Title VI Implementation Plan for Transit Services

2018 -2021 Update

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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, 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 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.

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Joshua Wright, 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, 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 Chandler.

For more information on the City of Chandler's civil rights program, and the procedures to file a complaint, contact Sasha Pachito at 480-782-3440, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email sasha.pachito@chandleraz.gov; or visit our administrative office at 175 S. Arizona Ave. 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: Sasha Pachito, 480-782-3440

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. El nivel y la calidad de servicios de transporte serán provistos 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 Sasha Pachito, 480-782-3440, (las personas con discapacidades auditivas puedan marcar 7-1-1); o visite nuestra oficina administrativa en 175 S. Arizona Ave. 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 has been posted in the following locations: Chandler City Hall, 175 S. Arizona Ave.; 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 that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any 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).

Valley Metro's Title VI Complaint Form is located at the website:
https://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

Procedures for Tracking and Investigating Title VI Complaints

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 requested 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 valid, invalid, or undeterminable. 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.

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 Compliant

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.

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

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.

Procedimientos de Quejas del Título VI

¿Qué es el Título VI?

El Título VI es una sección del Decreto de los Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos deberá, basándose en su raza, color u origen nacional, ser excluida de participar en, ser denegada de los beneficios de, o verse sujeta a discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal."

¿Cómo registro una queja?

Cualquier persona que crea que ha sido excluida de la participación en, se le hayan denegado los beneficios de, o de otra manera se haya visto sujeta a discriminación ilegal bajo cualquier servicio, programa o actividad de Valley Metro o de la Ciudad de Phoenix, y crea que la discriminación se basa en raza, color u origen nacional, puede registrar una queja formal con el Servicio al Cliente de Valley Metro o directamente con la Ciudad de Phoenix. Esta protección antidiscriminatoria también se extiende a las actividades y los programas de los contratistas terceros Proveedores de Servicios de Transporte (TSP por sus siglas en inglés) de Valley Metro y la Ciudad de Phoenix. Valley Metro y la Ciudad de Phoenix usan el Sistema de Asistencia al Cliente (CAS por sus siglas en inglés) para capturar todas las quejas recibidas por el sistema regional de transporte. Cualquier queja de este tipo debe registrarse dentro de los 180 días del presunto acto discriminatorio (o de la última vez que haya ocurrido).

Para enviar una queja en línea, llene la forma de quejas en línea en el siguiente enlace: www.valleymetro.org/form/title-vi-complaint-form

Las quejas también se pueden registrar por escrito usando la forma de quejas del Título VI, ó llamando a Servicio al Cliente al (602) 253-5000, TTY: (602) 251-2039. Las formas llenas y firmadas se deben enviar por correo postal a:

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

La forma de la queja se encuentra en nuestro sitio web: https://www.valleymetro.org/about/civil-rights

Para registrar una queja directamente con la Ciudad de Phoenix:

Attention: Title VI Coordinator
City of Phoenix Public Transit Department 302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003

Correo electrónico: PHXTransitEO@phoenix.gov Teléfono: (602) 262-7242
https://www.phoenix.gov/publictransit/title-vi-notice

Los individuos también pueden registrar quejas directamente con la Administración Federal de Transporte (FTA por sus siglas en inglés) dentro de un período de tiempo de 180 días:

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

Servicio al Cliente

Las quejas recibidas por los representantes de Servicio al Cliente de Valley Metro o por el Coordinador del Título VI de la Ciudad de Phoenix serán documentadas y asignadas al Proveedor de Servicios de Transporte (TSP por sus siglas en inglés) (operador o administrador del servicio) apropiado responsable de la investigación en conformidad con los estándares federales (28 CFR Parte 35 y Circular 4702.1B de la administración FTA). El proveedor TSP tiene 30 días para investigar cada queja. Si se necesita más información para resolver el caso, el proveedor TSP puede ponerse en contacto con el/la reclamante y solicitar información adicional. Los reclamantes deben proporcionar la información adicional dentro de los 10 días posteriores a la solicitud o la queja puede considerarse indeterminable y se cerrará administrativamente. Los casos también se pueden cerrar administrativamente si un/a reclamante informa a Valley Metro o a la Ciudad de Phoenix que ya no desea continuar con la queja. Las solicitudes para cerrar una queja se pueden hacer por teléfono, por correo electrónico o por escrito (vea arriba la información de contacto). Las quejas se pueden cerrar administrativamente si el/la reclamante falle en responder.

Después de la investigación, todas las quejas deberán ser concluidas con una determinación ingresada al sistema CAS. La entrada de la determinación deberá indicar que la investigación determinó que la queja era válida[1], inválida[2] ó indeterminable[3]. Si la investigación determina que las presuntas infracciones de la queja bajo el Título VI de discriminación por raza, color u origen nacional son válidas, se deberá proveer al/la reclamante una resolución correctiva detallada para remediar la situación. Si los resultados de la investigación determinan que no hubo una presunta discriminación bajo el Título VI basada en raza, color u origen nacional, el caso se cerrará. El/la reclamante deberá ser notificado/a de los resultados de la investigación en la forma identificada (correo electrónico o teléfono). Un/a reclamante puede apelar la decisión dentro de los 60 días siguientes a la notificación de los resultados de la investigación. Las apelaciones se deben enviar a Valley Metro o a la Ciudad de Phoenix.

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

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

[1] Válida: basadas en los hechos, vinculante, aceptable, ejecutable

[2] Inválida: nula e inválida, inaceptable, inejecutable

[3] Indeterminable: incapaz de llegar a una decisión, asentada, o solucionada; no es determinable

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

Solicitando Información

Nota: Para solicitar información en formatos alternativos, por favor comuníquese con Servicio al Cliente en csr@valleymetro.org o por teléfono: (602) 253-5000 ó con la Ciudad de Phoenix al (602) 262-7242, TTY: (602) 251-2039

Rastreando Una Queja del Título VI

A medida que se van recibiendo las quejas, éstas son ingresadas al sistema CAS. Dentro de 24 a 48 horas de registrar la queja, el administrador CSA de Valley Metro asigna la queja al proveedor TSP apropiado para su investigación y documentación.

El proveedor TSP tiene 30 días para completar su investigación, incluyendo la obtención de la información adicional necesaria del/la reclamante para investigar o para resolver el caso. El investigador seguirá el proceso de quejas, y una vez que concluya la investigación, la resolución del caso se documentará en el sistema CAS.

El sistema CAS está programado para notificarle al administrador CSA si una queja no ha sido contestada dentro del plazo requerido. Tras la notificación del sistema, el administrador CSA enviará un aviso de recordatorio al proveedor TSP correspondiente de que el caso aún no se ha resuelto o cerrado.

Una vez resuelto el caso, el/la reclamante recibirá una respuesta en la forma identificada.

Valley Metro y la Ciudad de Phoenix monitorean el proceso mensualmente para asegurar que las quejas del Título VI se investiguen a fondo, se documenten adecuadamente, y se le conteste al/la respondiente de la manera solicitada. En caso de que se encuentre un error, Valley Metro y/o la Ciudad de Phoenix trabajarán con el administrador CSA y el proveedor TSP apropiado para volver a abrir la queja para una investigación adicional hasta su resolución o finalización.

Investigando Una Queja del Título VI

Cada reporte de investigación documentado del Título VI debe abordar cada uno de los “Cinco Pasos de Investigaciones Federales” que se encuentran en 28 CFR, Parte 35 y la Circular 4702.IA de la administración FTA. Los siete pasos son:

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

PASO DOS: Entrevistas y recolecciones de los hechos.

- El proveedor TSP identifica a los respondientes a ser entrevistados, si es necesario.

- El proveedor TSP entrevista a los respondientes identificados y documenta los detalles de las entrevistas en el sistema CAS.
- Se investiga cada “asunto” (indicado en la declaración de asuntos que se indica en el paso uno).
- Se separan los hechos de las opiniones.

El/la “respondiente” no se limita al/la conductor/a del vehículo de transporte. El/la “respondiente” se define como cualquier fuente de información que pueda contribuir a la investigación, tal como:

- Reclamante
- Conductor/a
- Reportes de radio/despacho/OCC
- Personal de mantenimiento
- Personal de Transporte de la Ciudad
- Testigos
- Otros empleados de transporte

El proveedor TSP identifica, recopila, y revisa otra información y/o documentos que provean los hechos para la investigación. Cualquier información aplicable se debe documentar en el Sistema CAS. Los documentos por revisar pueden incluir:

- Software y programas de rastreo GPS
- Registros de mantenimiento
- Reportes de observador “Spotter”
- Grabaciones de video (cámara) y/o audio
- Tarjetas de cortesía
- Reportes de incidentes (supervisor, policía de transporte, inspectores de pasajes/seguridad)
- Historial de la ruta
- Otros documentos que el proveedor TSP considere apropiados

PASO TRES: El proveedor TSP documenta las regulaciones, reglas, normas, y procedimientos pertinentes que sean aplicables a la investigación en el sistema CAS bajo el número de caso asignado.

