



Title VI Implementation Plan for Transit Services

March 27, 2025 – March 26, 2028



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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.

Joshua Wright, City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI City of Chandler - Bus & Accessible Transit

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 Hezequias Rocha at 480-782-3440, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email transit@chandleraz.gov; or visit our administrative office at 175 S. Arizona Ave. For more information, visit 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: Hezequias Rocha, 480-782-3440.

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 Road.; and any FTA funded transit vehicles.

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

Notifying the Public of Rights Under Title VI **City of Chandler - Chandler Flex**

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 Hezequias Rocha at 480-782-3440, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email transit@chandleraz.gov; or visit our administrative office at 175 S. Arizona Ave. For more information, visit chandleraz.gov/transit

A complainant may file a complaint directly with the City of Chandler Transportation Policy Division or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices: City of Chandler Transportation Policy: ATTN: Transportation Policy Manager, 175 S. Arizona Ave, AZ 85225, 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: Hezequias Rocha, 480-782-3440.

The above notice has been posted in all the Chandler Flex vehicles, and Chandler Transit Center, 3334 W. Frye Road.

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

Title VI Notice to the Public - Spanish

La notificación al Público Sobre los Derechos Bajo el Título VI City of Chandler – Autobús y Transporte Accesible

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 el programa de derechos civiles, y los procedimientos para presentar una queja de la Ciudad de Chandler, contacte Hezequias Rocha, 480-782-3440, (las personas con discapacidades auditivas puedan marcar 7-1-1); envíe un correo electrónico a transit@chandleraz.gov, o visite nuestra oficina administrativa en 175 S. Arizona Ave. Para obtener más información, visite 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

La notificación anterior ha sido publicada en los siguientes lugares: Alcaldía de Chandler, 175 S. Arizona Ave.; Chandler Park and Ride, 2100 S. Hamilton St.; Centro de Tránsito de Chandler, 3334 W. Frye Road.; y cualquier vehículo de transporte público financiado por el FTA.

Esta notificación está publicada online en www.chandleraz.gov/transit

La notificación al Público Sobre los Derechos Bajo el Título VI **City of Chandler – Chandler Flex**

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 el programa de derechos civiles, y los procedimientos para presentar una queja de la Ciudad de Chandler, contacte Hezequias Rocha, 480-782-3440, (las personas con discapacidades auditivas puedan marcar 7-1-1); envíe un correo electrónico a transit@chandleraz.gov, o visite nuestra oficina administrativa en 175 S. Arizona Ave. Para obtener más información, visite chandleraz.gov/transit

El puede presentar una queja directamente con City of Chandler Transportation Policy Division o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Chandler Transportation Policy: ATTN Transportation Policy Manager, 175 S. Arizona Ave, AZ 85225 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

La notificación anterior ha sido publicada en los vehículos de Chandler Flex y Centro de Tránsito de Chandler, 3334 W. Frye Road.

Esta notificación está publicada online en www.chandleraz.gov/transit

Title VI Complaint Procedures

The City of Chandler contracts with Valley Metro to provide all fixed-route (bus) and accessible (Paratransit and Dial-a-Ride) transit services in Chandler and with Via Transportation for the Chandler Flex (microtransit) service. The city relies on Valley Metro customer service to process and investigate Title VI complaints for the bus and accessible transit services.

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, City of Phoenix, or City of Chandler service, program, or activity, and believes the discrimination is based upon race, color, or national origin, may file a formal complaint. Complaints can be filed with Valley Metro Customer Service or directly with the City of Phoenix, for the bus and accessible transit services, or with the City of Chandler Transportation Policy Division for the Chandler Flex service. This antidiscrimination protection also extends to the activities and programs of Valley Metro's, City of Phoenix's, and City of Chandler'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 bus and accessible transit services. The City of Chandler captures all complaints via the transit@chandleraz.gov email and Chandler Flex customer service. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

How to Submit a Complaint – BUS & ACCESSIBLE TRANSIT

To submit a complaint online, visit the [Valley Metro Title VI Complaint website](#).

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

Regional Public Transportation Authority

4600 East Washington Street, Suite 101

Phoenix, AZ 85034

Email: csr@valleymetro.org

Phone: (602) 253-5000 TTY: (602) 251-2039

The compliant form is located on [Valley Metro's Civil Rights website](#).

