

Title VI Plan



CITY OF
WILLCOX
ARIZONA

February 21, 2024

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Executive Summary

Incorporated in 1915, the City of Willcox is a municipal government agency that provides essential public services to the community of Willcox.

Willcox is located in northern Cochise County in the Sulphur Springs Valley. Interstate 10 intersects the City with three exits. The city is surrounded by Arizona's most prominent mountain ranges. Four of Arizona's five largest mountains are located within a 65 mile radius. A very large dry lakebed, the Willcox Playa, is located 5 miles south of the City. It is the remnant of the Ice Age-era Lake Cochise. Scores of birds including Sandhill Cranes winter in the area.

Originally known as 'Maley', Willcox was founded in 1880 as a whistle-stop on the Southern Pacific Railroad. It was later renamed in honor of General Orlando B. Willcox who arrived on the first train in 1880. Willcox has maintained its rural lifestyle through a strong agricultural and ranching economy. Willcox is the birthplace of Rex Allen, who wrote and recorded many songs and was known as "The Arizona Cowboy."

The City of Willcox's mission is to provide a healthy, positive environment for living, education, and employment; supply safe, pure water, dependable sewer and natural gas, quality fire and police protection, well maintained streets, refuse collection, recreational facilities and other citizen requested services in an economical and professional manner.

The City began service in October 2021, with Demand Response (Dial-a-Ride) service to the City of Willcox and the surrounding communities of Sunsites/Pearce/Kansas Settlement, Bowie/San Simon, and Winchester Heights. The service operates in response to calls from passengers or their agents to a transit dispatcher, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. The vehicle will operate Monday to Friday from 8:00 am to 4:00 pm. Advanced reservation trips made the business day before would receive priority over same day requests.

What type of program fund(s) did you apply for?

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

Non-Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA City of Willcox

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

For more information on the **City of Willcox's** civil rights program, and the procedures to file a complaint, contact **Angel Lauve, Transit Program Manager, (520) 766-7433, (TTY 711); email alauve@willcox.az.gov**; or visit our administrative office at **300 W. Rex Allen Dr., Willcox, AZ 85643**. For more information, visit <https://willcox.az.gov/departments/transit>.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact City Hall Front Desk **(520) 384-4271**. *Para información en Español llame: **(520) 384-4271**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Willcox

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

Para obtener más información sobre el programa de Derechos Civiles de **City of Willcox**, y los procedimientos para presentar una queja, contacte **Angel Lauve, Transit Program Manager (520) 766-7433, (TTY 711)**; o visite nuestra oficina administrativa en **300 W. Rex Allen Dr., Willcox, AZ 85643**. Para obtener más información, visite <https://willcox.az.gov/departments/transit>

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **City Hall, Fire Department, Public Works, and City Library**

This notice is posted online at <https://willcox.az.gov/departments/transit>

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **City of Willcox** 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.

- Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- 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.
- Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- 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.
- 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.
- Once submitted **City of Willcox** 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 **City of Willcox** or submitted to the State or Federal authority for guidance.

- **City of Willcox** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- **City of Willcox** has **3** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **3** 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 3 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.
- 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 Discrimination 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.
- A copy of either the closure letter or LOF must also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- A complainant dissatisfied with **City of Willcox** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- A copy of these procedures can be found online at: <https://willcox.az.gov/departments/transit>.

If information is needed in another language, contact **(520) 384-4271**. *Para información en Español llame: **(520) 384-4271**

Discrimination ADA/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 |
| <input type="checkbox"/> Disability | | |
| 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 Discrimination 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:

City of Willcox

Angel Lauve, Transit Program Manager

300 W. Rex Allen Dr., Willcox, AZ 85643

(520) 766-7433

alauve@willcox.az.gov

A copy of this form can be found online at <https://willcox.az.gov/departments/transit>

If information is needed in another language, contact (520) 384-4271. *Para información en Español llame: (520) 384-4271

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

City of Willcox has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2023**.

| Complainant | Date (Month, Day, Year) | Basis of Complaint (Race, Color, National Origin or Disability) | Summary of Allegation | Status | Action(s) Taken | Final Findings? |
|-----------------------|----------------------------------|---|-----------------------------|--------|--------------------|--------------------|
| Investigations | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |
| Lawsuits | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |
| Complaints | | | | | | |
| 1) | | | | | | |
| 2) | | | | | | |