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

- Requerimientos del Título VI
- Reglas y procedimientos de la compañía
- Normas y estándares de servicio de Valley Metro y la Ciudad de Phoenix
- Requerimientos contractuales

PASO CUATRO: Determinación de la queja.

- El proveedor TSP compara cada hecho de “hallazgos de hechos” con la lista de regulaciones, reglas, etc.
- El proveedor TSP hace una determinación basada en hechos de la/s presunta/s infracción/es.

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

- El proveedor TSP describe las acciones correctivas específicas para cada infracción que haya sido encontrada
- El proveedor TSP documenta la acción de seguimiento, si es aplicable
- El proveedor TSP documenta la resolución de la queja en el sistema CAS

Resolución/es de Quejas del Proveedor TSP:

- Debe incluir resoluciones específicas a las quejas para cada infracción válida anotada.
- Documentar un plan de acción de seguimiento, cuando sea aplicable.
- Si no se encuentran infracciones válidas, anotar las normas, los procedimientos, etc. revisados durante la investigación y con el/la conductor/a de transporte.
- La información documentada de la queja siempre debe incluir las iniciales del personal, el título, y las fechas.

Respuesta al/la Cliente

El proveedor TSP le contestará al/la Cliente de la manera identificada y documentará la respuesta provista en el sistema CAS bajo el número de caso asignado.

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_____

City of Phoenix | VALLEY METRO

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_____

City of Phoenix | VALLEY METRO

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)				
3)				
4)				
5)				

☒ The City of Chandler has not had any Title VI complaints, investigations, or lawsuits in 2018-2021.

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. Example documentation of some of these public outreach efforts is included in *Attachment 1: Public Outreach Efforts*.

1. OCTOBER 2019 SERVICE CHANGES

Route 104 was changed to add additional weekday night service.

2. APRIL 2020 SERVICE CHANGES

The City of Chandler modified Route 542 to better serve riders. Public Outreach was done, and the majority of respondents were in favor of the route changes.

Due to the COVID Pandemic, there were services changes to Express Routes 521 and 542.

3. OCTOBER 2020 SERVICE CHANGES

Restored half of the COVID eliminated services on Routes 541 and 542.

4. COVID CHANGES

Several changes were made due to the COVID Pandemic. These changes were initiated by Valley Metro. The City of Chandler posted notices at stops. Some of these changes included:

- *Face Masks*
- *Backdoor boardings*
- *Enhanced vehicle cleaning*

5. OTHER BUS SERVICE CHANGES

With any proposed bus service change, Valley Metro conducts a thorough public outreach process, including multiple public meetings and a public hearing. Please see the Valley Metro Public Participation Plan for more details on Valley Metro's public outreach process. Additionally, Chandler staff assists with the process by conducting rider surveys for major service changes and by posting notices on bus stops.

6. 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. Please see the Valley Metro 2021 Title VI Program to see the full Valley Metro Public Participation Plan.

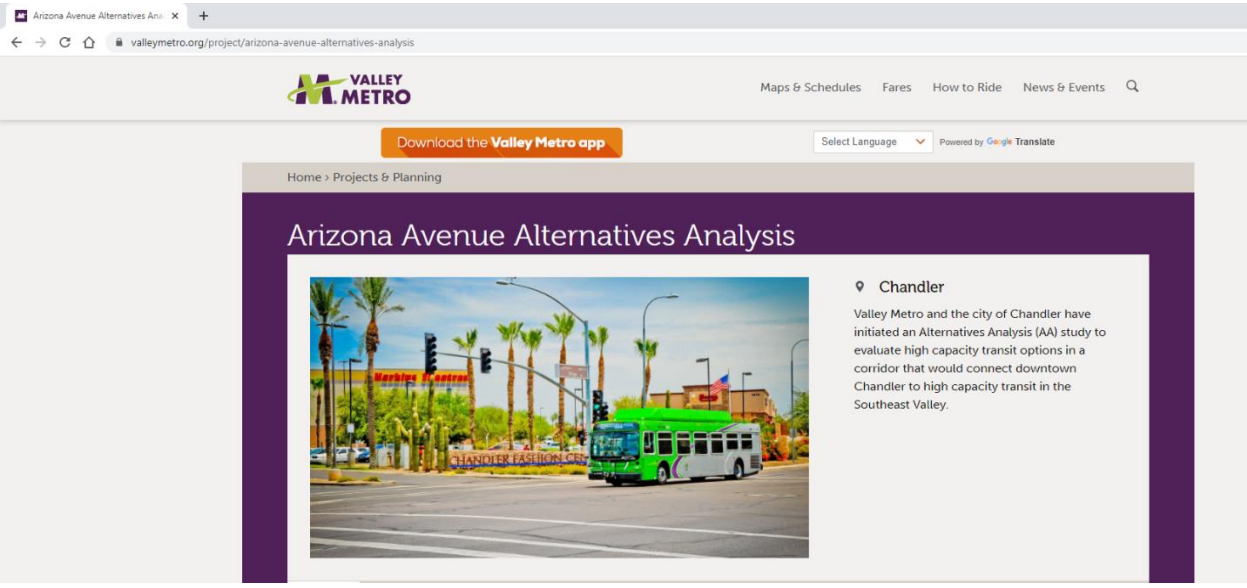
7. ARIZONA AVENUE ALTERNATIVES ANALYSIS (AAAA)

The AAAA analyzed Arizona Avenue's long-term potential as a high-capacity transit corridor and will include recommendations for transit and land use improvements to strengthen Arizona Avenue as a transit corridor. This study was completed in June 2021.

As a part of the public outreach, the study incorporated the following in the Public Involvement Plan:

- *Develop a list of stakeholders and hold stakeholder meetings*
- *Engage community leaders*
- *Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)*
- *Conduct public meetings/ open houses*
- *Develop a web page and update throughout the course of the study*
- *Conduct online survey*
- *Email notifications of study materials*
- *Development of a study stakeholder database to keep contact information and communication records.*

AAAA Website:



8. <u>TRANSPORTATION MASTER PLAN UPDATE</u>

The City's Transportation Master Plan update began in 2019. The City updated plans for roadways, bike and pedestrian infrastructure, public transit, and emerging transportation technologies. As a part of the update, an extensive public outreach process was developed and implemented.

As a part of the public outreach, the study incorporated the following:

- *Develop a list of stakeholders and hold stakeholder meetings*
- *Engage community leaders*

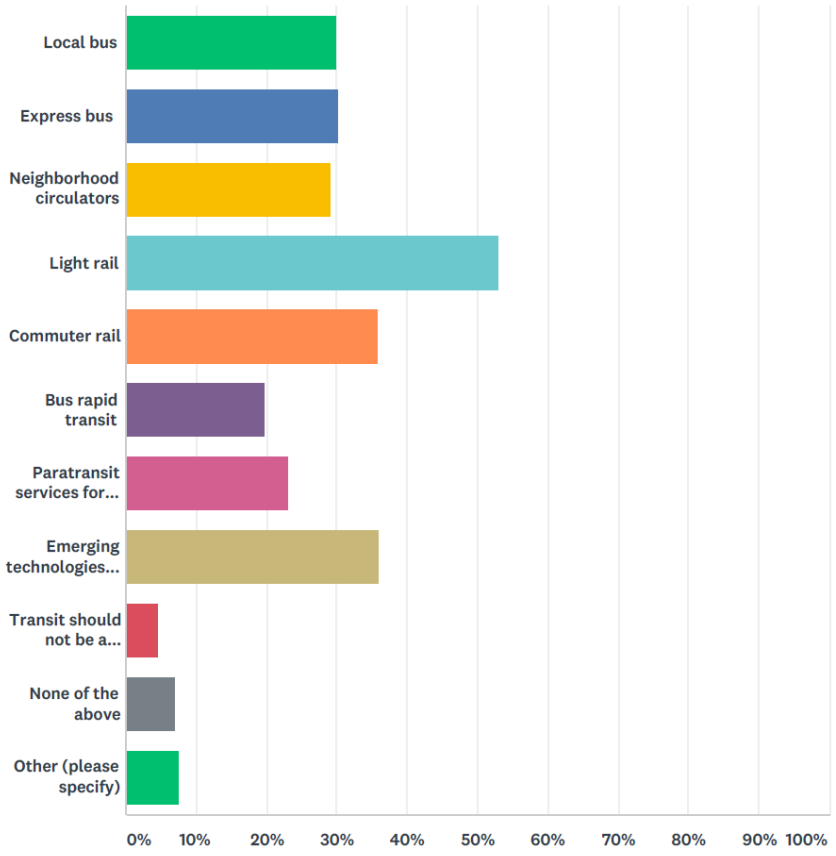
- *Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)*
- *Conduct public meetings/ open houses*
- *Develop a web page and update throughout the course of the study*
- *Conduct online survey*

