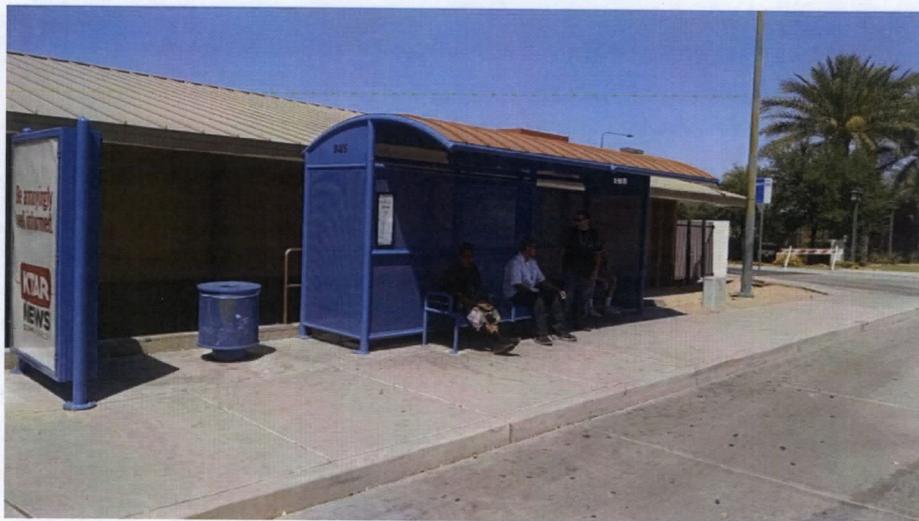


Chandler • Arizona



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Title VI Policy Statement

The City of Chandler policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any City of Chandler sponsored program or activity. There is no distinction between the sources of funding.

The City of Chandler 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, the City of Chandler will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Chandler distributes Federal-aid funds to another entity/person, the City of Chandler will ensure all subrecipients fully comply with City of Chandler Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Jason Crampton, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Marsha Reed, Acting City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI City of Chandler

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

For more information on the City of Chandler's civil rights program, and the procedures to file a complaint, contact Jason Crampton at 480-782-3402, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email Jason.crampton@chandleraz.gov; or visit our administrative office at 215 E. Buffalo St. For more information, visit www.chandleraz.gov/transit

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 480-782-3300. Para información en Español, llame: Jason Crampton, 480-782-3402

Title VI Notice to the Public -Spanish

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

La Ciudad de Chandler (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Ciudad de Chandler's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Jason Crampton, 480-782-3402, (las personas con discapacidades auditivas puedan marcar 7-1-1); o visite nuestra oficina administrativa en 215 E. Buffalo St. Para obtener más información, visite www.chandleraz.gov/transit

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

The above notice is posted in the following locations: Transportation and Development Building, 215 E. Buffalo St.; Chandler Park and Ride, 2100 S. Hamilton St.; Chandler Transit Center, 3334 W. Frye Rd.

This notice is posted online at www.chandleraz.gov/transit

Title VI Complaint Procedures

The City of Chandler contracts with Valley Metro to provide all transit service in Chandler. The City relies on Valley Metro customer service to process and investigate Title VI complaints. See the below Valley Metro Title VI Complaint Procedures.

TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by Valley Metro or our transit service provider may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form^[1] or by calling Valley Metro's Customer Service. All complaints are logged into Valley Metro's Customer Assistance System (CAS) and will be investigated according to federal standards.

Valley Metro's Title VI Complaint Form (English and Spanish) is located on our website: (http://www.valleymetro.org/about_valleymetro/civil_rights_policy_statement). The form is available in both English and Spanish. Complaints can also be filed by contacting Valley Metro's Customer Service at:

Email: csr@valleymetro.org

Phone: (602) 253-5000

TTY: (602) 251-2039

Valley Metro has 30 days to investigate each complaint. If more information is needed to resolve the case, Valley Metro may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Valley Metro Customer Service.