Public Participation Plan

City of Willcox 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, **City of Willcox** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures
- Advertised public announcements through newspapers, fliers, or radio
- Posted the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Hosted public information meetings and or hearings:
 - Transit Advisory Council Meeting – Sept. 13, 2023
 - Transit Advisory Council Meeting – Jan. 17, 2024
- Added public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities (<https://willcox.az.gov/departments/transit>, <https://www.facebook.com/WILLCOXAZGOV>)
- Hosted an information booth at a community event:
 - Willcox Library, Medicare 101 Program – Apr. 14, 2023
 - Sunsites Community Meeting – Nov. 16, 2023
 - Senior Center Meeting – Jan. 8, 2024
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

City of Willcox will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Post the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Host public information meetings and or hearings.
- Add public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- List other: engage with agents with direct access to potential riders

Customer Service Survey

| City of Willcox Transit Program Customer Service Survey October 2023 | | City of Willcox Transit Program Encuesta de Atención al cliente Octubre 2023 | |
|--|--|--|---|
| Question # 1 | How often do you ride the bus? <input type="radio"/> 1 - 2 times a week <input type="radio"/> 3 - 4 times a week <input type="radio"/> 5 - 6 times a week <input type="radio"/> daily <input type="radio"/> occasionally | Pregunta # 1 | Con que frecuencia utiliza el camión <input type="radio"/> 1 - 2 veces por semana <input type="radio"/> 3 - 4 veces por semana <input type="radio"/> 5 - 6 veces por semana <input type="radio"/> diario <input type="radio"/> ocasionalmente |
| Question # 2 | What type of rider are you? <input type="radio"/> Adult <input type="radio"/> Senior/Disabled <input type="radio"/> Child/Student <input type="radio"/> Student/Cochise College | Pregunta # 2 | Usted se considera <input type="radio"/> Adulto <input type="radio"/> Anciano/Discapacidad Física <input type="radio"/> Niños(a)/Estudiante <input type="radio"/> Estudiante/Cochise College |
| Question # 3 | Purpose of trip when you use the bus <input type="radio"/> Medical <input type="radio"/> Employment <input type="radio"/> Recreation <input type="radio"/> Education <input type="radio"/> Safeway <input type="radio"/> Bank <input type="radio"/> Dollar Store <input type="radio"/> Other | Pregunta # 3 | Cual es el propósito de usar el camión? <input type="radio"/> Medico <input type="radio"/> Empleo <input type="radio"/> Recreación <input type="radio"/> Educación <input type="radio"/> Safeway <input type="radio"/> Banco <input type="radio"/> Tienda de Dóllar <input type="radio"/> Otros |
| Question # 4 | Does this service meet your transportation needs? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 4 | Siente usted que el servicio cumple con sus necesidades? <input type="radio"/> Sí <input type="radio"/> No |
| Question # 5 | Was the driver helpful and courteous? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 5 | El conductor fue servicial y cortes? <input type="radio"/> Sí <input type="radio"/> No |
| Question # 6 | How would you rate our customer service? <input type="radio"/> Poor <input type="radio"/> Fair <input type="radio"/> Good <input type="radio"/> Excellent | Pregunta # 6 | Como calificaria el servicio al publico? <input type="radio"/> Malo <input type="radio"/> Aceptable <input type="radio"/> Bueno <input type="radio"/> Excelente |
| Question # 7 | Was the bus on time? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 7 | Estuvo a tiempo el camión? <input type="radio"/> Sí <input type="radio"/> No |
| Question # 8 | Was the bus clean? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 8 | Esta limpio el camión? <input type="radio"/> Sí <input type="radio"/> No |
| Question # 9 | Was the dispatcher helpful and courteous? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 9 | La Recepcionista le fue servicial y cortes? <input type="radio"/> Sí <input type="radio"/> No |
| Question # 10 | If we had the ability, would you like an email with your scheduled time on it? <input type="radio"/> Yes <input type="radio"/> No | Pregunta # 10 | Si tuviéramos la capacidad, ¿le gustaría recibir un correo electrónico con su hora programada? <input type="radio"/> Si <input type="radio"/> No |
| Thank you for taking the time to fill out the survey!! | | Gracias por tomar el tiempo de contestar esta encuesta. | |
| Any other comments: | | Cualquier otro comentario: | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Limited English Proficiency Plan