Example of public outreach efforts can be found in Appendix 1. The online survey included questions on transit, for example:

Chandler Transportation Master Plan 2019 Update

Q17 Thinking of longer-term transit improvements, what transit mode(s) should the City prioritize in the future? (Please select up to 4 responses only)

Answered: 937 Skipped: 138



9. <u>PRICE ROAD FLEXIBLE TRANSIT STUDY</u>

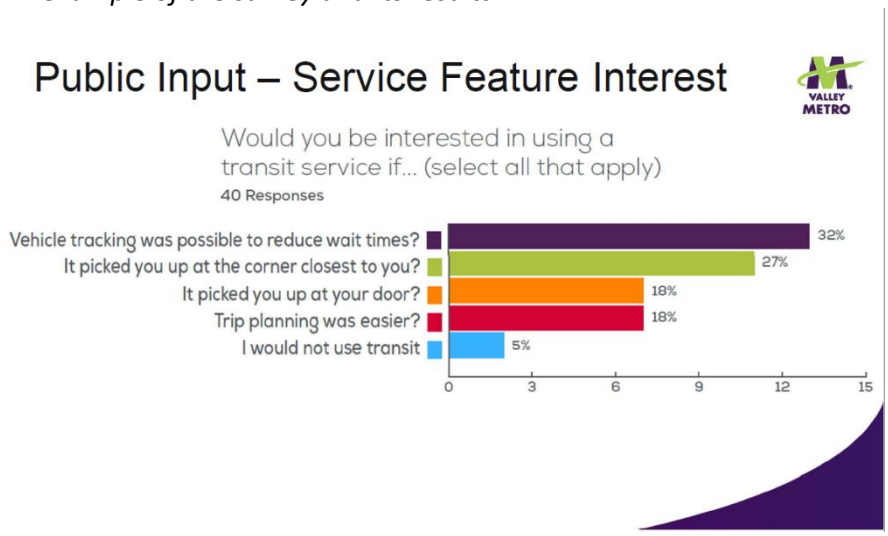
The Price Road Flexible Transit study was completed in November 2021. This study formed the foundation of recommendations for flexible transit options, namely, microtransit. As a part of the study, an extensive public outreach process was developed and implemented.

As a part of the public outreach, the study incorporated the following:

- *Online public meetings*
- *Online surveys, online comment maps, and phone and email contact with community outreach staff.*
- *Social media outreach through Facebook and NextDoor apps.*

An example of a Facebook post that invited individuals to an online public meeting:

An example of the survey and its results:



10. <u>OTHER OUTREACH</u>

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.

Some of these notices include:

- *Annual City of Chandler Parade of Lights, RT 112 and RT 156 Detour*
- *COVID Route Changes to RT 541 and RT 542*
- *COVID Mask Policy notice*
- *RT 81 Route Detour due to Chandler Transit Center re-paving*

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 at least one public meeting in a series is located near one or more transit routes.

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, 96.6% of Chandler households are not considered a Limited English Speaking Household. Approximately 1.8% of Chandler's population speaks Spanish and is considered a Limited English Speaking Household. Approximately 1.6% of Chandler's population speaks some other language and is considered a Limited English Speaking Household.

City of Chandler Limited English Proficiency Population

	Estimate	Percent of Total
Total City of Chandler Households	91,216	100.0%
Speak English	66,758	73.2%
Speak Spanish:	11,983	13.1%
Non-Limited English Speaking Household	10,324	11.3%
Limited English Speaking Household	1,659	1.8%
Speak other languages:	12,475	13.7%
Non-Limited English Speaking Household	10,998	12.1%
Limited English Speaking Household	1,477	1.6%

Source: U.S. Census Bureau, 2019: American Community Survey 5- year Estimate

These statistics show that there is a considerable small but somewhat significant number of Spanish speaking households that are considered to have limited English proficiency. While there are some speakers of other languages that have limited English proficiency, the combined number of all other

languages is less than that of Spanish speakers, indicating a much more significant need for communication in English and Spanish than other languages.

Valley Metro's Language Assistance Plan within the Valley Metro 2021 Title VI Program 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 7.6% of all workers speak a language other than English but do not speak English very well. Approximately 1.6% of public transportation commuters 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	136,300	100.0%	NA
Commuted by Public Transportation	1,607	1.2%	100.00%
Speak only English	1,207	77.8%	75.1%
Speak Other Language:	326	24.9%	20.3%
Speak English "very well"	300	17.3%	18.7%
Speak English less than "very well"	26	7.6%	1.6%

Source: U.S. Census Bureau, 2019: American Community Survey 5- year Estimate

These results show a small proportion of public transportation users that speak another language while speaking English less than "very well". Given the fairly high proportion of Spanish speakers in Chandler overall that speak English less than "very well", however, there may still be a need to provide Spanish language communications for Chandler residents and public transportation users.

Additionally, Valley Metro's Language Assistance Plan 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 on Valley Metro's analysis. Please see the Valley Metro 2021 Title VI Program to see the Valley Metro analysis.

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.

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 Transportation Policy 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. Please see the Valley Metro 2021 Title VI Program to see the full Valley Metro Language Assistance Plan.

Safe Harbor Provision

The City of Chandler 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 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	2 or more Races	Other	Non-Disclosed
City of Chandler Population	57.2%	19.1%	5.3%	11.7%	2.1%	0%	2.1%	0.5%	0%
Transportation Commission	85.7%	0%	14.30%	0%	0%	0%	0%	0%	0%

Chandler Population Source: U.S. Census Bureau, 2019 American Community Survey 1 Year Estimates

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 August 2018) of the plan is provided in Attachment 2.

Monitoring for Subrecipient Title VI Compliance

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

Title VI Facility 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.

The City of Chandler has no current or anticipated plans to develop new transit facilities covered by these requirements. Since the City’s last Title VI Program Update (2015), the City of Chandler has not constructed any facilities that meet the criteria for a facilities equity analysis.

Regional System Wide Standards and Policies

The City of Chandler worked with Valley Metro and other cities in developing regional Transit Standards and Performance Measures (TSPM). The regional TSPM specifies a minimum service level to be provided by regional bus service, including span of operation, service frequency, and bus stop spacing. Additionally, the TSPM specifies performance measures that each bus route should aim to achieve, including passenger boardings, fare recovery, and on-time performance. Services not meeting performance measures or greatly exceeding performance measures are closely monitored to determine if improvements or expanded services are needed. The TSPM also lays out guidelines for establishing new service, including the establishment of criteria to determine prioritization of fleet distribution for new transit services. TSPM criteria for new and existing service place an emphasis on first providing service to 'transit-dependent' population – households with one or zero automobiles and households below the poverty line.

The complete TSPM can be found at https://www.valleymetro.org/transit-standards-and-performance-measures

Distribution of Transit Amenities

Transit Amenities refer to fixed items of comfort and convenience available to the general riding public such as shelter placement, lighting at the bus stop, signage, benches, and trash can placement. The City of Chandler is responsible for the provision, monitoring and maintenance of shelters, bus stop signs, benches and other amenities located in Chandler. The following sections briefly summarize the City's policies or standards that govern the deployment of amenities on the City's transit system. Chandler policy is to review and ensure amenities are placed within the City without regard to race, color, national origin, or income considerations.

The City of Chandler currently owns approximately 380 bus stops with nearly 80% of those have shaded structures as part of the bus stop features. An additional 15% of bus stops have seating without a shade structure. Many of the City's bus stops without shade structures have nearby trees that provide some shade.

The City of Chandler also has a program that incorporates advertising kiosks in the bus stop shelter design at certain locations based on third-party advertising vendor determinations of market. Those advertising revenues paid to the City go back into the transit program and pay for things such as bus stop cleaning and maintenance, replacement of aging bus stop infrastructure, and provision of new amenities at bus stops.