To file a complaint directly with the City of Phoenix:

Attention: Title VI Coordinator

City of Phoenix Public Transit Department 302 N. 1st Avenue, Suite 900

Phoenix, AZ 85003

Email: PHXTransitEO@phoenix.gov

Phones: (602) 262-7242

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

Federal Transit Administration (FTA)

Attention: Title VI Coordinator

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, D.C. 20590

How to Submit a Complaint - CHANDLER FLEX

Complaints can be submitted in writing using the Title VI complaint forms found on the City of Chandler Title VI website, or by calling the Chandler Transportation Policy Division at (480)782-3440. Completed and signed forms should be emailed or mailed to:

Chandler Transportation Policy Division

175 S Arizona Avenue, Mail Stop 412

Chandler, AZ 85225

Email: transit@chandleraz.gov

Phone: (480)782-3440

Complaints can also be submitted by calling the Chandler Flex customer service at (602)932-0291.

The compliant form is located on the [City of Chandler Title VI website](#).

PROCEDURES FOR TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

BUS & ACCESSIBLE TRANSIT

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 valid¹, invalid², or undeterminable³. 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

¹ Valid: fact based, binding, acceptable, enforceable

² Invalid: null and void, unacceptable, unenforceable

³ Undeterminable: incapable of being decided, settled, or fixed; not determinable

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 five 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.

PROCEDURES FOR TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

CHANDLER FLEX

Complaints received by the City of Chandler Transportation Policy Division will be documented and assigned to the Service Provider (operator of the service) responsible for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). The Service Provider has 30 days to investigate each complaint. If more information is needed to resolve the case, the Service Provider 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 the City of Chandler 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 City of Chandler Title VI Complaint Log. 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 the City of Chandler.

All Title VI complaints and investigations are reviewed by City of Chandler staff.

For more information on City of Chandler's Title VI Program and procedures by which to file a complaint, contact the Transportation Policy at (480) 782-3440.

Requesting Information

Note: To request information in alternative formats, please contact City of Chandler Transportation Policy at transit@chandleraz.gov or phone: (480) 782-3440

Tracking a Title VI Complaint

Complaints received are logged within two business days into the City of Chandler Title VI Complaint Log. Within 2 business days of logging the complaint, City staff assigns the complaint to the Service Provider for investigation and documentation.

The Service Provider has 30 days to complete their investigation from the day of assignment, including obtaining additional information needed from the complainant to investigate or to

resolve the case following the complaint process, and once the investigation is concluded, the case resolution will be documented in the Complaint Log.

Upon notifying the Service Provider, City staff will set reminders if a complaint has not been responded to within the required time frame. Upon notification, the staff will send out a reminder notice to the Service Provider 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.

The City of Chandler monitors the process monthly to ensure Title VI complaints are fully investigated, documented, and the complainant received a response. Should an inaccuracy be found, City staff will work with the Service Provider 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 five steps are:

STEP ONE: The Service Provider will review the complaint information entered by City of Chandler staff. Any new issues identified during the investigation should also be documented in the investigation notes.

STEP TWO: Interviews and collections of facts.

- Service Provider identifies respondents to interview, if needed.
- Service Provider interviews respondents identified and documents details from the interviews and report to City staff.
- 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:

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

The Service Provider identifies, collects, and reviews other information and/or documents that provide facts for the investigation. Any applicable information is to be reported to City staff. Documents to review can include:

- GPS tracking software and programs
- Maintenance records
- Spotter reports
- Video (camera) and/or audio recordings
- Incident reports (supervisor, transit police)
- Route history
- Other documents deemed appropriate by the Service Provider

STEP THREE: Service Provider documents pertinent regulations, rules, policies, and procedures that apply to the investigation and report to City staff.

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

- Title VI requirements
- Company rules and procedures
- City of Chandler policies and service standards
- Contractual requirements

STEP FOUR: Complaint Determination.

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

STEP FIVE: Description of resolution for each valid violation.

- Service Provider describes specific corrective actions for each violation found
- Service Provider documents follow-up action, if applicable
- Service Provider documents the complaint resolution to City staff

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

Service Provider will respond to the Customer in the manner identified and will document the response provided to City staff to add to complaint log.