City of Willcox 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 **City of Willcox** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **City of Willcox**'s extent of obligation to provide LEP services, the **City of Willcox** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- The number or proportion of LEP persons eligible in the **City of Willcox** service area who may be served or likely to encounter by **City of Willcox** program, activities, or services;

| <i>Category</i> | <i>Estimate</i> | <i>Percentage of Persons 5 Years & Over</i> | <i>Percentage of Persons 5 Years & Over With LEP</i> |
|---|-----------------|---|--|
| Total Persons 5 years & Over | 8,099 | 100% | --- |
| English Speaking Only | 5,409 | 66.8% | --- |
| Limited English Proficiency | 768 | 9.5% | 9.5% |
| Spanish with LEP | 669 | 8.3% | 8.3% |
| Other Languages with LEP | 0 | 0% | 0 |

- The frequency with which LEP individuals come in contact with an **City of Willcox** services;

City of Willcox's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2023**. **City of Willcox** averages **2.5 CONTACTS** per **Month**.

- The nature and importance of the program, activities or services provided by the **City of Willcox** to the LEP population.

Transportation planning is vital to a community and directly affects the lives of those living in the service area. Recommendation on roads, sidewalks, and public transportation service projects are a focus of both the City of Willcox and regional partners such as SEAGO and CBDG. Projects completed directly affect the residents in the community. This includes the minority and low income populations, including the LEP population.

- The resources available to **City of Willcox** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

The Willcox Dial-a-Ride transit program provides a transit guide in English and Spanish, including all non-discrimination policies and procedures. Willcox Dial-a-Ride will recruit, if possible, Spanish speaking drivers and staff available to assist passengers and others who may have limited English proficiency.

City of Willcox provides a statement in Spanish and will for additional languages specific to the LEP community make up that 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 for written translations

City of Willcox 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:

- Non Discrimination Notice
- Discrimination Complaint Procedures
- Discrimination 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:

- Notices of free language assistance for persons with LEP
- Notice of Non-Discrimination and Reasonable Accommodation
- Outreach Materials
- Bus Schedules
- Route Changes
- Public Hearings

1) **City of Willcox** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **City of Willcox** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- Use of "I Speak" cards.
- Bilingual or multilingual versions of:
 - "How to ride" brochures
 - System maps and timetables
 - Safety and security announcements
 - Service change announcements

2) **City of Willcox** has a process to ensure the competency of interpreters and translation service through the following methods:

City of Willcox will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **City of Willcox** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **City of Willcox** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **City of Willcox** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **City of Willcox** provides notice to LEP persons about the availability of language assistance through the following methods:

- ☒ Posting signs in intake areas and other points of entry
- ☒ Statements in outreach documents that language services are available from the agency.
- ☒ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
- ☒ Announcements at community meetings
- ☒ Information tables at local events
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Announcements in vehicles and at stations
- ☒ Agency websites

4) **City of Willcox** monitors, evaluates and updates the LEP plan through the following process:

City of Willcox will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **City of Willcox** will make changes to the language assistance plan based on feedback received. **City of Willcox** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **City of Willcox** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **City of Willcox** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **City of Willcox** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **City of Willcox** will implement processes for training of staff through the following procedures:

City of Willcox will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **City of Willcox** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **City of Willcox** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **City of Willcox** will implement LEP training to be provided for agency staff. **City of Willcox** staff training for LEP to include:

- A summary of the **City of Willcox** responsibilities under the DOT LEP Guidance;
- A summary of the **City of Willcox** language assistance plan;
- A summary of the number and proportion of LEP persons in the **City of Willcox** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;

- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the City of Willcox cultural sensitivity policies and practices.

Information found on the City of Willcox's Route Map:

FREE RIDES FOR PRE-QUALIFIED PERSONS

Persons with disabilities and/or those who are 60 or older can sign up for an Area Agency on Aging (AAA) card to ride for free. Applications are at the Transit office located at 300 W. Rex Allen Drive, Willcox and online at willcox.gov/departments/transit

DAIL-A-RIDE SERVICES RESERVATIONS REQUIRED

Call (520) 766-7433 to make reservations 1 business day in advance. Call the transit office no later than 4:30 pm, the day before you wish to travel. You can call up to 30 days in advance to lock in your reservation. Be prepared to provide the following information:

- Pick up address
- Drop off address (where you are going)
- The time you wish to return

BE READY TO MINUTES EARLY

We will pick you up close to your front door as practical. Please be ready 10 minutes before your pickup time and be waiting for the bus.

SPECIAL NEEDS

ADA Accessibility – the bus is equipped with wheelchair ramp/lift.

