

# **Title VI**

# **ANNUAL**

# **REPORT**

**2023**

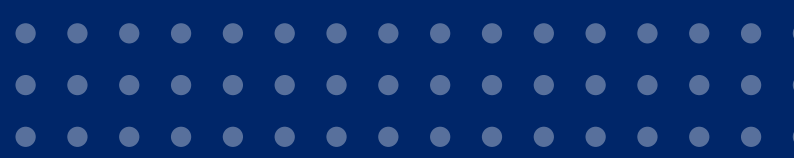
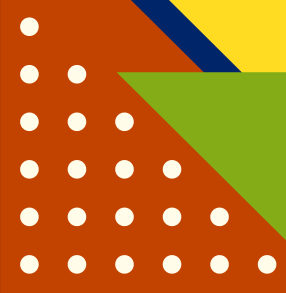
*Title VI Nondiscrimination Accomplishment report for the Arizona Department of Transportation (ADOT) to be included in the Federal Highway Administration (FHWA) annual report. Federal Fiscal Year 2023 (October 2022 - September 2023)*



**CITY OF**  
**TUCSON**

**TRANSPORTATION & MOBILITY**

**201 N. Stone Ave, Tucson, AZ**




# Table of Contents

2023 POLICY BULLETIN.....	3
2023 TITLE VI STANDARD ASSURANCES.....	4
CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM	10
II. DTM ORGANIZATION CHART.....	12
III. DTM TITLE VI PROGRAM OVERVIEW.....	13
IV. ADMINISTRATION OF TITLE VI PROGRAM & STAFFING.....	15
V. PUBLIC PARTICIPATION PLAN.....	23
VI. LIMITED ENGLISH PROFICIENCY PLAN.....	27
VII. ENVIRONMENTAL JUSTICE (EJ).....	34
VIII. FILING A TITLE VI COMPLAINT.....	36
APPENDIX A - TITLE VI ONLINE RESOURCES/COMPLAINT FORM.....	41
APPENDIX B - TITLE VI COMPLAINT LOG.....	44
APPENDIX C – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.01-1D.....	45
APPENDIX D – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.05-9.....	48
APPENDIX E – SELF-IDENTIFICATION SURVEY CARDS.....	56
APPENDIX F – REQUIRED SET UP FOR PUBLIC MEETINGS.....	57
APPENDIX G – CHECKLIST AND DATA COLLECTION FOR PUBLIC MEETINGS.....	60
APPENDIX H – SAMPLE DATA COLLECTION FOR ANNUAL TITLE VI REPORT.....	61
APPENDIX I – LEP FLOWCHART.....	62
APPENDIX J – DTM EMPLOYEES RECEIVING SECOND LANGUAGE PAY.....	63
APPENDIX K – DTM EMPLOYEES RECEIVING CERTIFIED BILINGUAL PAY.....	63
APPENDIX L – SAMPLE BROCHURES.....	65
APPENDIX M – SCREENSHOT OF MULTILINGUAL DTM WEBSITE.....	69
APPENDIX N – TITLE VI “KNOW YOUR RIGHTS” POSTER.....	70
APPENDIX O – CITY OF TUCSON OEOP & DTM WEBSITE SAMPLES.....	71
DTM Internet.....	75
OEOP Programs – City of Tucson.....	79
APPENDIX P – CITY OF TUCSON ADMINISTRATIVE DIRECTIVES.....	80
APPENDIX Q – CITY OF TUCSON DBE STATEMENT.....	81
APPENDIX R – TITLE VI PRESENTATION PROVIDED TO DTM EMPLOYEES.....	82
APPENDIX S – LEP PRESENTATION PROVIDED TO DTM EMPLOYEES.....	84

# 2023 POLICY BULLETIN



## DEPARTMENT OF TRANSPORTATION AND MOBILITY POLICY / PROCEDURE BULLETIN

SUBJECT: Title VI Non-Discrimination Policy Statement		NUMBER	PAGE
		1.50	1 of 2
		EFFECTIVE DATE: 8/1/2023	
<input checked="" type="checkbox"/> All Divisions	<input type="checkbox"/>	<b>Transportation and Mobility Director Approval:</b> 	<b>Approval Date:</b> 7/18/2023
<input type="checkbox"/> Director's Office	<input type="checkbox"/> Traffic Engineering		
<input type="checkbox"/> Management Services	<input type="checkbox"/> Transit		
<input type="checkbox"/> Engineering	<input type="checkbox"/> Streets & Traffic		
<input type="checkbox"/> Parkwise	<input type="checkbox"/> Maintenance		

### NON-DISCRIMINATION POLICY STATEMENT

The City of Tucson, Department of Transportation and Mobility assures that no person shall on the grounds of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any sponsored program or activity. There is no distinction between the sources of funding.

The City of Tucson, Department of Transportation and Mobility 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. If problems are found, those problems will be corrected as quickly as possible but will not take longer than 90 days. Additionally, the department will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Tucson, Department of Transportation and Mobility distributes Federal-aid funds to another entity, all sub-recipients will be monitored to ensure compliance the non-discrimination plan.

## 2023 TITLE VI STANDARD ASSURANCES

The **City of Tucson** (herein referred to as the "Recipient"), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through *Federal Highway Administration and Arizona Department of Transportation*, is subject to and will comply with the following:

### Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation--Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);
- 23 C.F.R. Part 200 Subchapter C-Civil Rights (Title VI program implementation and related statues)

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

### General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda and/or guidance, the Recipient hereby gives assurances that it will promptly take any measures necessary to ensure that:

*"No person in the United States 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 program or activity," for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.*

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

### Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its *Federal Aid Highway Program*.

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated or will be (with regard to a "facility") operated or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, requests for proposals for work, or material subject to the Acts and the Regulations made in connection with

all *Federal Aid Highway Program* and, in adapted form, in all proposals for negotiated agreements regardless of finding source:

*"The **City of Tucson**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252.42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."*

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to a construct a facility or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
  - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
  - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
  - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
  - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, *City of Tucson* also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing *Federal Highway Administration or Arizona Department of Transportation* access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the *Federal Highway Administration or Arizona Department of Transportation*. You must keep records, reports, and submit the material for review upon request to *Federal Highway Administration, Arizona Department of Transportation*, or its designee in timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

*City of Tucson* gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the *Federal Highway Administration and Arizona Department of Transportation*. This ASSURANCE is binding on *Arizona*, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors, transferees, successors in interest, and any other participants in the *Federal Aid Highway Program* the person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

*City of Tucson*  
(Name of Recipient)

By   
(Signature of Authorized Official)

Dated 7/18/23

## APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, *Federal Highway Administration or the Arizona Department of Transportation*, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performance by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient, the *Federal Highway Administration or Arizona Department of Transportation* to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation*, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the *Federal Highway Administration or Arizona Department of Transportation*, may determine to be appropriate, including, but not limited to:
  - a. withholding payments to the contractor under the contract until the contractor complies; and/or
  - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with request to any subcontract or procurement as the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation* may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

## APPENDIX B

### CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

**NOW, THEREFORE**, the U.S. Department of Transportation as authorized by law and upon the condition that *City of Tucson* will accept title to the lands and maintain the project constructed thereon in accordance with *Title 23*, United States Code the Regulations for the Administration of *Federal Aid for Highways*, and the policies and procedures prescribed by the *Arizona Department of Transportation ,Federal Highway Administration and* the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252;42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the *City of Tucson* all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

#### (HABENDUM CLAUSE)

**TO HAVE AND TO HOLD** said lands and interests therein unto *City of Tucson* and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the *City of Tucson*, its successors and assigns.

The *City of Tucson*, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will 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 with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [.] [and]\* (2) that the *City of Tucson* will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[,and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].\*

\*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.



## APPENDIX C

### CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the City of Tucson pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
  - 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities,
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, City of Tucson will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.\*
- C. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, City of Tucson will have the right to enter or re-enter the lands and facilities thereon, and the above-described lands and facilities will there upon revert to and vest in and become the absolute property of the City of Tucson and its assigns\*.

\*Reverted clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

## APPENDIX D

### CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by *City of Tucson* pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, *City of Tucson* will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.\*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, *City of Tucson* will there upon revert to and vest in and become the absolute property of *City of Tucson* and its assigns.\*

Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.