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.”

Procedimientos de Quejas del Título VI

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, de la Ciudad de Phoenix, o de la Ciudad de Chandler y crea que la discriminación se basa en raza, color u origen nacional, puede registrar una queja formal. Esta protección antidiscriminatoria se extiende a las actividades y los programas de los contratistas terceros Proveedores de Servicios de Transporte de Valley Metro, la Ciudad de Phoenix, y la Ciudad de Chandler. Para los autobús y transporte público accesible, 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. Para Chandler Flex, la Ciudad de Chandler usa el correo electrónico transit@chandleraz.gov para capturar todas las quejas recibidas. Cualquier queja de este tipo debe registrarse dentro de los 180 días del presunto acto discriminatorio (o de la última vez que haya ocurrido).

¿Cómo registro una queja? – AUTOBÚS Y TRANSPORTE PÚBLICO ACCESIBLE

Para enviar una queja en línea, llene la forma de quejas en línea en la [página web de denuncia del Título VI de Valley Metro](#).

Las quejas también se pueden registrar por escrito usando la forma de quejas del Título VI, o 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 [el sitio web de derechos civiles de Valley Metro](#).

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

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

¿Cómo registro una queja? – CHANDLER FLEX

Las quejas se pueden registrar por escrito usando la forma de quejas del Título VI, o llamando a Chandler Transportation Policy Division (480) 782-3440. Las formas llenas y firmadas se deben enviar por correo postal a:

Chandler Transportation Policy Division
175 S Arizona Ave, Mail Stop 412
Chandler, AZ 85225
Correo Electrónico: transit@chandleraz.gov
Teléfono: (480) 782-3440

Las quejas se pueden registrar por línea con Chandler Flex servicio al cliente (602)932-0291

La forma de la queja se encuentra en [el sitio web de Title VI de la Ciudad de Chandler](#).

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

PROCEDIMIENTOS PARA RASTREAMIENTO Y INVESTIGACIÓN DE QUEJAS

AUTOBUS & TRANSPORTE PUBLICO ACCESIBLE

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 válida⁴, inválida⁵ o indeterminable⁶. 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.

⁴Válida: basadas en los hechos, vinculante, aceptable, ejecutable

⁵ Inválida: nula e inválida, inaceptable, inejecutable

⁶ 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 o 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 4702.1A 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.

PROCEDIMIENTOS PARA RASTREAMIENTO Y INVESTIGACIÓN DE QUEJAS
CHANDLER FLEX

Las quejas recibidas por la Ciudad de Chandler serán documentadas y asignadas al Proveedor de Servicios de Transporte (operador del servicio) responsable de la investigación en conformidad con los estándares federales (28 CFR Parte 35 y Circular 4702.1B de la administración FTA). El proveedor tiene 30 días para investigar cada queja. Si se necesita más información para resolver el caso, el proveedor puede ponerse en contacto con el/la reclamante y solicitar informaciones adicionales. 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 la Ciudad de Chandler 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 de registros de la Ciudad de Chandler. La entrada de la determinación

deberá indicar que la investigación determinó que la queja era válida, inválida o indeterminable. 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 la Ciudad de Chandler.

Todas las quejas e investigaciones del Título VI son revisadas por el personal de la Ciudad de Chandler.

Para más información sobre el Programa del Título VI de la Ciudad de Chandler llame la Ciudad de Chandler al (480)782- 3440.

Solicitando Información

Nota: Para solicitar información en formatos alternativos, por favor comuníquese con la Ciudad de Chandler en transit@chandleraz.gov o por teléfono: (480)782-3440.

Rastreando Una Queja del Título VI

A medida que se van recibiendo las quejas, éstas son ingresadas al sistema de registro de la Ciudad de Chandler dentro de 2 días hábiles. Dentro de días hábiles de registrar la queja, el personal de la Ciudad asigna la queja al proveedor para su investigación y documentación.

El proveedor tiene 30 días desde la asignación 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 de registros.

Personal de la Ciudad establecerá notificaciones si una queja no ha sido contestada dentro del plazo requerido. Tras la notificación del sistema, el personal enviará un aviso de recordatorio al proveedor 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.