PROCEDURES FOR TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

TRACKING

- Complaint comes in and is logged into the CAS system.
- The Customer Service Administrator sends the complaint to the cities/transit provider for investigation and documentation within 24 hours.
- Complaint is returned to the Customer Service Administrator to ensure the information is complete and closes the complaint.
- Each cities administrator audits the complaints as well to ensure they meet the guidelines for Title VI.
- The administrator reviews an outstanding weekly report identifying outstanding complaints. During the review process the administrator will send out notifications to the agency and a copy to the

relevant city to remind the entity that the complaint is not yet resolved or closed out. This process is reinitiated each week to ensure timely compliance.

- The administrator audits all completed Title VI complaints to check for accuracy and has complaint reopened by Customer Service administrator and sent back if not completed accurately.

INVESTIGATING

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

STEP ONE: Summary of the complaint

- Completed by the Regional Services Customer Relations staff

STEP TWO: Statement of issues

- List every issue derived from the complaint summary
- Include questions raised by each issue
 - Who?
 - What?
 - When?
 - Where?
 - How?
- Add new issues that surface during investigation
- Final list of issues becomes outline for investigation

STEP THREE: Respondent’s **reply** to each issue

- Obtain information from each respondent, listen to each tape, review each document
- All staff will document information collected in the customer contact (respondent area).
- After all respondent information is documented
 - Complete the documentation (remaining steps)
 - Determine the action taken
 - Follow up with the customer.

Note: “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:

- Operator (Interview / History)
- Radio/Dispatch/OCC reports
- GPS tracking software & programs
- Maintenance (Staff / Records)
- City Transit staff
- Witnesses
- Complainant (Interview / History)
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Other transit employees
- Route history

STEP FOUR: Findings of fact

- Investigate every “issue” (stated in the “statement of issues noted in step two)
- Separate facts from opinions

STEP FIVE: Citations of pertinent regulations and rules

- Develop list of all regulations, rules, policies, and procedures that apply to the investigation
 - Title VI requirements
 - Company rules & procedures
 - Valley Metro policies & service standards

STEP SIX: Conclusions of law

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

STEP SEVEN: Description of remedy for each violation

- Specific corrective actions for each violation found
- Include plans for follow-up checks
- Do not conclude report with “no action taken”
- If no violations found, conclude the report in a positive manner
 - Review of policies & procedures
 - Review of Title VI provisions

Response to Customer:

- Detailed summary of conversation with customer
- Copy of letter to customer

Action Taken:

- Must include specific corrective action for each violation found
- Include a follow-up action plan
- If no violations found, note policies, procedures, etc. reviewed with operator
- Never state “no action taken”
- Documented information should always include initials & dates

Title VI Complaint Form

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro 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 email at csr@valleymetro.org.

Section I: Customer Information			
Name:			
Address:			
City:	State:	Zip:	
Work Phone:	Home Phone:	Cell Phone:	
Email Address:			
Section II: Incident Information			
Date of Incident:	Time of Incident:	AM/PM	City:
Incident Location:		Direction of Travel:	
Route #:	Bus/Light Rail #:		
Service Type:	<input type="checkbox"/> Local	<input type="checkbox"/> LINK	<input type="checkbox"/> Express/RAPID
	<input type="checkbox"/> Light Rail	<input type="checkbox"/> Circulator/Connector	<input type="checkbox"/> Dial-a-Ride
Operator Name:			
Operator Description:			
What was the discrimination based on? (Check all that apply)			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Limited English Proficiency
<input type="checkbox"/> 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.			