## APPENDIX E

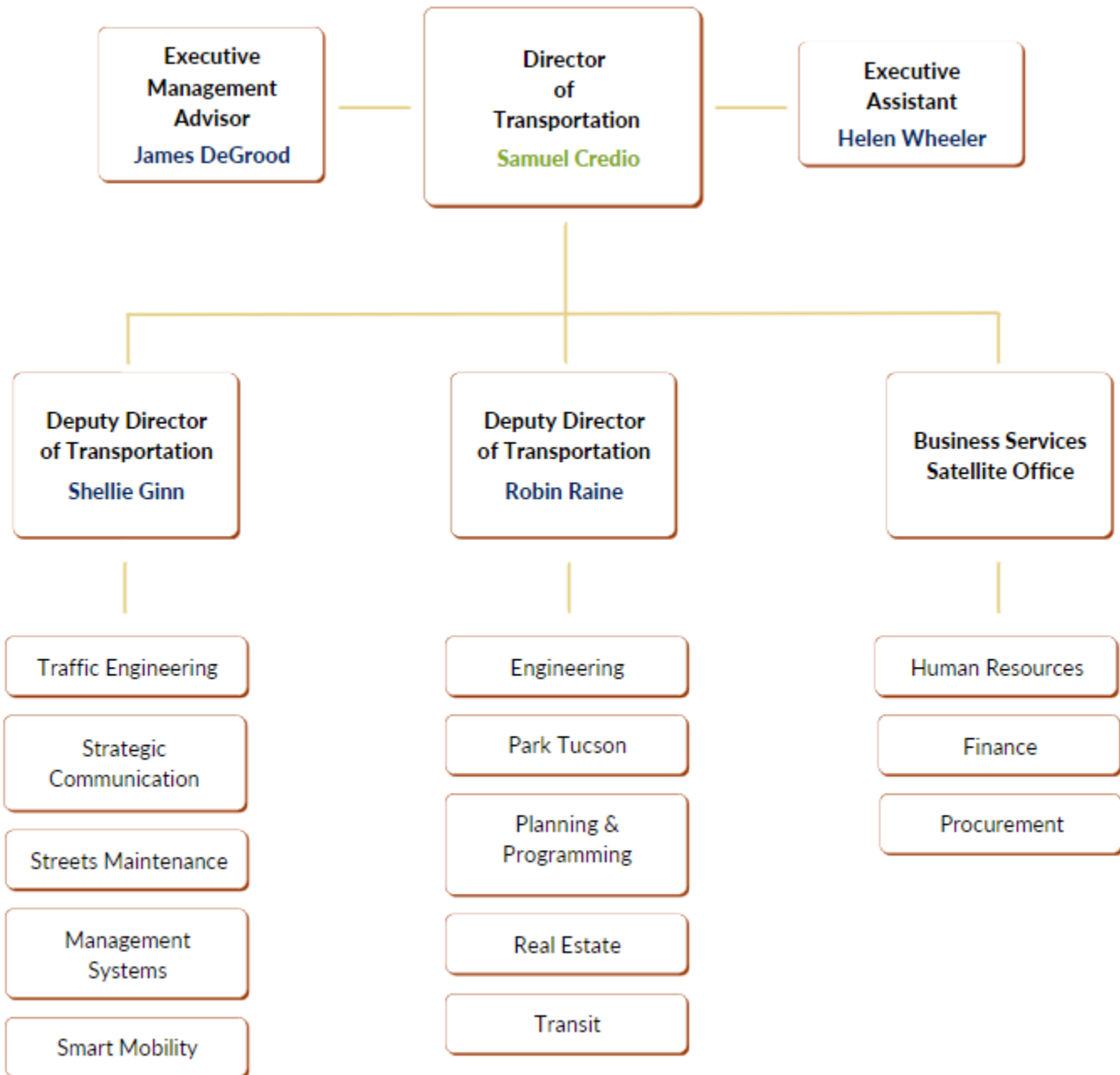
During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

### **Pertinent Non-Discrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin): and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC. § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100).
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1687 *et seq.*)

## II. DTM ORGANIZATION CHART

Title VI Coordinator Kara Lehmann reports to the Tucson Department of Transportation & Mobility (DTM) Deputy Director Shellie Ginn. The Deputy Director reports to the Director of Transportation & Mobility Samuel Credio. The Title VI Coordinator oversees the Title VI training for all the department personnel as well as investigations of discrimination. The Title VI Coordinator also works closely with the Office of Equal Opportunity Programs (OEOP) of the City of Tucson and the City Attorney’s Office, Civil Division to ensure equity and compliance. Additionally, constituent services and all complaints including Title VI complaints are recorded through the DTM Title VI Coordinator.



### **III. DTM TITLE VI PROGRAM OVERVIEW**

#### **What is Title VI?**

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals and groups from discrimination on the basis of their race, color and national origin in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

#### **Programs Covered**

Federally assisted programs include any highway, project, program, or activity for the provision of services and for other benefits. Such programs include education or training, work opportunities, health, welfare, rehabilitation, housing, or other services, whether provided directly by DTM or indirectly through contracts or other arrangements with other agents.

#### **What type of discrimination is prohibited under DTM's Title VI program?**

Discrimination under our Title VI program is an action or inaction, intentional or not, through which any intended beneficiary, solely because of race, color, or national origin, has been otherwise subjected to unequal treatment or impact, under any DTM program or activity. Discrimination based on the grounds referenced above limit the opportunity for individuals and groups to gain equal access to services and programs. In administering federally assisted programs and activities, DTM cannot discriminate either directly or through contractual or other means by:

- Denying program services, financial aids or other benefits.
- Providing different program services, financial aids, or other benefits, or providing them in a manner different from that provided to others.
- Segregating or separately treating individuals or groups in any manner related to the receipt of any program service or benefit.
- Restricting in any way the enjoyment of any advantage or privilege enjoyed by others receiving any program service or other benefits.
- Denying persons, the opportunity to participate as a member of a planning, advisory or similar body.
- Denying persons, the opportunity to participate in the program through the provision of services or affording the opportunity to do so differently from those afforded others.

**The primary goals and objectives of the City of Tucson's Title VI Program are:**

1. To assign roles, responsibilities, and procedures for ensuring compliance with Title VI of the Civil Rights Act of 1964, and related regulations and directives.
2. To ensure that people affected by the City's programs and projects receive the services, benefits, and opportunities to which they are entitled without regard to race, color, or national origin.
3. To prevent discrimination in the City of Tucson's programs and activities, whether those programs and activities are federally funded or not.
4. To establish procedures for identifying impacts in any program, service, or activity that may create illegal adverse discrimination on any person because of race, color, or national origin; or on minority populations, low-income populations, the elderly, and all interested persons and affected Title VI populations.
5. To establish procedures to annually review Title VI compliance within specific program areas within the City.
6. To set forth procedures for filing and processing complaints by persons who believe they have been subjected to illegal discrimination under Title VI in the City's services, programs, or activities.

## IV. ADMINISTRATION OF TITLE VI PROGRAM & STAFFING

The City of Tucson, Department of Transportation & Mobility (DTM) assures 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 sponsored program or activity. DTM 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. If problems are found, those problems will be corrected as quickly as possible but will not take longer than 90 days. DTM will take reasonable steps to provide meaningful access to services for persons with limited English proficiency. In order to accomplish the goals stated in Section IV, DTM has instituted proactive measures as described in this document. The complaint procedures are described in detail in section IX and provided online and in the appendix.

DTM staff work in cooperation with the City of Tucson Office of Equal Opportunity Program (OEOP) which implements and enforces equity policy for the City of Tucson including overseeing the Administrative Directives for LEP, ADA, Title VI of the Civil Rights Act as well as the City Code (Chapter 17). Specifics can be found at [www.tucsonaz.gov/Departments/Office-of-Equal-Opportunity-Programs](http://www.tucsonaz.gov/Departments/Office-of-Equal-Opportunity-Programs). See Appendix for sample webpages and documents through OEOP.

### **Staffing Roles:**

#### **OEOP Director – Rebecca Hill**

The Office of Equal Opportunity Programs (OEOP) implements and enforces equity policy for the City of Tucson. OEOP ensures the implementation and enforcement of non-discrimination policies in City employment. OEOP reviews reasonable accommodation options related to demotions and terminations stemming from the expressed inability to accommodate an employee. OEOP ensures that current City of Tucson facilities, programs/activities and services are accessible to persons with disabilities in accordance with Tucson City Code and the Americans with Disabilities Act of 1990 (ADA). OEOP ensures that persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are afforded meaningful access to programs, services and/or activities in accordance with Section 602 of Title VI of the Civil Rights Act of 1964. OEOP investigates complaints from members of the public based on allegations that the City's programs and/or facilities are not accessible to those with disabilities. OEOP works closely with DTM staff and all City of Tucson Department to ensure equity and non-discrimination.

#### **DTM Director – Samuel Credio**

The Director is responsible for supervising and administering the overall activities of the Department, its divisions, and employees. As such, the Director signs all necessary non-discrimination assurances to aid in ensuring all civil rights requirements are met. The Director sets DTM policy and establishes procedures to ensure Department-wide implementation of the non-discrimination plan. The Director provides opportunities for the Management Team to discuss, and problem solve any issues and to provide leadership through our monthly Leadership Education

and Development (LEAD) sessions. The Director provides guidance and strategic planning for all DTM initiatives and ensures our non-discrimination policies are implemented throughout the organization.