General Bus Stop Placement and Amenity Considerations

- Understand the physical requirements of buses

    - Adequate curb space for ADA and mobility device ramp operations
    - Adequate sidewalk clearance for pedestrian and bicycle traffic on sidewalk
- Bus stops located by ¼-mile spacing
    - Mid-block stops are located near local street intersections for ease of crossing the street safely
    - Major arterial intersection bus stops are located far-side of the intersection for traffic flow purposes
    - Bus bays (or bus pullouts) are located far-side of the intersection when possible, based on available right-of-way and the number of lanes of traffic
    - Bus stops are located in higher visibility areas at locations that minimize safety hazards at driveways, visibility for adjacent properties, and facilitate the transfer to cross routes.
- Bus stop amenities historically have been prioritized by ridership. When right-of-way exists and physical conditions permit, high and moderate ridership bus stops will have shade structures and other amenities.
    - All bus stops and amenities must comply with the ADA compliance and accessibility requirements.
    - Signage – All bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information.
    - Schedules – All bus stops with shade structures include bus schedules. Additionally, many bus stops without amenities include bus schedules.
    - Benches – Ridership figures are used to determine seating requirements while the built environment often dictates seating options.
    - Trash Can Placement – Trash cans are placed at all sheltered bus stops and some bus stops with benches as needed.
- Bus stop placement, amenities and upgrades must consider ADA compliance and accessibility requirements.
- ADA considerations are a major factor in the City's bus stop maintenance program. Since November 2018, Chandler has brought 50 bus stops up to compliance.
- Recent trends in the increasing homeless population have made bus stops a common location for homeless encampments and general use. The City has strived to create a comfortable environment for transit users while addressing the homeless use of the bus stop in a compassionate manner.
- Related to the provision of bus stop amenities is increasing occurrence of vandalism. Gang tagging, trash, damage to amenities, and the destroying of lighting are common at

our bus stops. The City has a dedicated cleaning, maintenance, and repair program for all bus stops. A significant portion of that budget addresses the ongoing upkeep of the existing bus stops in order to maintain a certain level of security, comfort, and cleanliness.

Bus Shelter Designs

Chandler staff and its contractor have worked to create a variety of bus shelter designs and sizes to accommodate a varying degree of ridership and site conditions.

- Transfer locations – Where space permits, Chandler installs its large bus shelter design at locations where passengers transfer from one bus route to another. At these locations, it is typical for five or more passengers to be waiting for the bus at the same time. As a result, a larger shade structure with more seating is needed in order to assure that a large number of passengers can simultaneously benefit from the amenities.

Typical Large Shelter

- Other bus stops – The City installs large or medium sized bus shelters at other high and medium use bus stops. Chandler places smaller shelters at low to moderate use bus stops. At all bus stops with shelters, the City strives to install a shelter that will provide shade throughout most of the day. This is achieved by placing seating on each side of a middle shade screen or on the north side of a rear shade screen. Chandler staff is currently working with its contractor to develop a lower-cost, small bus shelter that will provide shade from every angle while discouraging sleeping at bus stops.

Small Shelter Example

Typical Medium Shelter

Service and Fare Changes

Service Changes

The City of Chandler made changes to the following routes since the last Title VI update:

> **Route 104 Alma School Road** – Added weekday night service.
> **Route 541 Express –** Route was reduced by 50% in service due to COVID.
> **Route 542 Express** – Adding one round trip in October 2018, providing a total of 8 round trips to/ from downtown Phoenix. In October 2020, route was reduced by 50% in service due to COVID.

All service changes that equate to a change of greater than 25% of the route's existing service levels are evaluated to determine whether these changes have a discriminatory impact. Valley Metro conducts Title VI analysis on these service changes on behalf of the City of Chandler. Additionally, public meetings and public hearings are held to gather public feedback on these changes.

Please see the Valley Metro 2021 Title VI Program for more details on this Title VI analysis.

Fare Changes

There have been no fare changes since this Title VI Program was last updated. Any future fare changes will need to follow the public outreach and equity analysis as outlined in Valley Metro's 2021 Title VI Program.

Please see the Valley Metro 2021 Title VI Program for more details on Title VI analysis related to fare changes.

Board Approval for the Title VI Program

The City of Chandler Transportation Commission will take action on Chandler's Title VI Program on January 19, 2022.

The Chandler City Council will take action on Chandler's Title VI Program on February 10, 2022.

Placeholder for Resolution 5194

Attachment 1: Public Outreach Efforts

CHANDLER
arizona
Community of Innovation

SERVICE CHANGES

Effective October 28

Los cambios comienzan el 28 de octubre

Route 40–Main St
Route 77–Baseline Rd
Route 104–Alma School Rd
Route 136–Gilbert Rd

Route 40-Modify short trips to serve new light rail end of line at Gilbert Rd/Main St Transit Center instead of Mesa Dr/Main St station.

Ruta 40-Modificar los viajes cortos para proveer servicio a la nueva terminal de la línea del tren ligero en el Centro de Transporte Gilbert Rd/Main St en lugar de en la estación en Mesa Dr/Main St.

Route 77-In Mesa, improve Saturday frequency and add Sunday service to match Saturday. Add one additional westbound weeknight trip.

Ruta 77-En Mesa, mejorar la frecuencia los sábados y agregar servicio los domingos para igualar a los sábados. Agregar un viaje adicional hacia el oeste por la noche entre semana.

Route 104-In Mesa, extend weekday span. Improve Saturday frequency and span. Add Sunday service to match Saturday. In Chandler, add weekday night service.

Ruta 104-En Mesa, extender el servicio entre semana. Mejorar la frecuencia y el servicio los sábados. Agregar servicio los domingos para igualar el nivel de los sábados. En Chandler, agregar servicio nocturno entre semana.

Route 136-In Mesa, extend weekday span. Improve Saturday frequency and span. Add Sunday service to match Saturday.

Ruta 136-En Mesa, extender el servicio entre semana. Mejorar la frecuencia y el servicio los sábados. Agregar servicio los domingos para igualar el nivel de los sábados.

#vmservice

valleymetro.org/servicechanges
602.253.5000
TTY 602.251.2039

VALLEY METRO

{In Archive} Proposed April 2020 Express 542
Myers, Destry to: Crampton, Jason 12/04/2019 03:12 PM
Cc: "Gregory, Joseph"
History:
This message has been replied to.
Archive: This message is being viewed in an archive.

1 Attachment

Chandler_542.ptt

Jason,

Attached is the proposed April 2020 express 542 public timetable, please review and provide feedback by Monday, December 16.

Route 542–Chandler Express

- **Modify inbound and outbound trip times to better serve riders.**

Proposed Schedule

Existing AM	Existing PM	Proposed AM (Same)	Proposed PM
5:55	3:25	5:55	3:25
6:10	3:35	6:10	3:35
6:25	3:58	6:25	3:45
6:40	4:18	6:40	4:00
6:55	4:30	6:55	4:20
7:10	4:45	7:10	4:40
7:25	5:00	7:25	5:00
7:40	5:19	7:40	5:20

11

Destry Myers
Planner III
602-523-6046
dmyers@valleymetro.org

Additional April Service Change Proposals

Schedule Changes

- Route 542 - Chandler Express: Change inbound and outbound trip times to better serve riders

  In Favor: 91% *Opposed: 9%* *Respondents: 120*

- Peoria on the Go Circulator: Revisit schedule and run times

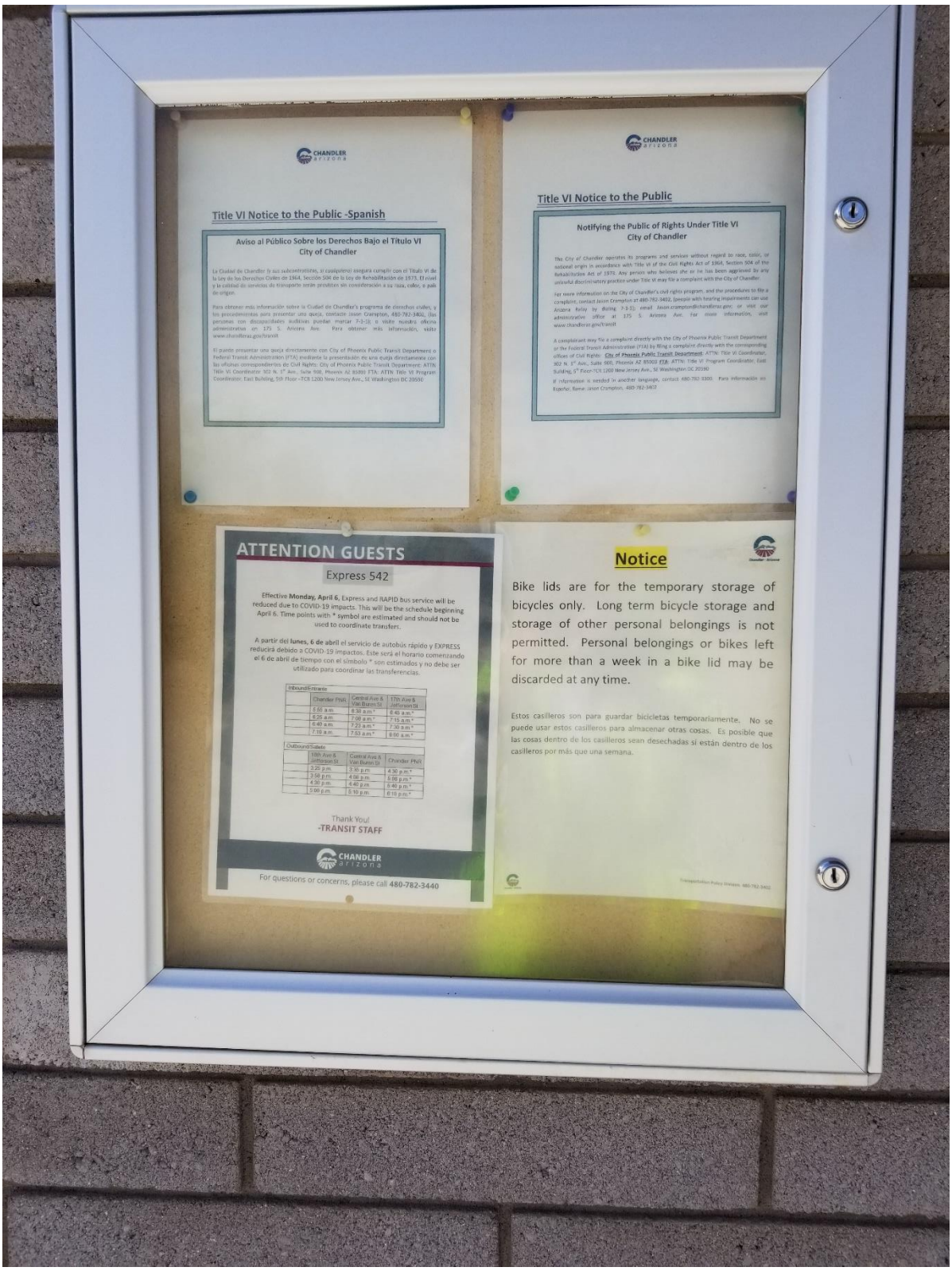
  In Favor: 94% *Opposed: 6%* *Respondents: 128*