Have you filed this complaint with the Federal Transit Administration? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please provide information about a contact person at the Federal Transit Administration where the complaint was filed.	
Name:	Title:
Address:	Telephone:
Have you previously filed a Title VI complaint with this agency? <input type="checkbox"/> Yes <input type="checkbox"/> No	
You may attach any written materials or other information that you think is relevant to your complaint.	
Signature and date required below:	

Signature _____ Date _____

602.253.5000
TTY: 602.251.2039
valleymetro.org



Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Over the past three years, the following Title VI complaints were received relating to bus service in Chandler:

Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
168328	2/21/2012	Operator	Discrimination	Per information provided by customer and investigation conducted, correct operator could not be identified. No action could be taken.
176499	6/19/2012	Operator	Attitude (operator)	Video reviewed and no evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
183235	9/11/2012	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
201716	4/30/2013	Operator	Policy (operations)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
206884	7/1/2013	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
212885	9/5/2013	Unmapped Categories or Undefined Categories	Discrimination	Report of potential discrimination by a third party fare vendor. No action could be taken.
225989	1/28/2014	Operator	Discrimination	Video was requested; however, there was no recording available for the date and time of the reported incident. Therefore, there was insufficient evidence to determine if discrimination took place. No action could be taken.

Public Participation Plan

*City of Chandler
Public Participation
Plan*



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

As an agency receiving federal financial assistance, the City of Chandler made the following community outreach efforts over the past three years. Documentation on each of these public outreach efforts is included in *Attachment 1: Public Outreach Efforts*.

1. BUS SERVICE IMPROVEMENTS

When the State of Arizona restored transit funding to Arizona municipalities, the City of Chandler had the opportunity to make significant enhancements to its transit system. The City of Chandler solicited public feedback on potential enhancements by holding a public meeting (August 21, 2012) and requesting comments via an online survey and by telephone and email. There were also public feedback opportunities when the Chandler Transportation Commission and City Council considered these service enhancements.

2. PRICE ROAD BUS SERVICE

In conjunction with Valley Metro, the City of Chandler conducted public outreach on a proposed modification to Route 96 that resulted in a one-mile segment of the bus route being shifted approximately ½ mile west to Price Rd. Four bus stops were eliminated but 14 bus stops were added and new employment centers were served. Chandler Staff conducted in-depth ridership analysis to verify low usage of the 4 stops being eliminated. Chandler and Valley Metro held a public meeting (April 15, 2014) in Chandler where Chandler staff provided a presentation and led a discussion to gain public feedback. Valley Metro held a Title VI-Compliant Public Hearing as well. City of Chandler posted bilingual notices on bus stop signs notifying passengers of potential changes and providing information on public meetings and other means of providing feedback. Valley Metro provided on-board notices of potential changes and feedback opportunities. The City of Chandler and Valley Metro each accepted public comments online as well. There were also public feedback opportunities when the Chandler Transportation Commission and City Council considered this service change. The City of Chandler considered all this feedback (many more comments in favor of proposed changes than against proposed changes) before making the decision to implement this service change.

3. NON-ADA DIAL-A-RIDE FARE INCREASE

In 2013, the City of Chandler hosted a series of public meetings to gain resident feedback on proposed fare increases to non-ADA Dial-A-Ride. City staff gave presentations and led discussions at these meetings. Meetings were held on April 15, April 16 and April 17 at three different locations spread throughout the City. Additionally, on September 9, 2013, the City hosted a public meeting and gave a presentation to residents informing them of the fare changes and reservation policy changes that had been approved and were going to be implemented in the Fall. Valley Metro assisted with public outreach efforts by sending letters to non-ADA Dial-A-Ride passengers, informing them of proposed changes, and soliciting feedback.

4. MINOR SERVICE MODIFICATIONS

Chandler has worked with Valley Metro to gain public feedback on minor service changes such as making minor service enhancements. City of Chandler posts bilingual notices on bus stop signs notifying passengers of potential changes and providing information on public meetings and other means of providing feedback. Valley Metro provides on-board notices of potential changes and feedback opportunities.