La Ciudad de Chandler 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 el personal de la Ciudad de Phoenix trabajarán con el proveedor 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 cinco pasos son:

PASO UNO: El proveedor revisará la información de la queja ingresada al sistema de registros por el personal de la Ciudad de Chandler. Cualquier nuevo asunto identificado durante la investigación también se debe documentar en el sistema de registros.

PASO DOS: Entrevistas y recolecciones de los hechos.

- El proveedor identifica a los respondientes a ser entrevistados, si es necesario.
- El proveedor entrevista a los respondientes identificados y documenta los detalles de las entrevistas y reporta al personal de la Ciudad de Chandler.
- 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
- Personal de mantenimiento
- Personal de Transporte de la Ciudad
- Testigos
- Otros empleados de transporte

El proveedor 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 de registros. Los documentos por revisar pueden incluir:

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

PASO TRES: El proveedor documenta las regulaciones, reglas, normas, y procedimientos pertinentes que sean aplicables a la investigación en el sistema de registros.

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 la Ciudad de Phoenix
- Requerimientos contractuales

PASO CUATRO: Determinación de la queja.

- El proveedor compara cada hecho de “hallazgos de hechos” con la lista de regulaciones, reglas, etc.
- El proveedor 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 describe las acciones correctivas específicas para cada infracción que haya sido encontrada
- El proveedor documenta la acción de seguimiento, si es aplicable
- El proveedor documenta la resolución de la queja en el sistema de registros

Resolución/es de Quejas del Proveedor:

- 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 le contestará al/la Cliente de la manera identificada y documentará la respuesta provista en el sistema de registro bajo el caso asignado.

Title VI Complaint Forms

BUS & ACCESSIBLE TRANSIT SERVICES - 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 _____



CHANDLER FLEX - TITLE VI COMPLAINT FORM

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

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach the City of Chandler Transportation Policy Division at 480.782.3440 or via email at transit@chandleraz.gov.

SECTION 1: CUSTOMER INFORMATION

First Name: _____ Last Name: _____
Address: _____
City: _____ State: _____ ZIP Code: _____
Home Phone: _____ Cell Phone: _____
Email: _____ Preferred Method of Contact: ☐ Phone ☐ Email

SECTION 2: INCIDENT INFORMATION

Date of Incident: _____ Time of Incident: _____ ☐ AM ☐ PM
Incident Location: _____
Operator Name: _____
Operator Description: _____
What was the discrimination based on: ☐ 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: _____

AUTOBÚS Y TRANSPORTE PÚBLICO ACCESIBLE – 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) o 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 _____



CHANDLER FLEX – FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por la Ciudad de Chandler 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 la División de Política de Transportes de Chandler.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con la División de Política de Transportes de Chandler llamando al 480.782.3440 o por correo electrónico a transit@chandleraz.gov.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Teléfono de 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
Ubicación del Incidente: _____
Nombre del/la Operador/a: _____
Descripción del/la Operador/a: _____
En qué se basó la discriminación: ☐ 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)? ☐ 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: _____
Ubicación: _____ Teléfono: _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? ☐ Sí ☐ No

Firma y fechas requeridas abajo.

Firma: _____ Fecha: _____

Title VI Investigations, Complaints and Lawsuits

☒ The City of Chandler has not had any Title VI investigations, or lawsuits in 2021-2024.

Description/ Name	Date (MM/DD/YY)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
Lawsuits				
1)				
Complaints				
1) Discrimination	03/02/22	Customer got on the bus. The fare box didn't work, and they asked the driver "I don't have to pay?" and the driver said: "sit down so you can use your white privilege". He never said that to anyone else, just to customer. They had another incident with this driver previously and reported it. He discriminated against them. Customer wants this escalated.	Closed	DVR shows no data for the specified date and location. Marked as undetermined. Customer was called about the complaint. They requested compensation and to speak with a manager. Customer Service Manager was informed. No further action.
2) Attitude	06/12/24	The driver was rude telling customer to go [expletive] themselves and telling them to go back to India with their strong accent. Customer wants a call back.	Closed	Per the footage, the complaint is considered invalid. The actions described are not observed. The operator never cursed or made any derogatory comments about race, country, or accent.

