



**TOWN OF
GUADALUPE
Title VI plan-5310**

Title VI Implementation Plan

*The 3 Year Implementation
Dates are*

March 1, 2020-February 28, 2023

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Title VI Policy Statement

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

TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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, TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM distributes Federal-aid funds to another entity/person, TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM will ensure all subrecipients fully comply with TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM Title VI Nondiscrimination Program requirements. The Mayor of Guadalupe has delegated the authority to Veronica Matuz, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Valerie Molina, Mayor, Town of Guadalupe

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI **TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM**

The TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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 TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM.

For more information on the TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM civil rights program, and the procedures to file a complaint, contact Veronica Matuz, 480-505-5393, (TTY 1-800-367-8939); email Vmatuz@guadalupeaz.org; or visit our administrative office at 9241 S. Avenida del Yaqui, Guadalupe, AZ 85283. For more information, visit guadalupeaz.org.

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 480-505-5393. Para información en Español llame: Veronica Matuz, Senior Center Director, 480-505-5393.

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM

TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o pais de origen.

Para obtener más información sobre la TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM programa de derechos civiles, y los procedimientos para presentar una queja, contacte Veronica Matuz, 480-505-5393, (TTY 1-800-367-8939); or visite nuestra oficina administrativa en 9241 S. Avenida del Yaqui, Guadalupe, AZ 85283. Para obtener más información, visite guadalupeaz.org.

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

The above notice is posted in the following locations: Online at guadalupeaz.org, and inside each Senior Transit Bus.

This notice is posted online at guadalupeaz.org

Guadalupe Senior

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by Guadalupe Senior Bus Transit Program GUADALUPE SENIOR BUS TRANSIT PROGRAM including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the Guadalupe Senior Bus Transit Program's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted GUADALUPE SENIOR BUS TRANSIT PROGRAM will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the GUADALUPE SENIOR BUS TRANSIT PROGRAM or submitted to the State or Federal authority for guidance.

- (7) Guadalupe will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-534-3026; email to: PHXTransitEO@phoenix.gov.
- (8) GUADALUPE SENIOR BUS TRANSIT PROGRAM has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with GUADALUPE SENIOR BUS TRANSIT PROGRAM decision may file a complaint directly with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator.
- (11) A copy of these procedures can be found online at:
<https://www.guadalupeaz.org/index.asp?SEC=3E9082FC-A96C-4382-97BE-FA554462EBE3&DE=C7876A93-EF5E-41D0-910A-BCFF8FB5EB7E>

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Date of Alleged Discrimination (Month, Day, Year): _____		
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.		

Section VI:		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court: _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Town of Guadalupe Senior Center Bus Transit Program, Veronica Matuz, Senior Center Director.
9401 S. Avenida del Yaqui, Guadalupe, AZ 85283. Or contact Veronica Matuz at 480-505-5393
or vmatuz@guadalupeaz.org.

A copy of this form can be found online at guadalupeaz.org.

**Forma Para Poner una Queja
(De Acuerdo Al Título VI)**

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal _____
Agencia Local _____ Agencia Estatal _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

Firma de la Persona que presenta la queja

Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:

Town of Guadalupe Senior Center Bus Transit Program, Veronica Matuz, Senior Center Director.
9401 S. Avenida del Yaqui, Guadalupe, AZ 85283. Or contact Veronica Matuz at 480-505-5393
or vmatuz@guadalupeaz.org.

Title VI Investigations, Complaints, and Lawsuits

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

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)				

X The Town of Guadalupe has not had any Title VI complaints, investigations, or lawsuits in 2019.

***TOWN OF GUADALUPE,
SENIOR BUS TRANSIT
PROGRAM
Public Participation
Plan***

TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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, TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM will make the following community outreach efforts:

The Town of Guadalupe, Arizona holds council meeting every 2nd and 4th Thursdays of every month (unless noted otherwise). They begin at 6pm and continue from a call to the audience and through the agenda before them. The meeting are held at Guadalupe Town Hall, 9241 S. Avenida del Yaqui, Guadalupe, Arizona 85283.

Meeting agendas and meeting minutes can be found on the Town's website guadalupeaz.org and are also available at the Town Clerk's office, 9241 S. Avenida del Yaqui.

In the upcoming year TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM will make the following community outreach efforts:

In addition to council meetings, public outreach will be conducted at Town events. These events include Guadalupe Days, Fourth of July, Spooktacular, Guadalupe Tree Lighting, and Christmas Day in Guadalupe. The dates and times of these events and many others are posted at Guadalupeaz.org as the event is planned

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require 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 a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

*TOWN OF GUADALUPE,
SENIOR BUS TRANSIT
PROGRAM*

Limited English Proficiency Plan

TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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 TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM's extent of obligation to provide LEP services, the TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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 TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM service area who may be served or likely to encounter by TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM, activities, or services;
- 2) The frequency with which LEP individuals come in contact with an TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM services;
- 3) The nature and importance of the program, activities or services provided by the TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM to the LEP population; and
- 4) The resources available to TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

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.

Safe Harbor Provision

TOWN OF GUADALUPE, SENIOR BUS TRANSIT PROGRAM 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 sub recipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

Describe the process the agency uses to encourage the participation of minorities on such committees should be included

X The Town of Guadalupe does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Title VI Equity Analysis

A sub recipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the sub recipient organization receives any FTA dollars, it must comply with this requirement.

The Town of Guadalupe has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since January 1980.

Board Approval for the Title VI Program