Alignment Changes

- Route 96 - Dobson Road: Permanently change routing to serve inside Sycamore Transit Center

  In Favor: 89% *Opposed: 11%* *Respondents: 125*

12



Appendix A – Public Outreach Efforts

ATTENTION GUESTS

Express 542

Effective **Monday, April 6**, Express and RAPID bus service will be reduced due to COVID-19 impacts. This will be the schedule beginning April 6. Time points with * symbol are estimated and should not be used to coordinate transfers.

A partir del **lunes, 6 de abril** el servicio de autobús rápido y EXPRESS reducirá debido a COVID-19 impactos. Este será el horario comenzando el 6 de abril de tiempo con el símbolo * son estimados y no debe ser utilizado para coordinar las transferencias.

Inbound/Entrante			
	Chandler PNR	Central Ave & Van Buren St	17th Ave & Jefferson St
	5:55 a.m.	6:38 a.m.*	6:45 a.m.*
	6:25 a.m.	7:08 a.m.*	7:15 a.m.*
	6:40 a.m.	7:23 a.m.*	7:30 a.m.*
	7:10 a.m.	7:53 a.m.*	8:00 a.m.*

Outbound/Saliete			
	18th Ave & Jefferson St	Central Ave & Van Buren St	Chandler PNR
	3:25 p.m.	3:35 p.m.	4:30 p.m.*
	3:58 p.m.	4:08 p.m.	5:06 p.m.*
	4:30 p.m.	4:40 p.m.	5:40 p.m.*
	5:00 p.m.	5:10 p.m.	6:10 p.m.*

Thank You!
-TRANSIT STAFF

CHANDLER arizona

For questions or concerns, please call **480-782-3440**

ATTENTION GUESTS

Express 541

Effective **Monday, April 6**, Express and RAPID bus service will be reduced due to COVID-19 impacts. This will be the schedule beginning April 6. Time points with * symbol are estimated and should not be used to coordinate transfers.

A partir del **lunes, 6 de abril** el servicio de autobús rápido y EXPRESS reducirá debido a COVID-19 impactos. Este será el horario comenzando el 6 de abril de tiempo con el símbolo * son estimados y no debe ser utilizado para coordinar las transferencias.

Inbound/Entrante					
	Arizona Ave & Ray Rd	Alma School Rd & Elliot Rd	West Mesa Park-and-Ride	Central Ave & Van Buren St	17th Ave & Jefferson St
	5:55 a.m.	6:05 a.m.	6:18 a.m.	6:50 a.m.*	6:57 a.m.*
	6:44 a.m.	6:55 a.m.	7:08 a.m.	7:40 a.m.*	7:47 a.m.*

Outbound/Saliete					
	18th Ave & Jefferson St	Central Ave & Van Buren St	West Mesa Park-and-Ride	Alma School Rd & Elliot Rd	Arizona Ave & Ray Rd
	4:12 p.m.	4:22 p.m.	5:07 p.m.*	5:20 p.m.*	5:30 p.m.*
	5:10 p.m.	5:20 p.m.	6:05 p.m.*	6:18 p.m.*	6:28 p.m.*

Thank You!
-TRANSIT STAFF

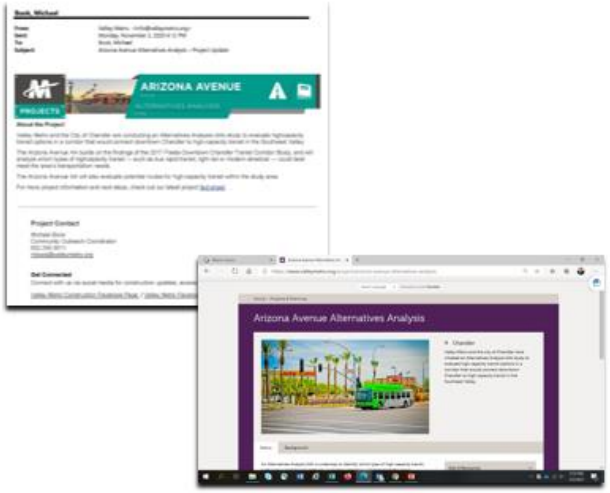
CHANDLER arizona

For questions or concerns, please call **480-782-3440**

Appendix A – Public Outreach Efforts

Public Involvement

- Project webpage
- Online survey
- Email blasts (using study and relevant city databases)
- Social media (Valley Metro and city platforms)
- Public and stakeholder meetings/workshop



9

Public Involvement - Outreach

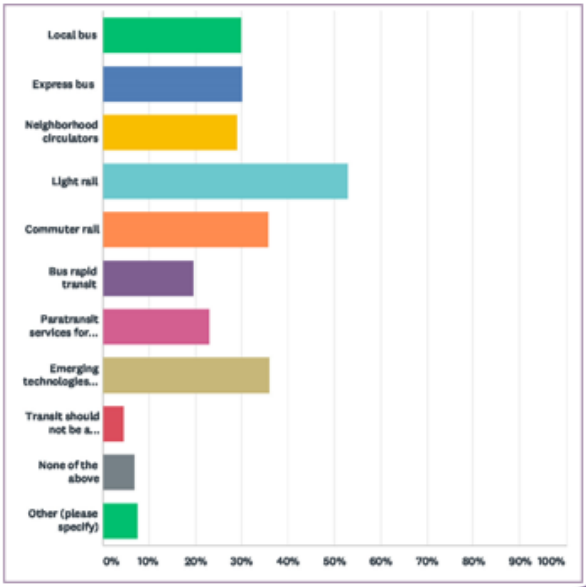
	2018	2019				2020				2021
	Oct. - Dec.	Jan.- Mar.	Apr.- Jun.	Jul.- Sept.	Oct. - Dec.	Jan.- Mar.	Apr.- Jun.	Jul.- Sept.	Oct. - Dec.	Jan.- Mar.
Public Meetings (3)		■								
Stakeholder Workshop		■								
Online Survey		■	■		■					
Stakeholder Workshop					■					
Public Meeting								■		
Chandler Transportation Commission Meeting								■		
Chandler Transportation Commission Meeting										■

* In conjunction with Chandler Transportation Master Plan outreach activities

10

Public Involvement - Survey

For long-term transit improvements, what transit modes(s) should the city prioritize?

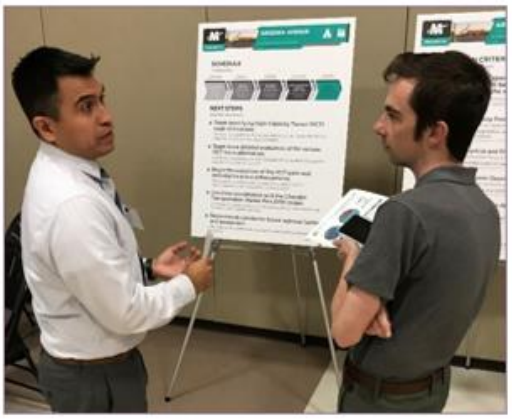


Responses: 937

*From 2019 Chandler Transportation Master Plan online survey

Public Involvement - Comments

During the public involvement process, the public asked study questions related to the alternatives, funding, economy and future technological advances.