### **Title VI Coordinator – Kara Lehmann**

The Title VI Coordinator reviews the implementation annually including all DTM directives for any Title VI implications. Additionally, the Title VI Non-Discrimination Program Coordinator's oversight includes ongoing program review and training not limited to:

1. Attend ADOT trainings, meetings, and onsite review visits in order to implement DTM's Title VI program.
2. Work with the FHWA Certification Acceptance Liaison to submit all Title VI agency documents to the ADOT LPA section as requested through the Certification Acceptance process (see sample CA Assessment Status Report in Appendix).
3. Complete the onsite compliance review document as requested by ADOT's Office of Civil Rights; attend onsite compliance review as requested by ADOT.
4. Respond to request for information from ADOT's Office of Civil Rights.
5. Annually ensure the Title VI Assurances are signed by DTM Director.
6. Annually coordinate Title VI training for DTM.
7. Prepare and disseminate an annual report of accomplishments for the past year and goals for next year for ADOT by August 1st.
8. Update the Title VI program plans annually and submit to ADOT by August 1st.
9. Develop Title VI information for distribution to the general public as needed.
10. Monitor public participation and awareness of Title VI policies and procedures for their effectiveness in reaching the public.
11. Provide guidance and technical assistance on Title VI matters with overall program responsibility for preparing required annual reports regarding Title VI compliance and initiate monitoring activities including developing and reviewing directives, procedures, monitoring, and resolution of deficiencies through process improvement and training.

**Special Emphasis Program Reviews:** Special emphasis program reviews will be conducted throughout the year and be used to determine the accomplishments and goals section of the annual report as well as the annual updated Title VI plan both due to ADOT by August 1<sup>st</sup>. This will include periodic contract compliance review as well as collection of demographic data.

**Annual Program Review Data:** Program reviews will be conducted based on the annual summary of Title VI activities, achievements, and complaints. The reviews will be handled by the Title VI Coordinators to ensure compliance of Title VI provisions. The special emphasis groups will have quarterly reviews of their data collected as it relates to Title VI demographics. This data will be reviewed and utilized to determine if there is need to do further investigation into a specific program area.



**Sub Recipient Review Procedures:** Title VI program information will be dispersed to contractors and beneficiaries through inclusion of the Title VI language in contracts. DTM shall also ensure their sub-recipients adhere to state and federal laws and all written agreements or contracts shall include assurances that the sub-recipient must comply with Title VI and other related statutes and regulations. Each Subcontractor's contract must be approved by DTM to ensure all proper documentation related to the mandatory non-discrimination language is included. During the approval process, DTM staff or a party acting on behalf of DTM (construction management consultant), will review subcontracts to confirm the required Title VI information is included and complete a subcontract verification form that will be provided to the Title VI Coordinator.

All discrimination complaints against the subcontractors will be submitted to ADOT for investigation by FHWA, consistent with FHWA guidelines. In the event that non-compliance is discovered by FHWA, DTM will make a good faith effort to ensure the sub-recipient corrects any deficiencies arising out of the complaint.

**Annual Report & Annual Training Dates:** The Title VI Coordinator will be responsible for coordination of the annual training to the Tucson Department of Transportation & Mobility, and will submit the training records to ADOT.

**Annual Title VI Plan Updates:** A copy of Title VI Implementation Plan will be submitted to the ADOT Civil Rights Unit annually due August 1<sup>st</sup> which includes the annually signed policy statement, annually signed standard DOT assurances, annually updated organization chart, annually updated staffing overview and annually updated program review procedures.

#### **Title VI Public Information/Constituent Services Program Coordinator – Kara Lehmann**

The Title VI Public Information /Constituent Services Program Coordinator works in all aspects of the Title VI program, particularly with outside agencies, Public Involvement firms and constituents.

1. Document Title VI complaints; forward all discrimination complaints to City of Tucson Office of Equal Opportunity Programs (OEOP). Forward all FHWA complaints and Title VI complaints to ADOT for investigation. Forward all other complaints to the appropriate division for investigation. See section IX for procedures.
2. Coordinate, update and oversee implementation of the Limited English Proficiency (LEP) plan and work in partnership with the OEOP Director to train Customer Service Representatives in the use of the "Language Line System."
3. Provide technical assistance, tools, and resources for implementing the Public Involvement plan in conjunction with the Public Relations Firm.
4. Coordinate with the DTM Public Information Officer to ensure implementation of the Title VI, LEP, Public Involvement Plans in outreach, newsletters, press releases, printed posters, brochures, and updating website, using Social Media, and ensuring there is a process to communicate road impacts in alternate languages.
5. Collection of Public Meeting Checklists & data compilation from returned Title VI Survey

Forms (see Appendix for samples).

**Complaints:** If any individual believes that he/she or any other program beneficiaries have been the object of unequal treatment or discrimination as to the receipt of benefits and/or service, or on the grounds of race, color, national origin (including Limited English Proficiency), he/she may exercise his/her right to file a complaint with the City. Complaints may be filed with the Constituent Services Program Coordinator.

**Remedial Action:** The City, through the Title VI Coordinator, will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When deficiencies are found, procedures will be promptly implemented to correct the deficiencies and to put in writing the corrective action(s). The period to determine corrective action(s) and put it/them in writing to effect compliance may not exceed 90 days from the date the deficiencies are found.

**Data Collection & Analysis:** The City collects Title VI data through all public outreach activities, both in-person and virtual. Bilingual survey cards include three questions: race/ethnicity, age, and sex. Survey cards also include a section on “Title VI – Know Your Rights” below the survey questions. Public Meetings are held In-Person or Virtually via Microsoft Teams. At virtual meetings, the City will use Office 365 online surveys to gather the same information as the paper surveys. The City utilizes many outreach methods where survey cards are collected. This includes in-person public open house meetings, tabling events, festivals, popup or demonstration projects, neighborhood meetings, community walk audits, bike rides, workshops, and speaker events. Some of these formats have also been held virtually over the past year, or have taken a hybrid approach. At all events, brochures are also provided with background on Title VI and information on how and why Tucson collects demographic data.

The City of Tucson will compare data collected during the outreach process (survey cards with demographic data on age, race, sex) to census data found within the project area. To do so, the City will use census data and the online mapping tool Remix, which allows the City to set specific boundaries (such as a ¼ mile buffer along a corridor) and determine the demographics of the area. Data that will be collected using Remix, which includes population demographics, % of people that are non-White or of Hispanic/Latino origin, % of people who are 65+, % of people who are 17-, % of people who speak English less than “very well”, and % of people in poverty. By collecting this data, the city can determine who is attending public meetings. This information is used to improve outreach where disparate impact suggests that participants don’t reflect the demographics of the project area.

**Public Meeting Preparation Checklist:** This form is to be filled out prior to a public meeting, whether virtual or in-person, such as town hall meetings, open house meetings, or community events. Once the meeting has ended, return this filled out form to Kara Lehmann, along with all Title VI surveys within 14 days of the event.

**Project Name:** \_\_\_\_\_  
**Project Manager:** \_\_\_\_\_  
**Purpose of Meeting:** \_\_\_\_\_  
**Date & Time:** \_\_\_\_\_  
**Location:** \_\_\_\_\_

**Prior to the Meeting:**

- Ensure paper mailings and online postings include the required statement “If you require a foreign language interpreter...”
- Document any requests for accommodations and notify Kara Lehmann
- Review Demographics surrounding the project area on Remix and through census data, and provide all materials and vital documents in languages based on LEP population in the area
- Contact Kara Lehmann and Michael Graham to arrange notifications with the media and online/social media
- Estimate the total number of attendees based on attendance at similar events, and print brochures and surveys

**During the Meeting:**

- Display Title VI Brochures and Posters at entrance or sign-in table
- Provide printed surveys and ask participants to fill out the surveys after signing in
- Count the total number of attendees

**After the Meeting:**

- Return this form to Kara Lehmann along with all collected Title VI surveys

**Analysis:**

After each public outreach event, the information collected from the surveys will be tallied and compared to base demographic data available in the project area. DTM staff will input this information in the table below to determine where discrepancies may exist. If there are discrepancies, the city will develop a report with a list of action items to improve representation that reflects the local community.

**Data Comparisons Table**

	<i>Event</i> % of Pop 65+	<i>Area</i> % of Pop 65+	<i>Event</i> % of Pop 17-	<i>Area</i> % of Pop 17-	<i>Event</i> Race & Demographic Breakdown	<i>Area</i> Race & Demographic Breakdown	<i>Event</i> % Female, Male
<b>Discrepancy</b>							

**Project Area:**

The project involves two Bicycle Boulevard routes through neighborhood streets to expand Tucson’s north/south and east/west biking network. These projects are identified in the City of Tucson Bicycle Boulevard Master Plan and funded by Proposition 407, a bond package approved by Tucson voters to fund improvements to parks and construction of new bicycle and pedestrian routes. The route boundaries follow Third Street-University between Main Avenue to Fourth Avenue and Park Avenue to Wilmot Road, and Treat Avenue between the Rillito River and Aviation Bikeway. Information will be reviewed to ensure Title VI Compliance.