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*.

ROUTES 96, 156 AND 541 CHANGES

The City of Chandler enacted service changes to three of the fixed bus routes serving the city. The changes and public outreach efforts include:

- Route 96 – The city considered the removal of peak-hour service on this route south of Pecos Road. Valley Metro’s public outreach strategies were used to gather riders’ and residents’ feedback about making this service change. The feedback received was against the removal of the service. The city decided to keep the current peak-hour service for route 96 south of Pecos Road.
- Route 156 – For this route, the city planned to increase frequency during peak-hour service and similar outreach efforts as done for Route 96, following Valley Metro’s plans. The public feedback was favorable to the increased service levels during peak-hours which the city enacted in October 2021.
- Express Route 541 – The cities of Mesa and Chandler shared services for this express route to downtown Phoenix. The City of Mesa proposed removing this service completely. Like in the previous examples, Valley Metro’s public outreach practices were applied and based route ridership (taking public feedback into account), both Mesa and Chandler removed Route 541 in 2022.
- Express Route 542 – Valley Metro surveyed this route riders during fall 2024 as part of an effort to understand if the current Express Route schedule met their needs. Based on survey responses, the City of Chandler decided to maintain the current schedule since there were minor adjustment requested, but the demand could likely also continue to be met with current schedule and Valley Metro’s proposed changes could cause reduction on expected level of service and intervals between trips.

Besides following Valley Metro’s lead for public outreach efforts, the City of Chandler also made sure that when decisions to make service changes were made, the public was informed through notices posted in bus stops and the city’s website. These notices were posted in advance of any change to allow the public time to plan future trips accordingly. Additionally, when service reductions were planned, the city posted notices at bus stops during public outreach periods to make sure passengers were well informed of their opportunities to provide feedback on potential route changes.

CHANDLER/GILBERT AIRPARK FLEXIBLE TRANSIT STUDY

The Chandler Airpark Flexible Transit Study identified the alternatives available for transit services which flexibly serve the unique layout and needs of west central Gilbert and east

central/southeast Chandler. This study focused on flexible, on-demand modes like micro transit and flex route circulator service. The public was engaged through Transportation Commission meetings and targeted outreach at the Chandler Family Bike Ride. The study team also solicited public feedback to gauge interest in micro transit generally, and preferences on specific service aspects such as wait times, fares, with an online survey.

ARIZONA AVENUE SHARED USE PATH STUDY

This study helped in the potential development of a shared-use path along the eastern side of Arizona Avenue from Ray Road to the Northern boundary of the City of Chandler. The purpose is to enhance accessibility for all non-motorized users along the Arizona Avenue corridor by creating a continuous sidewalk that can improve connectivity between other cities and accessibility of multimodal mobility options since Arizona Avenue is designated as a high-capacity transit corridor by the City of Chandler Transportation Master Plan and currently has Chandler's best bus service (15-minute headways). The city conducted outreach and sought public feedback at the Chandler Family Bike Ride.

PEDESTRIAN CONNECTIVITY STUDY

The Pedestrian Connectivity Study aims to provide a strategic plan for developing sidewalk infrastructure in areas that currently lack such amenities. The primary goals include:

- Conduct a comprehensive inventory of the existing sidewalk network.
- Engage the public and stakeholders through an inclusive outreach effort.
- Analyze and prioritizing sidewalk infrastructure needs based on data from inventory and survey result.
- Establish a framework to guide future investments.

Once the community input is collected, the city will analyze the data alongside demographic, zoning, transit facilities access, and Census information. This analysis will help prioritize improvements and redevelopment strategies for sidewalks.

VALLEY METRO PUBLIC PARTICIPATION PLAN

As the operator for all Chandler funded fixed-route bus and accessible transit services, Valley Metro plays an important role in the public outreach for transit planning and service changes in Chandler. Chandler adopts Valley Metro's 2021 Public Participation Plan for its fixed-route bus and accessible transit services. A copy of Valley Metro's Public Participation Plan is provided in Attachment 3.