Public comments included:

- *I think the best way to make mass transit (light rail in particular) a viable option is by **connecting routes to already existing ones**. The Chandler Boulevard and Price Road corridors are too disjointed and would be difficult to make these connections.*
- ***Arizona Avenue** is a great road to build a north/south transit system since is currently handles high-traffic volumes.*
- *My light rail concerns include **cost** to build, **business impacts** during construction, and **removal of vehicle traffic lanes**.*

Transportation Master Plan Update

March-April 2019
chandleraz.gov

Chandler • Arizona
Where Values Make The Difference

CityScope

a community newsletter for the residents of Chandler

Chandler
All-America City
2010

Reminders ...

Please see inside, pages 2-3, for the City's Annual Financial Report Summary.

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Did you know the City has more than two dozen boards and commissions that residents can serve on?

Visit chandleraz.gov and select Boards and Commissions from the Government drop-down menu for more information.

•••••

Chandler has developed an Annual Report to highlight the City's successes during the year 2018. The report highlights accomplishments that have moved our community forward and reports on all aspects of City services.

View the annual report at chandleraz.gov.

•••••

Did you know, it's simple to go paperless?
By receiving and paying your bill online, you'll spend less time writing checks, mailing payments, and tracking due dates. You can even view previous bills and payments online. And you'll still receive the *CityScope*, via an online link when your bill is ready! For information on registering your account, visit chandleraz.gov/utilitybill.

•••••

The estimated population for the City of Chandler as of Feb. 1, 2019, is 259,264.

You can help plan Chandler's transportation future

The City is updating its Transportation Master Plan (TMP) to address the current and future transportation needs of the community. The plan, last updated in 2010, will help guide improvements related to roadways, bicycle, pedestrian and trail networks, transit, infrastructure system and traffic management programs. We encourage you to make your ideas and opinions known by completing our online transportation survey, available at **KeepChandlerMoving.com**.

In conjunction with Chandler's update of the TMP, Valley Metro is conducting an Arizona Avenue Alternatives Analysis Study that will evaluate high capacity transit options to connect transit riders along Arizona Avenue to the rest of the region. More information is available at **valleymetro.org/az-ave**.

Chandler Fire reminds the ABC's of water safety

Chandler Fire wants everyone to enjoy the water safely. You can help by following the ABC's of water safety:

ABC's for children:

Adult Supervision

- Keep infants and toddlers within arms' reach.
- Floaties are toys. Use life jackets. They save lives.
- Give children 100 percent of your attention. Turn off your phone.

Barriers to Water

- Maintain fences and barriers. Use self-closing and self-latching gates.
- Empty wading pools, tubs and buckets immediately after each use.

Classes

- Ensure all family members know how to swim. Call 480-782-2750 or go to chandleraz.gov/aquatics.
- Learn CPR for children and adults. Call 480-782-2113 or go to chandleraz.gov/fire.

ABC's for adults:

Always swim with a buddy

- Adults and teens, remember, you are never old enough to swim alone.
- Let someone know you are going in the water.

Be alert.

- Don't swim after taking medications that could make you feel drowsy.
- Never mix alcohol with any kind of water-related activity.

Classes

- Not a strong swimmer? Take swimming lessons. Call 480-782-2750 or go to chandleraz.gov/aquatics.
- Learn CPR for children and adults. Call 480-782-2113 or go to chandleraz.gov/fire.

Remember, 100 percent of drownings are preventable. Please swim safely! The City of Chandler once again invites the community to participate in the "Eye-to-Eye to Supervise" drowning prevention campaign. During the annual Water Safety Walk on Saturday, May 4, 2019, join with the Fire Department and Aquatics Division to walk door-to-door delivering water safety information to Chandler households.

To volunteer, call 480-782-2120, or email chandlerfire@chandleraz.gov.

@cityofchandler cityofchandleraz cityofchandler cityofchandler

Chandler · Arizona

VALLEY METRO

The City and Valley Metro are hosting a series of meetings to solicit public comment on two transportation studies; the Chandler Transportation Master Plan 2019 Update and the Arizona Avenue Alternatives Analysis Study.

We welcome your ideas, opinions and priorities concerning improvements to Chandler's transportation system, including the roadway system, transit system, bicycle and pedestrian facilities.

Learn more and take our Transportation Survey at KeepChandlerMoving.com.

Para información en Español, haga clic aquí.

Meeting info:

Wednesday, Jan. 23, 2019, 5:30-6:30 p.m.
Desert Breeze Police Substation (Community Room)
251 N. Desert Breeze Boulevard

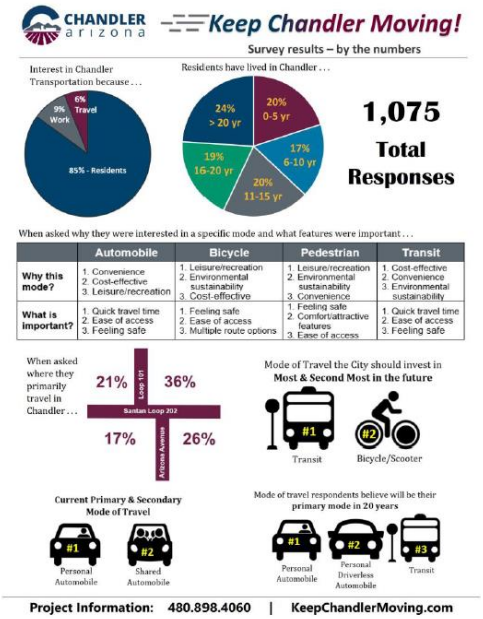
Monday, Jan. 28, 2019, 3-4 p.m.
Chandler Environmental Education Center (Painted Desert Room)
4050 E. Chandler Heights Road

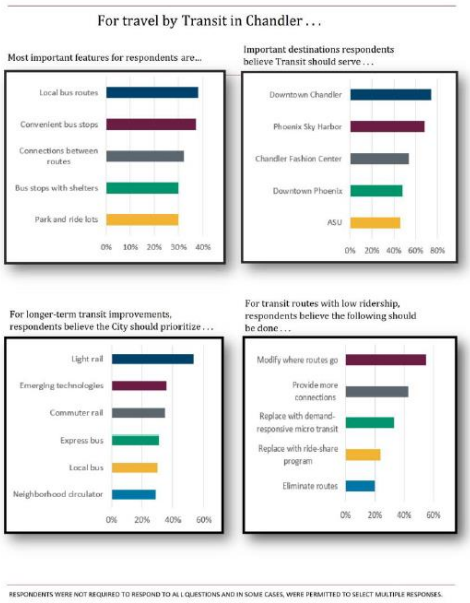
Wednesday, Jan. 30, 2019, 6:30-7:30 p.m.
Chandler Senior Center (Multi-Purpose Room)
202 E. Boston St.

For more information, or to request public meeting accommodations due to a disability, call 480-898-4060 or visit KeepChandlerMoving.com.

Information specifically about the Arizona Avenue Alternatives Analysis Study can be found by visiting valleymetro.org/az-ave.

Survey Results





Transportation Studies

View Edit Delete Revisions

A City's transportation system plays an important role in our daily lives. It affects how we travel to work, to school or to the store. It affects the distribution of consumer goods and the provision of services. Transportation even plays a role in many recreational activities.

- KeepChandlerMoving (Transportation Master Plan 2019 Update)
- Comprehensive Transportation Master Plan (2010)
- Arizona Avenue High-Capacity Transit Long Range Study
- Fiesta-Downtown Chandler Transit Corridor Study

The City of Chandler has a comprehensive transportation master plan that identifies community needs and guides development of a multi-modal transportation system over the next 20 years.

The Plan identifies and integrates transportation system goals, objectives, and implementation strategies into a comprehensive policy document that considers a variety of modes including auto, bike, pedestrian, and transit.

The Plan guides future development and implementation of transportation infrastructure and operations in the City of Chandler, and is used by residents, business owners and City staff.

City planners are in the process of updating our Transportation Master Plan to address the current and future transportation needs of our community. The plan will identify transportation issues and update goals, objectives and policy recommendations that will guide decisions the City makes about prioritizing, funding and implementing transportation system improvements. The City is surveying the public and holding community meetings to solicit ideas, opinions and priorities concerning improvements to Chandler's transportation system, including the roadway system, transit system, bicycle and pedestrian facilities.

MEETINGS:

Wednesday, Jan. 23, 2019, 5:30-6:30 p.m.
Desert Breeze Police Substation (Community Room)
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Monday, Jan. 28, 2019, 3-4 p.m.
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Wednesday, Jan. 30, 2019, 6:30-7:30 p.m.
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202 E. Boston St.

For more information, visit the Study Website or call the Study Hotline at 480-898-4060. Information specifically about the Arizona Avenue Alternatives Analysis Study can be found online by visiting Valley Metro, or calling Victoria Bray at 602-490-8284.