**Data Collection:**

Statistical data on age, race, and sex will be gathered and maintained by the DTM Title VI Coordinators, from the public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects. At public meetings, staff request participants to voluntarily complete survey forms (Survey Identification Cards can be found in Appendix E). From the data collected, staff will evaluate participants attending the public meetings and the estimates of prime and subcontractor participation, which will be analyzed for discriminatory trends and patterns to formulate special emphasis and LEP program areas utilized when reporting annually to the ADOT Civil Rights Office. The gathering procedures will be reviewed annually to ensure sufficiency of the data in meeting the requirements of the Title VI program and to help determine who attends public meetings and if any disparities are identified. If a deficiency is found, staff will review and observe data and compare the demographics found using census data on Remix for the target area, to determine if DTM needs to make any additional efforts to reach the appropriate individuals to participate in our projects. DTM will work with staff to provide resources and further training to achieve full compliance.

A recent example of this effort can be made from the Third Street-University and Treat Bicycle Boulevard project that expands the citywide biking network by creating routes to jobs, neighborhood destinations, schools, and parks. This project included traffic calming, signalized intersection crossings, signs, and pavement markings to prioritize safe and comfortable biking and walking routes for people of all ages and abilities. To ensure ADA accessibility, the project included 19 ADA access ramps at 11 locations: Treat Avenue/Prince Road, Treat Avenue/Helen Street, Treat Avenue/alley north of Speedway Boulevard, Treat Avenue/Speedway Boulevard, Treat Avenue/Second Street, Treat Avenue/Fifth Street, Treat Avenue/Sixth Street, Treat Avenue/22<sup>nd</sup> Street, Bristol Avenue/22<sup>nd</sup> Street, Rosewood Street/Wilmot Road, and Rosewood Street/Craycroft Road. Bicyclists and pedestrians now have an ADA accessible route along both the Third Street-University and Treat Bicycle Boulevard routes.

Title VI Data collection employed the following tactics: 1) Collect community input with a project survey during the project design. 2) Do a survey outcome evaluation to inform the project’s proposed enhancements. 3) Outreach efforts for Title VI data was collected in a variety of ways, such as Open House Meetings and pop-up events along the routes. Title VI surveys provided information to evaluate language issues, age abilities, ADA requirements, and gender issues.

**Demographic Data from the Project Areas:**

The project area that follows University Boulevard from Main Avenue to Fourth Avenue and Third Street from Park Avenue to Wilmot Road spans a total area of 6.5 miles. This area has a total combined population of approximately 22,100 residents along the routes, of which 21% live in

poverty and 40% are non-white or of Hispanic/Latino origin (ACS, 2020). Additionally, approximately 4.7% of residents have Limited English Proficiency (LEP), and approximately 15.5% of residents are living with a disability (ACS, 2020).

The project area that follows Treat Avenue from the Rillito River to the Aviation Bikeway spans a total of 6 miles. This area has a total population of approximately 12,700 residents along the routes, of which 14% live in poverty and 34% are non-white or of Hispanic/Latino origin (ACS, 2020). Additionally, approximately 5.5% of residents have Limited English Proficiency (LEP), and approximately 12% of residents are living with a disability (ACS, 2020).

### **Actions to Address Deficiencies**

Where deficiencies are found in representation at public meetings, a process will be initiated to 1) Identify problems or missteps in the outreach process, and 2) Develop recommended action items in a formal memo to improve representation and eliminate the deficiency. Both parts of the process will be organized, led, and documented by the ADA Coordinators.

#### **1) Identifying the Challenges**

The ADA Coordinators will form a task group to evaluate the outreach deficiencies, with a form that documents issues and includes questions such as:

- What were the specific deficiencies in representation?
- Are there historical challenges for representation in this area?
- What strategies have worked best for improving representation previously?
- What type of outreach was conducted (i.e. did everything follow Title VI and City protocols for community engagement)?
- Who led the outreach effort?
- Was a review of area demographics completed in advance of the event/meeting?

#### **2) Developing Solutions**

By identifying the issues impacting representation, the city will develop a list of recommended actions for immediate and long-term improvements. These actions will be documented in the memo, with specific groups or individuals listed as “responsible parties” for implementing the recommendations. The ADA coordinator will oversee the follow up and ensure recommended strategies are applied prior to any and all future FHWA-funded programs, projects, or activities.

**Public Dissemination:** DTM will disseminate Title VI Program information to City employees and to the general public. Title VI Program information will be submitted to sub-recipients, contractors, and beneficiaries. Public dissemination will include inclusions of Title VI language in contracts and publishing the DTM’s Title VI Plan on the intranet and internet as well as publishing brochures and hanging posters in public areas. See appendix for samples of brochures and posters on the 4<sup>th</sup> and 6<sup>th</sup> floors of the Public Works building at 201 N. Stone where DTM is headquartered.

**PAG/RTA Partnership:** DTM works within the Pima Association of Governments’ (PAG) and Regional Transportation Authority (RTA) to use data, developed to show the concentration

distribution of “protected” classes (as defined by federal regulation) within the region for long-range transportation planning and capital projects. DTM’s and PAG’s public involvement efforts have generated large databases of stakeholders and members of the general public identified through a variety of public involvement efforts over the years. Those records are utilized and include civic and community organizations serving Title VI populations, neighborhood and homeowner associations, environmental and business groups and other public groups. PAG/RTA ensure compliance with Title VI and related statutes.

See weblinks for detailed data analysis and long-range strategic transportation planning for the region.

RTA Title VI

<https://rtamobility.com/title-vi/>

PAG Title VI

<https://www.pagregion.com/rmap-tip.html>

## **FHWA Certification Acceptance Liaisons – Jorge Castillo**

Liaisons will coordinate, compile, and submit to ADOT Local Public Agency (LPA) Section all FHWA / ADOT recertification documentation requested in order to ensure that the Arizona Certification Acceptance (CA) Program is renewed in a timely manner. This includes Civil Rights (Title VI, ADA, DBE) procedures as well as Procurement, Materials, Right-of-Way, Project Delivery, Internal Operations, Bid Analysis, Award, Subcontractor Approval, Performance Measures.

Liaisons will work with DTM and City of Tucson staff as necessary to compile and submit the updated plans as part of the larger Certification Acceptance Program through FHWA and the ADOT LPA Section.

## **V. PUBLIC PARTICIPATION PLAN**

Tucson Department of Transportation and Mobility's (DTM) public involvement plan provides for full and fair participation for all potentially affected communities. Identifying these communities requires close coordination between the development and implementation of the public involvement effort and the data collection and analysis phases of the planning process, all of which are subject to Title VI and Environmental Justice provisions.

The data collection phase provides information on the protected populations, which are often synonymous with the underserved/under-represented populations and, therefore, may need particular attention in the public involvement effort. The analysis phase provides information on the potential level of impact to the various populations that will need to be integrated into those public involvement efforts seeking input on alternative development, alternative preferences, and/or mitigation. DTM addresses Title VI requirements both quantitatively and qualitatively with thorough public involvement and data analysis techniques.

To foster public participation, staff in each project ensures that information is readily accessible and ensures that the people likely to be affected by and/or interested in a program or project are identified and made aware of opportunities to participate. The following sections address each of these practices in more detail.

### **Access to DTM Information**

DTM's documents, data, and information, with few exceptions, are a matter of public record. As such, any request from a member of the public for a DTM document is responded to in a timely manner. At a minimum, a written response is provided within one week of the receipt of a public information request.

## **Stakeholder Analysis**

DTM staff analyzes who will be affected and/or interested in the planning issue or policy being developed. This involves identifying both internal and external stakeholders.

Internal stakeholders typically include DTM staff involved in related activities and other governmental agencies with jurisdiction or interest in the activity. External stakeholders typically include those non-governmental parties who may be affected by the activities and/or have an interest in them. This includes Title VI and Environmental Justice populations.

Many of DTM's projects have lists compiled of project-specific external stakeholders. For each new activity, or over the course of longer activities, these lists are reviewed to ensure they are up to date and reflect the broadest range of stakeholders reasonably possible. One common method for identifying additional stakeholders is to interview existing stakeholders to determine who else needs to be involved.

DTM's staff and project teams maintain large databases of stakeholders and members of the general public identified through a variety of public involvement initiatives over the years. These databases include civic and community organizations serving Title VI and Environmental Justice populations, neighborhood and homeowner associations, environmental and business groups, elected officials, and other public groups.

## **Public Notification of DTM Activities and Services**

Promotion of inclusive and accessible public involvement includes regular efforts within each DTM program or project to notify a wide range of stakeholders and the general public regarding the information, data, funding, policy and issues being addressed.

Public information is presented in formats that are accessible to the intended audiences. DTM staff determines what information is appropriate to publicize and in what form.

For reaching the general public, the City of Tucson website, media outreach (e.g., news releases) and social media channels are encouraged. DTM promotes public meetings and notifications through Facebook, Twitter, Instagram and more recently Next Door, ensuring the highest reach of constituents possible.

For reaching stakeholder groups, distribution of public information documents such as reports and newsletters via direct mail also may be an effective communication method. The use of other methods is considered to promote equal access to information for targeted audiences. In particular, efforts to overcome barriers to accessing information among underserved populations, youth, and other individuals who may not have internet access or read newspapers are undertaken.