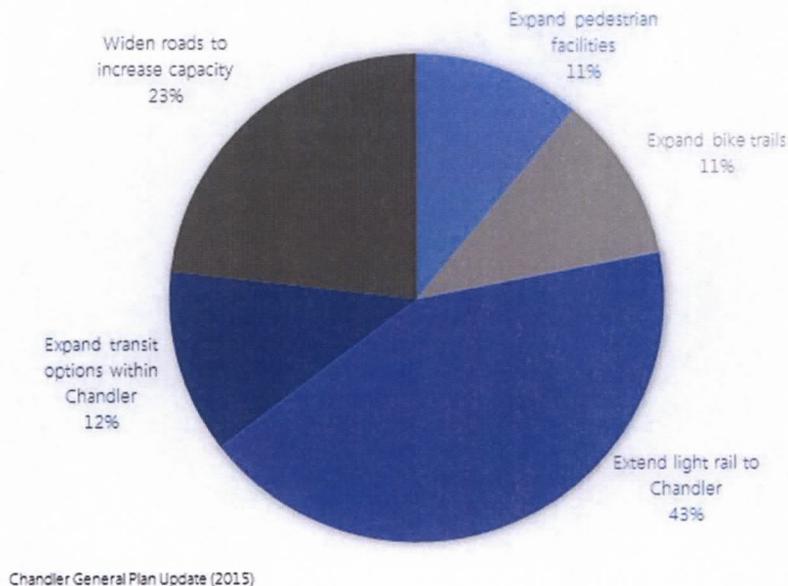
5. SOUTHEAST VALLEY TRANSIT SYSTEM STUDY

This regional study included a major public outreach effort, which included attendance at 23 events, coverage in local media, and social media outreach. Throughout the public outreach period, a survey was conducted. 1,170 people responded to the survey, including approximately 75 Chandler residents. Public feedback gained through the survey was an integral component of the formation of planning strategies and recommendations for future transit service in the region.

6. CHANDLER GENERAL PLAN UPDATE

The General Plan Update includes a major public outreach strategy. As a part of the public outreach, the General Plan Update has solicited and gained a high degree of public feedback on transportation and transit. The chart below shows the results of a survey conducted as part of the General Plan Update:

APRIL 2015 POLL RESULTS
WHAT WOULD YOUR TOP PRIORITY BE TO
IMPROVE CIRCULATION OVER THE NEXT DECADE?



Note: There were 82 respondents to this poll.

Additionally, regular ‘VisionFest’ public meetings have been held to gain public feedback. One meeting focused on the North Arizona Avenue Corridor and future high capacity transit.

7. BUS STOP CHANGES/ CLOSURES

The City of Chandler posts bilingual notices at bus stops for upcoming service changes, temporary stop closures, or bus stop relocations.

8. VALLEY METRO PUBLIC PARTICIPATION PLAN

As the operator for all Chandler funded transit service, Valley Metro plays an important role in the public outreach for transit planning and service changes in Chandler. The Valley Metro Public Participation Plan is attached.

Future Public Outreach Activities

In the upcoming year the City of Chandler will make the following community outreach efforts:

9. FIESTA DOWNTOWN CHANDLER TRANSIT CORRIDOR STUDY (FDCTCS)

The FDCTCS will analyze Arizona Avenue’s long-term potential as a high-capacity transit corridor, and will include near-, mid-, and long-term recommendations for transit and land use improvements to strengthen Arizona Avenue as a transit corridor.

Public involvement will be a critical component of the study. The project team has developed a Public Involvement Plan (included in Attachment 1). As a part of the public outreach, the study will do the following:

- Develop a list of stakeholders and hold one-on-one stakeholder meetings
- Engage community leaders
- Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)
- Conduct public meetings
- Conduct open houses
- Develop a web page and update throughout the course of the study
- Conduct online survey

10. CHANDLER GENERAL PLAN UPDATE

As the General Plan Update continues, the City will continue to gather public feedback, part of which will be focused on transit needs and long-term transit goals such as high-capacity transit.