ACTIVE TRANSPORTATION STUDIES/PROJECTS

The City of Chandler conducted many active transportation plans. Active transportation systems include bike lanes, sidewalks, and multi-use trails. These systems help create vibrant communities and provide many benefits like safe, comfortable, convenient, reliable, efficient, and affordable ways for people to get around, including enhancing access to public transportation to road users. As part of the active transportation studies different forms of public participation were employed, they include:

- Public Meetings
- Community Mailers and Flyers
- Presentations to the Transportation Commission
- Presentations at Public Events and Meetings
- Website updates on the development of the studies and designs

VALLEY METRO FARE MODERNIZATION PROJECT

Valley Metro is adopting a new fare technology and expanding options for riders to purchase fare and more easily access their transit system. In 2024, riders can purchase fare on their mobile device or through a reloadable fare card and scan or tap that fare on new fare readers throughout the system. Both options are an account-based system where riders can add funds, track transaction history, view account balances and more. Valley Metro held multiple Town Hall meetings during the transition period during summer 2024 and continue to schedule fare pop-up events to answer riders' questions about the new fare system. Valley Metro also created an entire [Fare Technology Modernization website](#) with resources for riders to access and get their questions answered.

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.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the 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.

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. The city adopts Valley Metro's 2024 Language Assistance Plan (LAP) for its fixed route bus and accessible transit service. A copy of Valley Metro 2024 LAP Plan is provided in Attachment 4.

The City of Chandler 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 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, 97.2% of Chandler households are not considered a Limited English-Speaking Household. Approximately 1.2% of Chandler's population speaks Spanish and is considered a Limited English-Speaking Household. Approximately 1.7% 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	104,419	100.0%
Speak English	76,393	73.2%
Speak Spanish:	13,250	12.7%
Non-Limited English-Speaking Household	12,054	11.5%
Limited English-Speaking Household	1,196	1.2%
Speak other languages:	14,776	14.2%
Non-Limited English-Speaking Household	13,014	12.5%
Limited English-Speaking Household	1,762	1.7%

Source: U.S. Census Bureau, 2022: 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.

2. The frequency with which LEP individuals come in contact with City of Chandler transit services.

Approximately 6.3% of all workers speak a language other than English but do not speak English very well. Approximately 1.8% 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	148,161	100%	N/A
Commuter by Public Transportation	777	0.5%	100%
Speak only English	582	75.5%	74.9%
Speak Other Language:	195	24.5%	25.1%
Speak English "very well"	181	18.3%	23.3%
Speak English less than "very well"	14	6.3%	1.8%

Source: U.S. Census Bureau, 2022: 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.

The nature and importance of the program, activities or services provided by the City of Chandler transit to the LEP population.

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

The City of Chandler maintains a transit services website with all transit services information. Communication regarding changes in service for Chandler Flex are promoted on our website, via the mobile app, and app users’ email. For all of these means, communication is sent in English and Spanish, or on-demand translation is available to Spanish and several

other languages for the website and mobile app. The other transit services follow the Valley Metro's LAP process.

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

The cost associated with LEP outreach is included in the cost of the contract for Chandler Flex with the provider. As a turnkey solution, Via charges for all services included with providing Chandler Flex services, included LEP assistance.

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 and Chandler Flex vehicles 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.

The Chandler Flex app available for android and iOS phones is available English and Spanish, defaulting to the operating system language set by the user. The customer service call center has representatives fluent in both English and Spanish as well with an automated menu option to select Spanish based on customers' preferences. The Chandler Flex website also includes the capability of on-demand content translation to languages based on customers' preferences, including Spanish, Mandarin, and more.

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.

Membership of Committees, Broken Down by Race

	City of Chandler Population	Transportation Commission
Non-Hispanic White	64.10%	71.4%
Hispanic/ Latino	21.20%	14.3%
African American	5.80%	0%
Asian American	11.80%	0%
American Indian	1.90%	0%
Hawaiian/ Pacific Islander	0.20%	0%
2 or more Races	11.60%	0%
Other	4.60%	0%
Non-Disclosed	0%	14.3%

Chandler Population Source: U.S. Census Bureau, 2022 American Community Survey 5-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 March 2024) of the plan is provided in Attachment 2.

Monitoring for Subrecipient Title VI Compliance

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

Title VI Facility Equity Analysis

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate based on 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 (2021), 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 the [Valley Metro TSPM Website](#).