Public service radio announcements on Latino radio outlets are one method for reaching Hispanic populations, particularly non-English speaking residents. Additionally, underserved populations are no different than other populations in that they are more likely to read information distributed



## **TITLE VI NON-DISCRIMINATION PLAN**

through trusted and familiar communications channels. Email is used to distribute notices to school and community-based newsletters for publication. Placement of English/Spanish information in libraries, community centers, or other public places is also used.

DTM also contracts community ambassadors, individuals assigned to specific projects that are familiar with the geographic area and community within a project area. Community ambassadors utilize their already established local networks to disseminate information and connect the community to the work of the department.

### **Spanish Translations**

As indicated in DTM's Limited English Proficiency (LEP) Plan, Spanish is the predominant primary language spoken by those in the DTM Service area who speak English "less than very well."

Public information documents written in English, including meeting notices, include a tagline affirming that DTM will make reasonable accommodation to translate any materials in Spanish. As a rule, Spanish-speaking project personnel are on hand at public meetings intended for gathering input.

Spanish translations are used for activities targeted to the general public where Spanish language materials have been identified as beneficial, even without a request. Examples of materials to be translated include meeting notifications (e.g., flier or web posting). Additional information that is translated upon request includes any public meeting handouts, such as fact sheets, newsletters, and executive summaries of planning documents under review.

### **Task Force Composition**

Efforts are made to assess the composition of DTM's task forces and advisory committees to ensure that invited members represent a cross-section of key stakeholder groups.

### **Geographic Analysis of Underserved Populations**

The Title VI Coordinators will conduct periodic meetings internally with DTM staff to ensure sufficient data is being gathered (i.e., race, color, and national origin) to meet the requirements of the Title VI Program. Staff within each project periodically performs a basic assessment to identify the location of protected Title VI and Environmental Justice populations in relationship to the provision of information and planning products and services.

Pima Association of Governments' online regional data provide project staff with maps showing the location of protected Title VI and Environmental Justice populations for any specific geographic areas. ZIP Code maps are used to show locations of people in databases. The maps of protected populations and mailing list ZIP Codes are compiled as one way to demonstrate that protected populations are being notified and/or involved. This documentation is important for demonstrating compliance with Title VI and Environmental Justice provisions.

## TITLE VI NON-DISCRIMINATION PLAN

### **Meeting Scheduling, Location and Access**

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.

When a public meeting or public hearing is focused on a planning study or project related to a specific geographic area within the DTM region, the meeting or hearing is held within that geographic area. Appropriate elected officials as identified in the stakeholder analysis are consulted and/or informed of relevant outreach activities within their jurisdictions.

Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible. They may also be held in non-traditional venues in areas that tend to have lower turnout to more traditional open house style meetings. DTM has held meetings in local restaurants, outside of public buildings during events and other locations.

As a result of the COVID-19 pandemic, DTM now holds public meetings in-person, virtually, or with a hybrid approach. These meetings include a call-in option so that those without internet or computer access are still able to join.

### **Title VI Information on the DTM Website**

DTM maintains a Title VI section on the DTM website where the public can learn about DTM's Title VI commitments, Non-Discrimination Policy and Limited English Proficiency Plan, as well as download the Title VI complaint process and complaint form. These materials are posted in both English and Spanish. A "Google Translate" button is also included in the Title VI webpage to allow users to translate the entire DTM website into over 50 languages. The public can access the English and Spanish versions of the Title VI web pages from DTM's homepage.

<https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

## VI. LIMITED ENGLISH PROFICIENCY PLAN

### Purpose/Legal Authority

The City of Tucson Department of Transportation and Mobility (DTM) is committed to providing meaningful access to consumers of DTM program, services and/or activities. Individuals who do not speak English as their primary language and have a limited ability to read, write, speak or understand English are considered Limited English Proficient (LEP). This language issue may prevent individuals from accessing services and benefits. It may also be a barrier that prevents meaningful access to public participation and input on public projects. It is important that DTM be innovative and proactive in engaging individuals including oral and written language services to LEP individuals as detailed under the “Language Assistance Measures” portion of this document.

This plan is consistent with Executive Order 13166 - Improving Access to Services for Persons with Limited English Proficiency which is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. In some circumstances, failure to ensure that LEP persons can effectively participate in federally assisted programs may constitute discrimination based on national origin under Title VI. In order to comply with Title VI, agencies are required to take reasonable actions for competent language assistance. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English. Executive Order 13166 clarifies requirements for LEP persons under Title VI. This Executive Order requires the agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services.

### Four Factor Analysis

There are four factors DTM considered when assessing language needs and determining what steps they should take to ensure access for LEP persons:

#### **1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service.**

Spanish speakers are the primary LEP persons likely to be encountered by DTM. For Pima County, the United States Census Bureau information from 2022 shows that the total population is 1,057,597. Spanish is spoken by 219,695 people, or 22.6% of the population. Of those who speak Spanish, 61,243 people (6.3%) reported speaking English less than “very well.” These Spanish-speaking LEP persons comprise of 22.6% of the total population of Pima County. Other languages spoken such as Asian, comprise of 1.8% and are a smaller proportion of the total population of Pima County (2.8%), and those who identified themselves as LEP persons in these other languages comprise only 0.8% of the total population of Pima County.

For the City of Tucson, the United States Census Bureau information from 2022 shows that the total population is 546,574. Spanish is spoken by 140,050 or (27.7%) of the population.

## TITLE VI NON-DISCRIMINATION PLAN

Of those who speak Spanish, 42,141 people or (8.3%) reported speaking English less than “very well.” Other languages spoken such as Asian, comprise of 1.7% total population and are a smaller proportion of the total population of City of Tucson (2.7%), and those who identified themselves as LEP persons in these other languages comprise only 1% of the total population of the City of Tucson.

### **2. The frequency with which LEP individuals come in contact with the program.**

DTM assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is a fairly large percentage of the general population of Tucson who are Spanish speaking LEP persons. As a transportation agency, it is necessary for DTM to recognize this segment of the general population. Phone inquiries and staff feedback also indicate that Spanish-speaking LEP persons have regular contact with the DTM services.

### **3. The nature and importance of the program, activity or service provided by the recipient to people’s lives.**

DTM keeps Tucson moving smoothly and safely. DTM's nearly 300 employees oversee the maintenance, new construction, and reconstruction of nearly 5,800 lane miles of streets, and are responsible for stormwater and flood control services, public art pieces, streetlights and signs, and traffic signs and signals in Tucson. DTM also operates the city's transit services, Sun Tran and Sun Link, and Sun Van.

### **4. The resources available to the recipient and costs.**

DTM continually assesses its available resources that may be used to provide language assistance. As internal guidance, Administrative Directive 2.05-9 ensures that there is a Language communication skill compensation for employees and an Administrative Directive 2.01-1D that establishes language services for LEP customers. See appendix.

Resources include identifying bilingual staff, training front-line personnel in the use of the Language Line resource, reviewing the existing City contracts for professional translation-services providers, determining which documents should be translated, and deciding on the level of staff training needed.

## TITLE VI NON-DISCRIMINATION PLAN

### **Components of the DTM LEP Plan**

In accordance with the four factors above, DTM developed the following Plan for providing language assistance to LEP persons.

There are five areas that comprise the DTM LEP Plan:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures, including Language Line for front-line staff
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP Plan

#### **1. Identifying LEP individuals who need language assistance**

Primarily, DTM has used Remix 2022 data to determine the language needs of the community. This data indicates that Spanish-speaking LEP persons are the primary group requiring language assistance. This information can also be used to identify concentrations of LEP persons within the service area. There are ten zip code areas with a higher percentage of LEP persons than average for the overall Tucson population. They are as follows: 85701, 85705, 85706, 85711, 85713, 85714, 85719, 85730, 85745 and 85746.

In general, there are higher populations of LEP persons on the south and west sides of the City of Tucson and specifically in the area located between I-10 and I-19. Identifying concentrations of LEP persons helps to ensure that they receive the necessary language assistance measures. In addition to using Census data & Remix, and input from customer service representatives, DTM also uses these tools to measure and identify individual persons who may need language assistance:

- At open houses, public meetings, and other events, DTM staff will collect data from received Language Identification Flashcards (see appendix for sample flashcards).
- DTM will post notice of available language assistance in all customer service areas to encourage LEP persons to self-identify.
- DTM will use the Self-Identification Survey cards at public meetings and encourage LEP persons to self-identify.
- Ongoing strategies as needed to ensure meaningful access to all public events.

#### **2. Language assistance measures**

In order to provide meaningful access and exemplary customer service, there are several language assistance measures available at DTM. Whether in person, by telephone, or in writing, DTM includes both oral and written language services. There are also various ways in which DTM staff responds to LEP persons. See LEP Flowchart and Administrative Directive 2.05-9 “Services for Language Access Policy for Limited English Proficiency” in the Appendix.