11. OTHER OUTREACH

Additionally, as service changes are proposed, Chandler and/ or Valley Metro will conduct public outreach and hold public meetings to ensure public involvement is conducted before any changes are approved. Additionally, the City of Chandler will continue posting notices (in English and Spanish) at all bus stops for any actions that could affect service at that stop, including but not limited to: temporary stop closure, stop relocation, service change at affected stop, proposed service change at affected stop.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may include scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to Chandler or the Southeast Valley, the meeting or hearing is held within Chandler or the Southeast Valley.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near one or more transit routes.

Limited English Proficiency Plan

City of Chandler

Limited English Proficiency Plan



The City of Chandler has developed the following Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Chandler 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 Chandler’s extent of obligation to provide LEP services, the City of Chandler 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 Chandler service area who may be served or likely to encounter City of Chandler transit program, activities, or services;

According to the American Community Survey, 92.3% of Chandler residents speak English “very well”. Approximately 5.1% of Chandler’s population speaks Spanish and does not speak English “very well”. Approximately 2.7% of Chandler’s population speaks some other language and does not speak English “very well”.

City of Chandler Limited English Proficiency Population

	Estimate	Percent of Total
Total City of Chandler Population	221,800	100.0%
Speak only English	170,735	77.0%
Speak Spanish:	29,311	13.2%
Speak English "very well"	18,085	8.2%
Speak English less than "very well"	11,226	5.1%
Speak other languages:	21,754	9.8%
Speak English "very well"	15,782	7.1%
Speak English less than "very well"	5,972	2.7%

Source: American Community Survey, 2013 – 5-year sample

These statistics show that there is a considerable amount of Spanish-speaking residents in Chandler that do not speak English “very well”. While there are some speakers of other languages that do not speak English “very well”, the combined number of all other languages is much less than Spanish speakers, indicating a much more significant need for

communication in English and Spanish and little communication needed in all other languages.

Valley Metro’s Language Assistance Plan (Attachment 2) provides a broader and more in-depth analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit services are residents of other cities in the Phoenix metro area.

- 2) The frequency with which LEP individuals come in contact with City of Chandler transit services;

Approximately 4.7% of all workers speak Spanish but do not speak English very well. Approximately 2.6% of all workers speak some other language but do not speak English very well. However, only a small portion of these people rely on public transportation to get to work. Only 1.5% of Spanish speakers that don’t speak English “very well” utilize public transportation for their work commute. Only 0.4% of speakers of other languages that don’t speak English “very well” take public transportation to work. Of all workers that utilize public transportation to get to work, 6.5% are Spanish speakers that do not speak English “very well”, and 0.9% of public transportation users speak another language and do not speak English “very well”.

LEP Among Public Transportation Commuters in Chandler

	Estimate	Percent of Total Workers	Percent of Public Transportation Commuters
Total Workers in Chandler	120,470	100.0%	NA
Commuter by Public Transportation	1,347	1.1%	100.0%
Speak only English	1,017	0.8%	75.5%
Speak Spanish:	144	0.1%	10.7%
Speak English "very well"	56	0.0%	4.2%
Speak English less than "very well"	88	0.1%	6.5%
Speak other languages:	186	0.2%	13.8%
Speak English "very well"	174	0.1%	12.9%
Speak English less than "very well"	12	0.0%	0.9%

Source: American Community Survey, 2013 – 5-year sample

These results show a small but relevant Spanish-speaking population that uses the public transit system in Chandler that may need communication in Spanish. The number of speakers of other languages using the transit system is very low, indicating little need to provide communications in other languages.

Additionally, Valley Metro's Language Assistance Plan (Attachment 2) provides a broader analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit service are residents of other cities in the Phoenix metro area.

- 3) The nature and importance of the program, activities or services provided by the City of Chandler transit to the LEP population; and

The transit system is important to the LEP population, and communications regarding the transit system is equally important.