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 384 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
 - o Adequate curb space for ADA and mobility device ramp operations
 - o Adequate sidewalk clearance for pedestrian and bicycle traffic on sidewalk
- Bus stops located by ¼-mile spacing
 - o Mid-block stops are located near local street intersections for ease of crossing the street safely
 - o Major arterial intersection bus stops are located far-side of the intersection for traffic flow purposes
 - o 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
 - o Bus stops are 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.

- o All bus stops and amenities must comply with the ADA compliance and accessibility requirements.
- o 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.
- o Schedules – All bus stops with shade structures include bus schedules. Additionally, many bus stops without amenities include bus schedules.
- o Benches – Ridership figures are used to determine seating requirements while the built environment often dictates seating options.
- o 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 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 worked with its contractor to develop a lower-cost, small bus shelter that will provide shade from every angle while discouraging sleeping at bus stops.



Typical Medium Shelter



Small Shelter

Service and Fare Changes

Service Changes

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

Route 156 – Chandler Blvd – Added high frequency service during peak hours.

Route 541 Express – Route was removed due to the decrease in ridership following rider behavior changes after the COVID-19 pandemic.

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 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 to the fixed-route bus services will need to follow the public outreach and equity analysis as outlined in Valley Metro's Title VI Program.

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

In accordance with the Federal Transit Administration's (FTA) Title VI requirements, the City of Chandler is committed to ensuring that any future fare changes for Chandler Flex are evaluated for their impact on minority and low-income populations.

Although no fare changes are currently planned, the city has established the following procedures to assess the equity of any proposed fare adjustments:

- **Equity:** Prior to implementing any fare changes, the city will evaluate if the proposed changes would result in disparate impacts on minority populations or disproportionate burdens on low-income populations.
- **Public Outreach:** The city may engage in a public outreach process to inform and solicit feedback from the community regarding any proposed fare changes, when applicable. This process will include methods to ensure inclusive participation.
- **Documentation and Reporting:** The results of any fare change analysis, along with documentation of any public outreach efforts will be included in the city's Title VI Program.

By adhering to these procedures, the City of Chandler aims to ensure that any future fare changes for Chandler Flex are implemented in a manner that is equitable and non-discriminatory.

Board Approval for the Title VI Program

The City of Chandler Transportation Commission moved to approve the City of Chandler's Title VI Program on January 15, 2025.

The Chandler City Council approved Chandler's Title VI Program on March 27, 2025

RESOLUTION NO. 5876

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CHANDLER, ARIZONA, APPROVING THE CITY OF CHANDLER TITLE VI IMPLEMENTATION PLAN FOR TRANSIT SERVICES 2024 UPDATE.

WHEREAS, Title VI, 42 U.S.C. § 2000d *et seq.* is a federal statute which states that, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance;" and

WHEREAS, The City of Phoenix is the region's designated recipient of Federal Transit Administration (FTA) funding, and the City of Chandler is a subrecipient; and

WHEREAS, as a recipient of FTA funding, the City of Chandler is required to update its Title VI Implementation Plan for Transit Services every three years; and

WHEREAS, the City's Title VI Implementation Plan was last updated in 2021; and

WHEREAS, FTA requires Title VI plan updates to be approved by the recipient's governing body; and

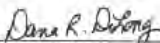
WHEREAS, new Title VI plan updates have been incorporated into the City's Title VI Implementation Plan.

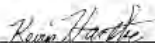
NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Chandler, Arizona, as follows:

Approving the City of Chandler Title VI Implementation Plan for Transit Services, with Title VI plan updates for 2024, as set forth in Exhibit A to this Resolution, .

PASSED AND ADOPTED by the Council of the City of Chandler, Arizona, this 27th day of March 2025.

ATTEST:


CITY CLERK


MAYOR

CERTIFICATION

I HEREBY CERTIFY that the foregoing Resolution No. 5876 was duly passed and adopted by the Council of the City of Chandler, Arizona, at a regular meeting held on the 27th day of March, 2025 and that a quorum was present thereat.

Dana R. DeLong
CITY CLERK



APPROVED AS TO FORM:

Jenny Winkler for
CITY ATTORNEY

A handwritten signature in blue ink, appearing to be "JW", is written over a horizontal line.