Some of the measures used by DTM to provide Language Assistance:

- Use of the Language Line System implemented in 2018 (see item 6)

## **TITLE VI NON-DISCRIMINATION PLAN**

- Use of Language Identification Flashcards to determine needs and arrange for interpreter and/or translator (see appendix)
- Spanish-speaking personnel are on hand at public meetings or open houses intended for providing information and gathering public input.
- Automated phone system that transfers Spanish-speaking callers to a bilingual Customer Service Representative.
- Bilingual Customer Service Representatives are also available to respond to any email/written correspondence in Spanish.
- DTM provides Second Language Pay/Stipend for employees whose classification has been determined to have a significant interaction with the public. See appendix for Administrative Directive 2.05-9. See appendix for a list of DTM employees receiving stipend.
- DTM website allows for user to select a language and automatically translates the website and online forms. See appendix for example of Street Maintenance Request form in Spanish.
- Written language services are available. Documents that are determined to be vital - documents without which a person would be unable to access services - are translated into Spanish. Some examples may include, but are not limited to: Open House Invitations, Meeting Announcements, Prevent Stormwater Pollution, Right of Way Permits, ADA Paratransit Eligibility Application, Reduced Fare Programs for Sun Tran.
- City of Tucson contracts with translation and interpretation services not limited to written and oral translation and interpretation of Spanish and exotic languages, signing for the hearing impaired, and Braille, large print, and audio cassette conversion for the visually impaired (see appendix for procurement memo).

To ensure that bilingual staff service providers are competent, they must demonstrate proficiency and the ability to communicate information accurately in both English and Spanish. Proficiency is determined by the City of Tucson Human Resources Department. Contracted professional services are used to translate more complex and lengthy information, and for immediate LEP customer interactions, including sign-language interpretation with falls under both LEP and ADA.

All Customer Service Representatives are also responsible for recording general service complaints and forwarding them to the appropriate divisions as necessary. DTM oral language services include bilingual staff in customer service centers, field services, and public information functionality – a bilingual staff member is available most of the time.

### **3. Training Staff**

The DTM Title VI Coordinator will be responsible for the overall Title VI related training. The Title VI Coordinator will organize and or conduct at a minimum of one training session for DTM staff annually focused on Title VI and the LEP Line. In addition, any trainings regarding Title VI and the requirements for all subcontractors will be included at every project Pre-Construction meeting. The DTM Title VI Coordinator and any additional DTM staff will attend all trainings offered by Arizona Department of Transportation, Civil Rights Office.

## TITLE VI NON-DISCRIMINATION PLAN

It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. All front-line personnel in Transportation and Mobility, Park Tucson and Streets and Traffic were trained in the Language Line system. This system enables front-line staff to call Language Line by phone for translation services in more than 240 languages from any phone 24/7. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP Plan. Training staff is a key element in the effective plan implementation.

The primary DTM staff groups critical to the LEP Plan are front-line staff who have a reasonable opportunity to come in contact with an LEP individual. These positions include but are not limited to: Customer Service Representatives (CSRs), Secretaries, Public Information Specialists & Supervisors. These staff positions typically have the most frequent contact with LEP persons through daily interaction with DTM customers, either in-person or by telephone. These groups are most likely to encounter LEP persons and thus to provide language assistance. LEP training (including training in the Language Line System) for these groups occurs during their initial departmental training.

On June 20, 2023, Kristina Othon and Amanda Valenzuela, the previous Title VI Coordinators, attended the Annual FHWA Title VI Training. Kara Lehmann, the newly appointed Title VI Coordinator, will be in attendance next year. Title VI Coordinator Kara Lehmann reviewed the ADA & Title VI training information during a monthly Engineering Division team meeting. The presentation is available to all DTM staff on our internal website. DTM's Title VI Presentation is attached – Appendix Q.

DTM Administrators and Supervisors of areas that have public contact are crucial in implementing LEP policy. Copies of the LEP Plan are distributed to all Department Administrators/Division Heads, and it is their responsibility to disseminate LEP Plan information and Language Line Access Guides to appropriate staff. A summary of the LEP Plan should be addressed during DTM new employee orientation program. Topics to be addressed during training for new employees and revisited for continuing DTM employees include, but are not limited to:

- Understanding the Title VI LEP responsibilities
- Overview of language assistance services offered by DTM
- Specific procedures to be followed when encountering an LEP person
- How to use the “I Speak” multi-language identification flashcards
- How to contact Language Line translation services if needed

Public Information staff members are also a key element in the implementation of the LEP Plan. They produce nearly all written forms of communication to the customer base and community and are diligent in ensuring that the LEP Plan is followed in serving LEP customers. The DTM Public Information Officer works closely with the Title VI Coordinator to ensure compliance in all public matters.

## TITLE VI NON-DISCRIMINATION PLAN

Additionally, Title VI Coordinator attends the monthly Title VI sponsored AZ ADA Coordinators Coalition meetings, an organization whose mission is to develop an ongoing collaborative network for ADA coordination that offers support through continuous education, sharing of resources, expertise, and best practices. Through these meetings, DTM receives and discusses the latest news and information regarding best practices for accessibility, effective communication, emergency preparedness, and various other topics related to our ability to best serve the public.

### **4. Providing notice to LEP persons**

There are several ways that DTM provides notice to LEP persons that language assistance measures are available, through both oral and written communications. This includes but is not limited to:

- Posters in English and Spanish in public waiting areas and meetings
- Brochures in English and Spanish in public waiting areas and meetings
- “I Speak” multi-language identification cards
- Multi-lingual phone lines
- Multi-lingual website using “Google Translate”

### **5. Language Line System**

Language Line is a company that provides interpretation services over the phone. Subsequent trainings have been postponed due to the COVID-19 pandemic, DTM intends to continue attending Language Line trainings once they are available and it is safe to attend in person. DTM LEP Training Presentation Attached – Appendix R

The City of Tucson Department of Transportation and Mobility has an account with Language Line and front-line personnel are trained in this valuable resource. If a front-line person receives a call from a constituent speaking an unknown language, the person places the call on conference hold and places a call to Language Line. The front-line person tells the operator what language is needed, or if it is unknown what language the person is speaking, the representative at Language Line will help determine the language. The limited-English speaker is then added to the line.

### **6. Monitoring and updating the LEP Plan**

The LEP Plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP Plan when appropriate.



## TITLE VI NON-DISCRIMINATION PLAN

### **National Origin Discrimination Complaints**

National origin discrimination complaints from LEP persons should be forwarded to the City of Tucson's Equal Opportunity Program Division (OEOP) according to City policy. DTM follows the City's OEOP process for filing a complaint. Complaint forms for both external and internal complaints can be found online at:

<https://docs.tucsonaz.gov/Forms/OEOP-Discrimination-Complaint>

The City of Tucson's Administrative Directive #2.05-9 "Services for Language Access Policy for Limited English Proficiency (LEP) can be found on DTM's website.

<https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

### **Dissemination of the LEP Plan**

Along with all City of Tucson Departments, the DTM LEP Plan is posted on the OEOP's Intranet website. Copies of the LEP Plan are provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the LEP Plan upon request.

<https://www.tucsonaz.gov/Departments/Office-of-Equal-Opportunity-Programs/Limited-English-Proficiency-LEP>

## TITLE VI NON-DISCRIMINATION PLAN

### VII. ENVIRONMENTAL JUSTICE (EJ)

Compliance with Title VI includes ensuring that no minority or low-income population suffers “disproportionately high and adverse human health or environmental effect” due to any “programs, policies and activities” undertaken by any agency receiving federal highway funds. This obligation will be met by the City in the following ways:

- When planning specific programs or projects, identifying those populations that will be affected by a given program or project.
- If a disproportionate effect is anticipated, following mitigation procedures.
- If mitigation options do not sufficiently eliminate the disproportionate effect, discussing and, if necessary, implementing reasonable alternatives.

Disproportionate effects are those effects which are appreciably more severe for one group or predominantly borne by a single group. The City will use U.S. Census data to identify low income and minority populations.

Where a project impacts a small number or area of low income or minority populations, the City will document that:

- Other reasonable alternatives were evaluated and were eliminated for reasons such as the alternatives impacted a far greater number of people or did greater harm to the environment; etc.
- The project’s impact is unavoidable.
- The benefits of the project far out-weigh the overall impacts; and
- Mitigation measures are being taken to reduce the harm to low income or minority populations.

If it is concluded that no minority and/or low-income population groups are present in the project area, the City will document how the conclusion was reached. If it is determined that one or more of these population groups are present in the area, the City will administer potential disproportionate effects test.

The following steps will be taken to assess the impact of projects on minority and/or low-income population groups:

**STEP ONE:** Determine if a minority or low-income population is present within the project area. If the conclusion is that no minority and/or low-income population is present within the project area, document how the conclusion was reached. If the conclusion is that there are minority population groups and/or low-income population groups present, proceed to Step Two.

## TITLE VI NON-DISCRIMINATION PLAN

**STEP TWO:** Determine whether project impacts associated with the identified low income and minority populations are disproportionately high and adverse. If it is determined that there are disproportionately high and adverse impacts to minority and low-income populations, proceed to Step Three.

**STEP THREE:** Propose measures that will avoid, minimize and/or mitigate disproportionately high and disproportionate adverse impacts and provide offsetting benefits and opportunities to enhance communities, neighborhoods and individuals affected by proposed project.