For this factor of the 4-factor analysis, Chandler is relying Valley Metro's analysis. See Attachment 2, Valley Metro Language Assistance Plan.

- 4) The resources available and overall costs to provide LEP assistance.

The City of Chandler funds transit service, which is operated by Valley Metro. Since Valley Metro is the sole operator of Chandler bus service, Chandler relies on Valley Metro to conduct the majority of communications with passengers of Chandler-funded bus service. Thus, the majority of the resources and costs associated with this outreach are outlined in Valley Metro's Language Assistance Plan (Attachment 2).

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.

The City of Chandler has multiple bilingual employees, including an employee in the Transit Services Division, that can assist Spanish-speaking residents. All notices posted at bus stops are in English and Spanish. When the City holds public meetings relating to transit, the City posts an advertisement in the local Spanish newspaper. Additionally, the City has bilingual staff available at the meeting.

Valley Metro is the operator for all Chandler-funded transit services, and thus, the City of Chandler relies on Valley Metro's assistance in reaching out to LEP individuals. See Attachment 2: Valley Metro Language Assistance Plan.

Non-elected Committees Membership Table

A subrecipient 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.

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

Body	Non-Hispanic White	Hispanic/Latino	African American	Asian American	American Indian	Hawaiian/Pacific Islander	Non-Disclosed
City of Chandler Population	61.7%	21.9%	4.5%	8.1%	1.2%	0.2%	NA
Transportation Commission	71.4%	0%	14.3%	0%	0%	0%	14.3%

Chandler Population Source: 2010 Census

City Staff has established a Board and Commission Recruitment Plan outlining the City’s approach to fill vacancies on the City’s various Boards and Commissions, including the Transportation Commission. This Plan specifies that the City’s outreach messages will include a statement that “Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community”. Additionally, the Plan indicates that the City will advertise in Asian and Hispanic periodicals.

Although the Board and Commission Recruitment Plan is subject to amendment, the current version (as of September 2015) of the plan is provided in Attachment 3.

Monitoring for Subrecipient Title VI Compliance

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

Title VI Facility Equity Analysis

Since the City's last Title VI Program Update (2012), the City of Chandler has not constructed any facilities that meet the criteria for a facilities equity analysis.

Board Approval for the Title VI Program

The City of Chandler Transportation Commission recommended approval of Chandler's Title VI Program on September 17, 2015.

The Chandler City Council will take action on Chandler's Title VI Program on October 22, 2015.



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Attachment 1: Public Outreach Efforts





Attachment 2: Valley Metro Language Assistance Plan





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Attachment 3: Board and Commission Recruitment Plan



Board and Commission Recruitment Plan

9/10/15

- Once each year (preferable December or January) a message is placed in City Scope encouraging residents to apply for a spot on a City Board or Commission with information on how to apply. The message will include a statement that Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community.
- That same message will be posted on the Citizens' guide to Board and Commissions that is posted on the website.
- City routinely posts opportunities for Board and Commission openings through Social Media.
- Work with PIO's on a plan to highlight a "Board of the Month" discussing the role of the Board and its make-up. This could be posted in the newsroom, on the website, in our advertising, etc.
- Once each year, the City will place advertising in ethnic media publications to include the Informant, Asian Times, La Voz, etc.
- City will continue to recognize the efforts of its commission members through a celebratory reception every other year in the spring.
- City Clerk's office will occasionally have a table at events where the general public assemble to provide information Board and Commissions and to encourage residents to apply. These events could include Listening Tours, Chamber Leadership Class, HOA and Traditional Academies, Teen Leadership Academy, Mayor's Health Expo, Multicultural Festival, cultural events, etc. This could also be staffed by Mayor and Council office staff.
- Departments are encouraged to provide the public with information regarding Boards and Commissions at events that they attend.
- City staff will share with current boards openings on other Board and Commissions for assistance with recruitment.