Personal Care Attendants – If you need the assistance of a PCA, please mention when making your reservation as they ride for free.

Service Animals – Service animals are welcome on our bus. These are animals that have been trained to perform certain tasks.

CANCELLATIONS

If you call and cancel before the bus is dispatched from the yard then there will be no charge. However, if you were a no-show you will need to pay for that trip as well as the next one that is scheduled.

SERVICE TO UNIMPROVED (DIRT) ROADS

To prevent damage to the lift system and bus in general, service will be limited to the first 1/2 mile off of the paved roadway onto an unimproved (dirt) road.

RIDER RULES OF CONDUCT

- Exact fare is required. Please have your cash, or pass, ready when the bus arrives. Driver does not carry change.
- The transit vehicle is equipped with seatbelts and their use is required.
- Be safe, respect other riders and take care of your bus.
- Smoking, eating, and drinking (other than bottled water) are not allowed on board the vehicle.
- Trained service animals are welcome. Other animals/pets must be kept in a secured animal carrier.
- Shoes, shirt, clean and dry clothing are required.
- Cell phone and electronic device use should be quiet and limited.
- Passengers must keep their packages, strollers, walkers, and other canyons secured at all times. Only 5 grocery store bags are allowed. Large packages requiring an unreasonable amount of space will not be allowed.
- No drugs, weapons or hazardous materials allowed on the bus.
- Drivers may refuse service to anyone who is disruptive, offensive, rude, disorderly, threatening, or appears to be under the influence of drugs or alcohol.

It is the policy of the City of Willcox Transit to comply with Title VI of the Civil Rights Act of 1964. City of Willcox Transit operates public transit services without regard to race, color or national origin, age, gender, or disability. For additional information on City of Willcox Transit nondiscrimination obligations or to file a complaint, please call the Transit Program Manager at 520-766-7433 or email alauve@willcoxaz.gov or the ADOT Civil Rights Office at 602-712-8946 or civilrights@adot.gov.

CLOSED ON ALL CITY HOLIDAYS.

VIAJES GRATIS PARA PERSONAS QUE CALIFIQUEN

Viajes gratis para personas precalificadas: las personas con discapacidades y / o aquellos que tienen 60 años o más pueden inscribirse en una tarjeta de la Agencia del Área sobre el Envejecimiento (AAA) para viajar gratis. Las solicitudes se encuentran en la oficina de Tránsito ubicada en 300 W. Rex Allen Drive, Willcox y en línea en <https://willcoxaz.gov/departments/transit>.

SE REQUIEREN RESERVACIONES PARA DAIL-A-RIDE/SERVICIOS DE VIAJE

llame al 520-766-7433 para hacer reservaciones con 1 día hábil de anticipación. Llame a la oficina de tránsito a más tardar a las 4:30 pm, el día antes de que desee viajar. Puede llamar con hasta 30 días de anticipación para laboquer su reserva. Está preparado para proporcionar la siguiente información:

- Dirección de recogida
- Dirección de entrega (a dónde va)
- La hora a la que desea regresar

PREPÁRESE 10 MINUTOS ANTES

Lo recogemos cerca de su puerta principal. Por favor, prepárese 10 minutos antes de la hora de recogida y esté atento al autobús.

NECESIDADES ESPECIALES

Accesibilidad ADA – el autobús está equipado con rampa / ascensor para sillas de ruedas.

Asistentes de cuidado personal – si necesita la asistencia de asistente de cuidado personal, mencione al hacer su reserva, ya que viajan gratis.

Animales de servicio – los animales de servicio son bienvenidos en nuestro autobús. Estos son animales entrenados para realizar ciertas tareas.

CANCELACIONES

Si llama y cancela antes de que el autobús se envíe entonces no habrá ningún cargo. Sin embargo, si usted no habla para cancelar, tendrá que pagar por ese viaje, así como el próximo que sea programado.

SERVICIO A CARRETERAS NO MEJORADAS (DE TIERRA)

Para evitar daños al sistema de elevación y al autobús en general, el servicio se limitará a los primeros 3/4 de milla de la carretera pavimentada en un camino no mejorado (de tierra).