**STEP FOUR:** If after mitigation, enhancements and offsetting benefits to the affected populations, there remains a high and disproportionate adverse impact to minority or low-income populations, then the following questions must be considered:

Question 1: Are there further mitigation measures that could be employed to avoid or reduce the adverse effect to the minority or low-income population?

Question 2: Are there other additional alternatives to the proposed action that would avoid or reduce the impacts to the low income or minority populations?

Question 3: Considering the overall public interest, is there a substantial need for the project?

Question 4: Will the alternatives that would satisfy the need for the project and have less impact on protected populations (a) have other social economic or environmental impacts that are more severe than those of the proposed action (b) have increased costs of extraordinary magnitude?

**STEP FIVE:** Include all findings, determinations or demonstrations in the environmental document prepared for the project.

## VIII. FILING A TITLE VI COMPLAINT

### **FHWA Title VI Complaint Process**

These procedures apply to all complaints filed under the Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they related to any Federal Highways Administration program or activity administered by the Tucson Department of Transportation and Mobility, its sub-recipients, consultants and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required procedures for FHWA Title VI Complaints filed against the Tucson Department of Transportation and Mobility, DTM's sub-recipients, or contractors and consultants:

- 1) Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, can file a formal complaint with the Tucson Department of Transportation and Mobility. A copy of the Complaint Form may be accessed electronically at: <https://docs.tucsonaz.gov/Forms/OEOP-Discrimination-Complaint>
- 2) The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.
- 3) Complaints should be in writing, signed, and may be filed by mail, fax, in-person or e-mail. However, the complainant may call the Tucson Department of Transportation & Mobility and provide the allegations by telephone for transcription. Once transcribed, the Tucson Department of Transportation and Mobility will send the written complaint to the complainant for correction and signature.
- 4) A complaint should contain at least the following information:
  - a) A written explanation of what has happened;
  - b) A way to contact the complainant;
  - c) The basis of the complaint (e.g., race, color, national origin);
  - d) The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
  - e) Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and is a consultant, contractor or sub-recipient of the Tucson Department of Transportation and Mobility and
  - f) The date(s) of the alleged discriminatory act(s).
- 5) Upon receipt of a completed complaint, the Tucson Department of Transportation and Mobility will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.

## TITLE VI NON-DISCRIMINATION PLAN

- 6) ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.
- 7) All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
- 8) If the FHWA Office of Civil Rights determines a Title VI complaint against a sub-recipient can be investigated by ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT CRO. ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
- 9) The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) information resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the FHWA Division Office.

### **ADOT Civil Rights Office**

206 S. 17<sup>th</sup> Avenue, Mail Drop 155A  
Phoenix, AZ 85007  
Email: [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov)  
602.712.8964  
602.239.6257 FAX

### **Federal Highway Administration**

U.S. Department of Transportation  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
8<sup>th</sup> Floor E-81-105  
Washington, DC 20590  
Email: [CivilRights.FHWA@dot.gov](mailto:CivilRights.FHWA@dot.gov)  
202.366.0693  
202.366.1599 FAX

## TITLE VI NON-DISCRIMINATION PLAN

To file a complaint or for assistance filing a complaint contact:

Kara Lehmann

DTM Title VI Coordinator  
DTM Public Information & Involvement  
201 North Stone Avenue  
Tucson, Arizona 85701  
(520) 791-4371

<https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

In order for DTM to investigate, a Complaint of Title VI Discrimination Form must be completed. A DTM staff member may assist the complainant with documenting the issues if necessary. In order to ensure an accurate and expeditious process, the following guidelines must be met:

1. Complaint shall be in writing and signed by the complainant(s) and must include complainant(s)' name, address and phone number.
2. Provide date of the alleged act of discrimination; date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
3. Present a detailed description of the issues including names and job titles of those individuals perceived as parties in the complained-of-incident.
4. Allegations received by fax or email will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to submit a signed, original copy of the fax or email transmittal in person or via U.S. mail.
5. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A Complaint of Title VI Discrimination Form will be forwarded to the complainant to complete, sign and return to DTM for processing.
6. Once the Complaint of Title VI Discrimination Form is received, the DTM Coordinator will log the complaint and review the complaint for completeness of information.
7. If the Title VI Discrimination complaint is found to be outside of DTM's jurisdiction, the Coordinator will forward the complaint to the appropriate agency and work with the agency to ensure that the complaint is filed correctly.
8. If the Title VI discrimination complaint is within DTM jurisdiction, DTM will submit the complaint to Arizona Department of Transportation's (ADOT) Civil Rights Office (CRO).

Items that should not be considered a formal complaint: (unless the items contain a signed cover letter specifically alleging a violation of Title VI) include but are not limited to:

1. An anonymous complaint that is too vague to obtain required information
2. Inquiries seeking advice or information
3. Courtesy copies of court pleadings
4. Newspaper articles
5. Courtesy copies of internal grievances

## TITLE VI NON-DISCRIMINATION PLAN

- **Records**

All records and investigative working files are maintained in a confidential area. Records are kept for three years. The complaint log will be maintained by the Title VI coordinator in a binder. All other documentation will be filed by complaint year and number.

**TITLE VI NON-DISCRIMINATION PLAN**



# TITLE VI NON-DISCRIMINATION PLAN

## APPENDIX A - TITLE VI ONLINE RESOURCES/COMPLAINT FORM



Mayor & Council Live English (United States) ▾

**CITY OF TUCSON** Government Residents Business Departments Services

Search for a keyword or a page

Search

Home / Departments / Transportation & Mobility / Title VI / Civil Rights

### Title VI / Civil Rights

Title VI of the Civil Rights Act of 1964 is the main legal authority for the Tucson Department of Transportation and Mobility's (DTM) external nondiscrimination programs. Title VI prohibits discrimination on the basis of race, color, sex or national origin in programs or activities receiving federal financial assistance. Once an agency accepts federal funds, all of its programs and activities are covered, regardless of their funding source. Related statutes and presidential executive orders under the umbrella of Title VI address environmental justice (EJ) in minority and low-income populations and services to those individuals with limited English proficiency (LEP), women and the disabled.

- [2022 Policy Statement of Non-discrimination](#) (PDF, 335KB)
- [Title VI Self Identification Survey \(English and Spanish\)](#) (PDF, 84KB)
- [2022 Title VI Signed Assurances](#) (PDF, 438KB)
- [2022 Title VI Annual Report](#) (PDF, 164KB)
- [2022 Title VI Goals & Accomplishments](#) (PDF, 1MB)

### Submitting a Title VI Complaint

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint at no charge. A formal complaint must be filed in person or via U.S. Mail within 180 calendar days of the alleged act of discrimination or of 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. This timeframe is prescribed by 49 CFR 21.11(b). For your convenience, visit DTM's main office at the Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701. *DTM does not accept confidential information via e-mail.*

- [Submit a Title VI Complaint \(PDF form\)](#) (PDF, 679KB)

# TITLE VI NON-DISCRIMINATION PLAN



## TUCSON DEPARTMENT OF TRANSPORTATION & MOBILITY COMPLAINT OF TITLE VI & ADA DISCRIMINATION

Tucson Department of Transportation and Mobility (DTM), as a recipient of federal financial assistance, is required to ensure that its services and related benefits are distributed in a manner consistent with Title VI of the Civil Rights Acts of 1964, as amended. Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination under Title VI, on the basis of race, color, or national origin, may file a written complaint with DTM.

We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know.

Submit your signed complaint and any attachments to:

**KARA LEHMANN**  
TDOT TITLE VI /ADA COORDINATOR  
201 N. Stone Ave., 6th Floor, Tucson, AZ 85701  
520-791-4259 (PHONE), 520-791-4608 (FAX)  
Kara.Lehmann@tucsonaz.gov

*Departamento de Transporte de Tucson y MOVILIDAD (DTM), como recipiente de ayuda financiera federal, es requerida a asegurar que sus servicios y servicios relacionados son distribuidos de una manera consistente con el Título VI de la ley de los Derechos Civiles de 1964, con sus enmendadas. Si usted cree que, individualmente o como parte de una clase específica de personas, ha sido discriminado bajo el Título VI, basado en su raza, color, o nacionalidad, puede presentar una queja escrita con DTM. Le pedimos la siguiente información para poder procesar su queja.*

*Si necesita ayuda para llenar este formulario, por favor, pónganse en contacto con DTM.*

*Entregue el formulario con su firma y paginas adicionales a:*

**KARA LEHMANN**  
TDOT TITLE VI /ADA COORDINATOR  
201 N. Stone Ave., 6th Floor, Tucson, AZ 85701  
520-791-4259 (PHONE), 520-791-4608 (FAX)  
Kara.Lehmann@tucsonaz.gov

### 1. COMPLAINANT INFORMATION / RECLAMANTE INFORMACIÓN

Name/Nombre

Street Address/Dirección

City/Ciudad

State/Estado

Zip/Código Postal

Telephone/Numero de Teléfono

Email Address/Dirección de Correo Electrónico

### 2. PERSON DISCRIMINATED AGAINST / PERSONA QUE FUE DISCRIMINADA

*(If someone other than the complainant / si no es la misma que el reclamante)*

Name /Nombre

Street Address/Dirección

City/Ciudad

State/Estado

Zip/Código Postal

Telephone/Numero de Teléfono

Email Address/Dirección de Correo Electrónico





**TITLE VI NON-DISCRIMINATION PLAN**

**APPENDIX C – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.01-1D**



**ADMINISTRATIVE DIRECTIVE**

<b>SUBJECT</b>	<b>NUMBER</b>	<b>PAGE</b>
<b>SECOND LANGUAGE PAY &amp; CERTIFIED BILINGUAL PAY</b>	<b>2.01-1D</b>	<b>1 of 3</b>
	<b>EFFECTIVE DATE</b>	
	<b>November 11, 2022</b>	

**I. PURPOSE**

To implement the Language Communication Skill Compensation Program established by the Mayor and Council (Tucson City Code [TCC] Section 10-33.1).