- Regional Transportation Plan to Guide Transportation for 20 Years

This guide was prepared by the Maricopa Association of Governments to help summarize and provide highlights of the plan and changes the Valley will experience over the next 20 years.

Price Road Flexible Transit Study

CHANDLER arizona | VALLEY METRO

YOU'RE INVITED!

PRICE ROAD FLEXIBLE TRANSIT STUDY

ONLINE PUBLIC MEETING

Attend the online meeting and provide questions / comments anytime from

Thursday, May 20, 2021 through Friday, June 4, 2021

at www.valleymetro.org/price-road

LEARN MORE:

¡SE LE INVITA!

ESTUDIO DE TRANSPORTE FLEXIBLE EN PRICE ROAD

REUNIÓN PÚBLICA EN LÍNEA

Asista a la reunión en línea, y haga preguntas / provea comentarios en cualquier momento desde

El jueves 20 de mayo de 2021 hasta el viernes 4 de junio de 2021

en www.valleymetro.org/price-road

APRENDA MÁS:

Valleymetro.org/price-road 602.299.9581

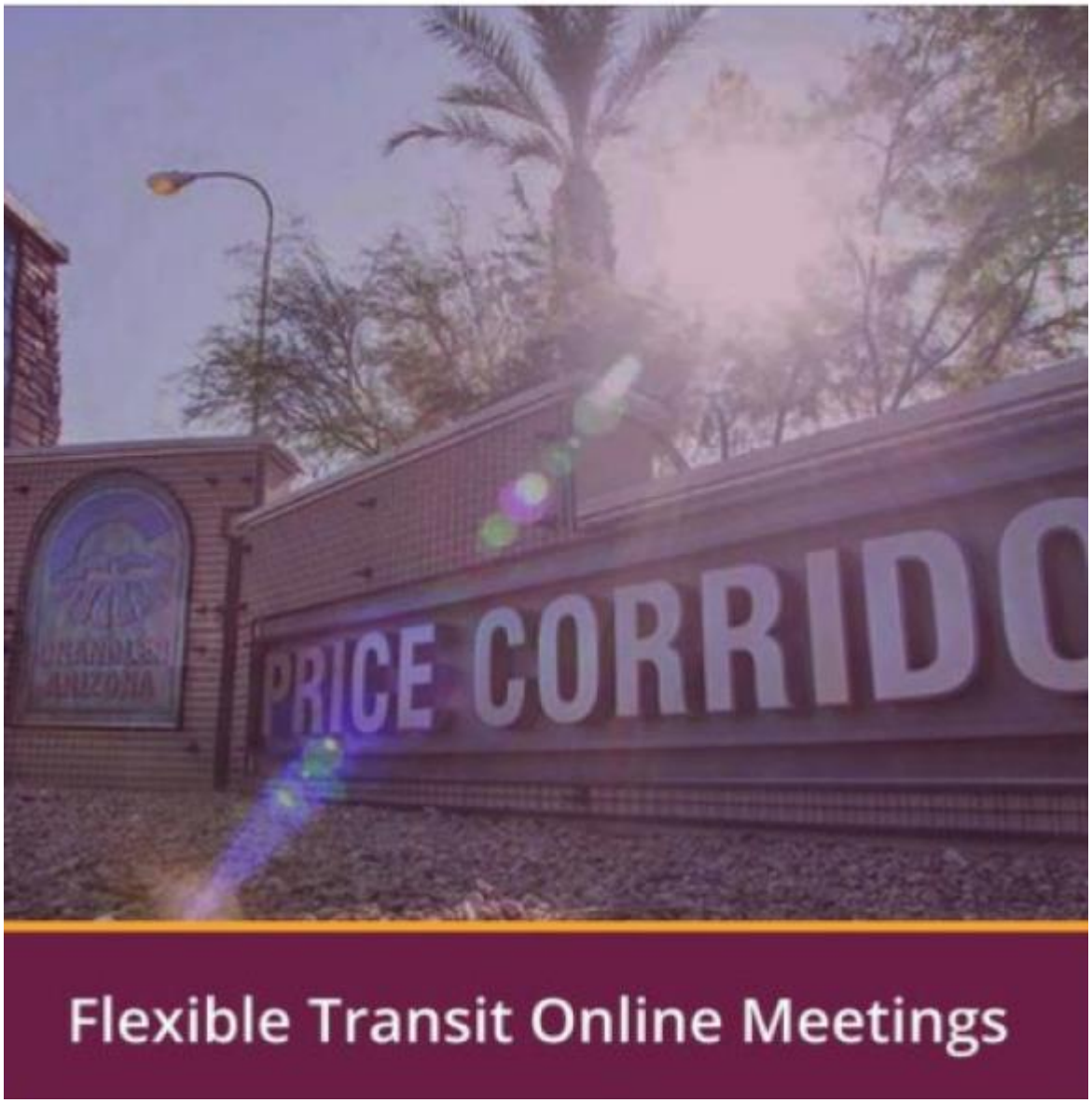
City Government of Chandler, Arizona
May 27 at 11:30 AM ·

JOIN US: If you work on, live near or drive along Chandler's Price Corridor, you're invited to participate in an online public meeting for the Price Road Flexible Transit Study. The study by Valley Metro and the City of Chandler is assessing flexible transit options to serve one of the City's most important economic engines.

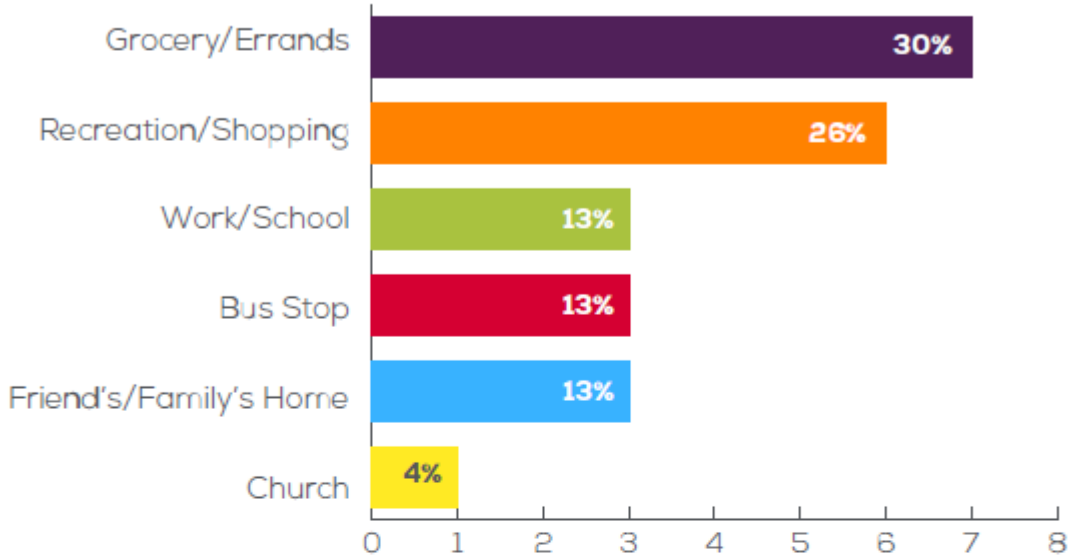
An online meeting is available for public participation until June 4—with an informational video and the opportunity to ask questions or provide feedback.