REGLAS DE CONDUCTA DEL PASAJERO

- Se requiere una tarifa exacta. Por favor, tenga su dinero en efectivo, o pase. Esto cuando llegue el autobús. El conductor no lleva cambio.
- El vehículo de tránsito está equipado con cinturones de seguridad y se requiere su uso.
- Esté seguro, respete a los demás pasajeros y cuide su autobús.
- No se permite fumar, comer y beber (que no sea agua embotellada) a bordo de los vehículos.
- Los animales de servicio entrenados son bienvenidos. Otros animales/mascotas deben mantenerse en un soporte de animales seguro.
- Se requieren zapatos, camisa, ropa limpia y seca.
- El uso de teléfonos celulares y dispositivos electrónicos debe ser silencioso y limitado.
- Los pasajeros deben mantener sus paquetes, andadores y otros equipajes de transferencia seguros en todo momento. Solo se permiten 5 bolsas de supermercado. No se permitirán paquetes grandes que requieran una cantidad irrazonable de espacio.
- No se permiten drogas, armas o materiales peligrosos en el autobús.
- Los conductores pueden rechazar el servicio a cualquier persona que sea perturbadora, ofensiva, grosera, desordenada, amenazante o que parezca estar bajo la influencia de drogas o alcohol.

Es política de la Ciudad de Willcox Transit cumplir con el Título VI de la Ley de Derechos Civiles de 1964. City of Willcox Transit opera servicios de transporte público sin tener en cuenta la raza, el color o el origen nacional, la edad, el género o la discapacidad. Para obtener información adicional sobre las obligaciones de no discriminación de Tránsito de la Ciudad de Willcox o para presentar una queja, llame al Gerente del Programa de Tránsito al 520-766-7433 o envíe un correo electrónico alauve@willcoxaz.gov o a la Oficina de Derechos Civiles de ADOT al 602-712-8946 o civilrights@adot.gov.

CERRADO TODOS LOS DÍAS FESTIVOS DE LA CIUDAD.



DIAL-A-RIDE

LET US DRIVE

**MAKE A RESERVATION
HAGA UNA RESERVACIÓN
520-766-RIDE (7433)
TTY/TDD 711**

Willcox.AZ.gov

Non-elected Committees Membership Table

Subrecipients who select 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 | African American/ Black | American Indian/Alaskan Native | Native Hawaiian/ Other Pacific Islander | Asian | Hispanic/ Latino | White |
|--------------------------|-------------------------|--------------------------------|---|-------|------------------|-------|
| Population 8,099 | 1.4% | 1.1% | .4% | .8% | 45.7% | 48.4% |
| Transit Advisory Council | 0% | 0% | 0% | 0% | 27% | 73% |

Membership is advertised on the City’s website and social media as well as Council members solicit potential members. And riders are encouraged to apply as well for membership.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

City of Willcox does not monitor subrecipients for Title VI compliance as it does not have any FTA subrecipients.

Title VI Equity Analysis

A subrecipient 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 subrecipient organization receives any FTA dollars, it must comply with this requirement.

City of Willcox has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

City of Willcox is not a Fixed Route Transit Provider.

Board Approval for the Title VI Plan

CITY OF WILLCOX, COCHISE COUNTY, ARIZONA

RESOLUTION NO. 2024-03

**A RESOLUTION OF THE MAYOR AND COUNCIL OF THE CITY OF WILLCOX, COCHISE COUNTY, ARIZONA,
PROVIDING FOR THE APPROVAL OF AN ADOT REQUIRED TITLE VI CIVIL RIGHTS AND NON-
DISCRIMINATION PLAN**

WHEREAS, with the support of a broad number of county-wide stakeholders, the City of Willcox established the City of Willcox Transit Program, a public transportation system, to benefit the community and surrounding areas in facilitating public transit; and

WHEREAS, grant funding is instrumental in continuing the City of Willcox Transit Program, and accompanying grant guidelines call for the establishment of a Title VI Plan that is approved by Council and Arizona Department of Transportation (ADOT), and includes components required by ADOT and Federal Transit Administration (FTA); and

WHEREAS, an ADOT approved Title VI Plan is incorporated into the City of Willcox Transit Program; and

WHEREAS, the City of Willcox, by virtue of its Charter, establishes that the Council, by ordinance or resolution, may approved such Title VI Plan;

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the City of Willcox, Arizona, approves the Title VI Plan associated with the City of Willcox Transit Program and charges the City Manager and the Transit Program Manager with its implementation.

PASSED AND ADOPTED by the Mayor and Council of the City of Willcox, Arizona this 15th day of February 2024.

APPROVED/EXECUTED:



MICHAEL J. LAWS, Mayor

ATTEST:



CRYSTAL L. HADFIELD, City Clerk