👉👉 bit.ly/3ugtfRb

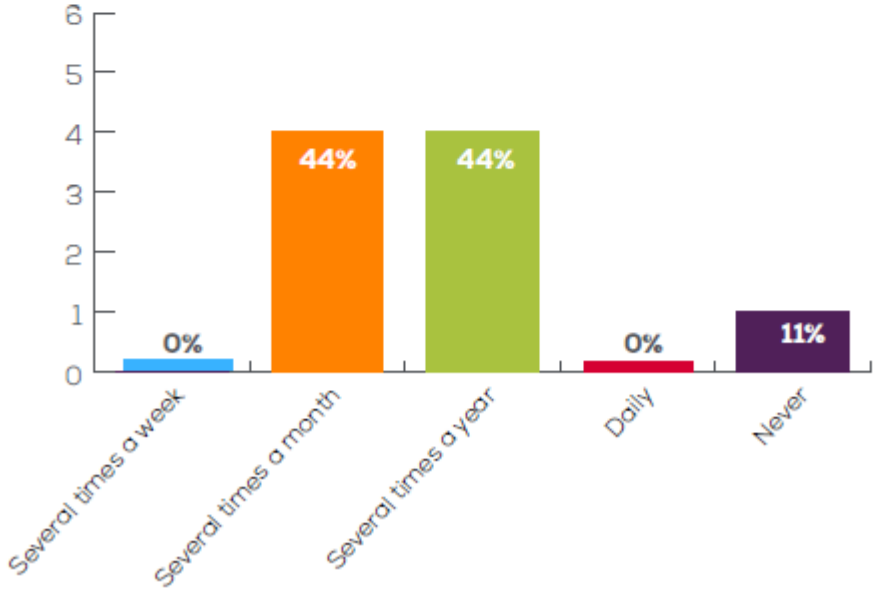
#LoveChandler #ChoosingChandler



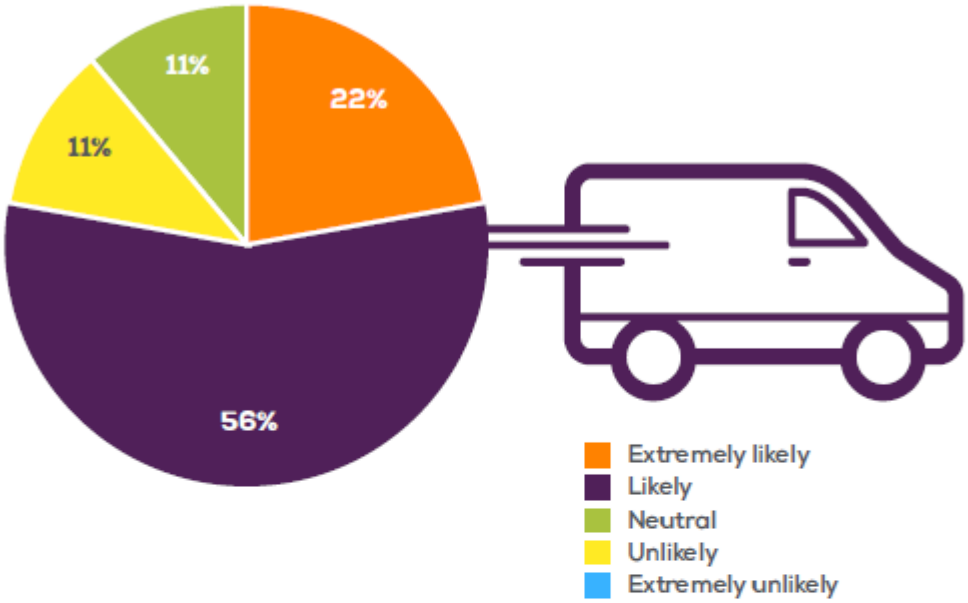
What would be your key destinations if using microtransit service? Check all that apply.



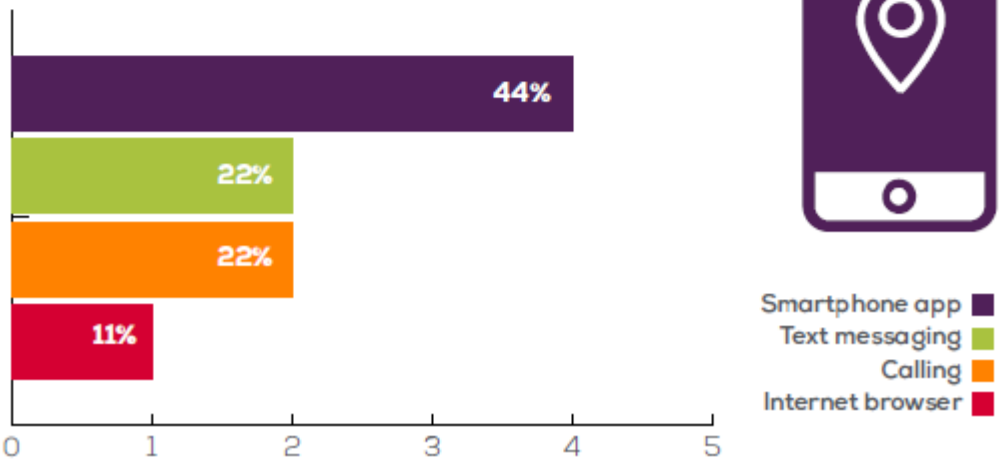
How often do you take public transportation?



If you had an on-demand connection like microtransit service to take you to and from bus stops, how likely would you be to increase your use of the Valley Metro bus system?



If you were going to book a ride with the microtransit service, which booking method would you prefer?



Other Outreach

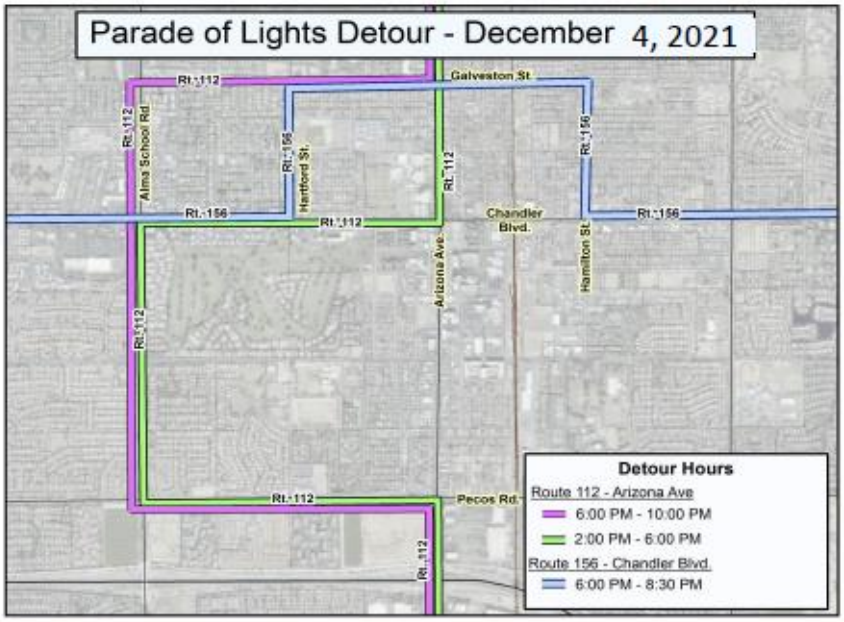
ATTENTION GUESTS

Bus Stop Closure

Saturday, December 4, 2021

Due to the City of Chandler Parade of Light on Arizona Ave, this bus stop will be closed Saturday, December 4 beginning at 6:00 PM. Route 112 and 156 will be on detour as shown in the map below.

Por el desfile de luces en Arizona Ave., no se usará esta parada el 4 de Diciembre empezando a las 6:00 de la tarde.



CHANDLER arizona

For questions or concerns, please call **480-782-3440**

Per Federal Law
FACE MASKS REQUIRED
Wearing a mask is required by local and federal mandates.
Keep mask on inside the vehicle and at bus and rail facilities at all times.
More info at valleymetro.org/COVID-19.
Conforme a la Ley Federal
SE REQUIEREN MASCARILLAS
Los mandatos locales y federales requieren el uso de una mascarilla.
Use su mascarilla en todo momento mientras esté adentro del vehículo y en las instalaciones de autobús y del tren ligero.
Más información en valleymetro.org/COVID-19.
Stay Healthy. Stay Secure.
Manténgase Saludable. Manténgase Seguro/a.
tsa.gov/coronavirus
VALLEY METRO

ATTENTION GUESTS

Route 81

Bus Stop is Moving

on

Monday, August 2, 2021
Through Friday, August 13, 2021

Due to road re-paving at the Transit Center, the bus stop for Route 81 will be moved to the South side of this Transit Center.

We appreciate your cooperation and understanding.

Thank You!
-TRANSIT STAFF

CHANDLER arizona

For questions or concerns, please call **480-782-3440**

ATTENTION GUESTS

Route 112

DETOUR

on

Monday, August 2, 2021
Through Sunday August 8, 2021

Due to road work at Arizona Ave. and Germann Rd., this route will make a detour to the Park and Ride Facility. Southbound stops on AZ Ave between Loop 202 and Germann Rd. will be closed.

We appreciate your cooperation and understanding.

Thank You!
-TRANSIT STAFF

CHANDLER arizona

For questions or concerns, please call **480-782-3440**

Attachment 2: Board Recruitment

CHANDLER
arizona
Community of Innovation

Board and Commission Recruitment Plan
8/15/18

- 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.

- Alternate forms of applying for Boards and Commissions will be developed for those with disabilities who may not be able to access the City 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 assembles to provide information on Boards and Commissions and to encourage residents to apply. These events could include Listening Tours, Mayor's Health Expo, cultural events, etc. This could also be staffed by Mayor and Council office staff.

- City staff will encourage residents to apply for commission vacancies at events like the Chamber Leadership Class, HOA and Traditional Academies and Teen Leadership Academy.

- Departments are encouraged to provide the public with information regarding Boards and Commissions at events they attend.

- City staff will share current board openings with the Human Relations Commission, and the Mayor's Committee on the Aging and Mayor's Committee for People with Disabilities.

Appendix B – Board Recruitment