**II. POLICY**

Employees shall receive additional compensation per pay period in accordance with the Proficiency pay for certified as bilingual user of Language Communication Skill Compensation Program established by the Mayor and Council (TCC Section 10-33.1) and second language pay.

**III. EMPLOYEES ELIGIBLE TO RECEIVE SECOND LANGUAGE PAY & CERTIFIED BILINGUAL PAY**

**A.** Employees meeting the following language communication skills may be eligible to receive second language pay or certified bilingual pay, but not both:

1. Part-time, Full-time probationary, appointed or permanent employees who use a language other than English during the course of their job and while interacting with the public in the performance of their duties if approved by the department director; or
2. Who use a language other than English and occupy a position specifically designated for language skills compensation by a department director and approved by the Human Resources Director.
3. Must be available when called upon for translation services for any department needs or through the Limited English Program (LEP).

**B.** The following considerations must be addressed by department directors when justifying a need for a language skill compensation:

1. The reasons the operational needs of the department for communication with the public in languages other than English cannot be effectively met by employees who use and are compensated for using a language other than English.
2. Whether any interactions with the public in performance of the duties of the positions are significant to assigned duties, or only ancillary thereto.
3. It is a benefit to the City to have employees who can be called upon for translation services.

# TITLE VI NON-DISCRIMINATION PLAN



## CITY OF TUCSON ADMINISTRATIVE DIRECTIVE

SUBJECT <b>SECOND LANGUAGE PAY &amp; CERTIFIED BILINGUAL PAY</b>	NUMBER <b>2.01-1D</b>	PAGE <b>2 of 3</b>
EFFECTIVE DATE <b>November 11, 2022</b>		

### IV. ADMINISTRATION OF SECOND LANGUAGE PAY PROGRAM & CERTIFIED BILINGUAL PAY

Administration of this program is the responsibility of the Human Resources Department, and involves the following:

- A. For Second Language Pay-Confirmation of the conversational proficiency related to the services provided by a designated representative of the Human Resources Department.
- B. For Certified Bilingual Pay-Confirmation of an approved pass from a third-party vendor selected and under the guidance of the Human Resources Director.
- C. Processing of a written request (hard copy or electronic) necessary to add or delete participants from the program, as required, based on changes in work assignments.
- D. Subject to annual confirmation both programs may require additional retesting if complaints/concerns arise of the lack of fluency in the course of performing the job.
- E. Employees who transfer, promote or demote to different work assignments may continue to receive the additional compensation unless it is no longer a benefit to the City.
- F. Refusal to assist in translation services when called upon, may result in removal of the Certified Second Language Pay.
- G. Employees on leave without pay for greater than 10 (ten) working days, including employees on Family Medical Leave (FML) or Military Leave, will not receive language skill compensation pay. Language skill compensation pay may be reinstated upon return to work, with compensation to resume during the first full pay period after the employee has returned to work, provided that all other program requirements are met.
- H. Certified Bilingual Testing will be allowed once a year for employees. If an employee fails to secure a passing score, employee will wait one year before retesting, however they may test for the second language pay.

### V. PAY RATES:

Employee Group	Amount per Pay Period
Second Language Pay	\$30.00
Certified Bilingual Pay	\$100.00

# TITLE VI NON-DISCRIMINATION PLAN



## CITY OF TUCSON ADMINISTRATIVE DIRECTIVE

SUBJECT <b>SECOND LANGUAGE PAY &amp; CERTIFIED BILINGUAL PAY</b>	NUMBER <b>2.01-1D</b>	PAGE <b>3 of 3</b>
	EFFECTIVE DATE <b>November 11, 2022</b>	

**Forms (Attached to AD 2.01-1)**                      None

**References**                                      Tucson City Code Chapter 10

**Review Responsibility and Frequency**      The Human Resources Director will review this directive annually, based on date of publication.

**Authorized**

  
\_\_\_\_\_  
City Manager  
Michael J. Ortega

  
\_\_\_\_\_  
Date

# TITLE VI NON-DISCRIMINATION PLAN

## APPENDIX D – CITY OF TUCSON ADMINISTRATIVE DIRECTIVE 2.05-9



### ADMINISTRATIVE DIRECTIVE

<b>SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)</b>	NUMBER	PAGE
	<b>2.05-9</b>	<b>1 of 3</b>
	EFFECTIVE DATE	
<b>January 1, 2018</b>		

#### I. PURPOSE

To set forth procedures for providing meaningful language access to limited English proficient customers to all City of Tucson programs, services and/or activities.

#### II. POLICY

It is the policy of the City of Tucson to ensure that all departments are in compliance with Title VI of the Civil Rights Act of 1964. Title VI prohibits exclusion from participation in, denial of benefits of, and discrimination under any federally assisted program or activity on the grounds of race, color, or national origin, 42 U.S.C. § 2000d. The term program or activity means “all of the operations of a department, agency, special purpose district, or other instrumentality of a state or of a local government.” 42 U.S.C. § 2004d-4a. When a city department receives federal financial assistance for a particular purpose, all operations of the department are covered by Title VI, not just the part of the department that uses federal assistance.

To ensure compliance with this Administrative Directive, in July of every year, each department shall appoint a Limited English Proficiency (LEP) Liaison and notify the Office of Equal Opportunity Programs (OEOP) within the City Manager’s Office of the appointment and/or any subsequent change in assignment.

#### III. DEFINITIONS

- A. **Limited English Proficiency** – Refers to persons who do not speak English as their native/primary language and who have a limited ability to read, speak, write and/or understand English.
- B. **Meaningful Access** – Meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI language access requirements. LEP customers must be able to reasonably access available resources, services, and activities at no additional cost.

#### IV. LIAISON ROLES AND RESPONSIBILITIES

- A. Ensure that departmental staff and the general public know how to contact the department’s LEP Liaison. Contact information should be included on the departmental Web site, and in any departmental directory.
- B. Complaints should be directed to OEOP for response.
- C. Attend and schedule other appropriate staff for attendance at LEP Liaison meetings and training sessions.
- D. Serve as a departmental resource for LEP information.



# TITLE VI NON-DISCRIMINATION PLAN



## ADMINISTRATIVE DIRECTIVE

<b>SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)</b>	NUMBER	PAGE
	<b>2.05-9</b>	<b>2 of 3</b>
	EFFECTIVE DATE	
	<b>January 1, 2018</b>	

- E. Assess and identify the need for LEP compliance and awareness training within the department and coordinate the necessary training for departmental personnel with OEOP.

### V. DEPARTMENT DIRECTOR ROLES AND RESPONSIBILITIES

Each department director is responsible to ensure that the following areas of LEP compliance are assigned to the department's LEP Liaison or other appropriate departmental staff.

- A. Coordinates language interpreter services to ensure meaningful access to the department's programs, services, and activities (see Attachment A).
- B. Determine departmental vital documents, and provide them in languages based on the LEP population to be served by the department.
- C. Ensures that all meeting notices that provide information on city services, programs and activities that are open to the public conducted by the department contain the following statement:

"If you require a foreign language interpreter or materials in a language other than English, please call \_\_\_\_\_ (this should include the name and telephone number of the responsible departmental person) at least five business days in advance."

- D. Ensures that the department maintains copies of the "I Speak" cards at appropriate customer service areas (see Attachment B).
- E. Develop and maintain a Standard Operating Procedure (SOP), based on the programs, services and activities offered by the department to ensure that meaningful access is afforded to its LEP customers in compliance with this policy. On an annual basis, each department shall forward departmental SOPs to OEOP.
- F. Each departmental SOP shall include, but not be limited to, the Four Factor Analysis to assist with identifying LEP persons who may require assistance to each department's programs, services and activities.

#### **The Four Factor Analysis shall include:**

- a. The number of proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
- b. The frequency with which LEP individuals come in contact with the program;

# TITLE VI NON-DISCRIMINATION PLAN



## ADMINISTRATIVE DIRECTIVE

<b>SERVICES FOR LANGUAGE ACCESS POLICY FOR LIMITED ENGLISH PROFICIENCY (LEP)</b>	NUMBER	PAGE
	<b>2.05-9</b>	<b>3 of 3</b>
	EFFECTIVE DATE	
<b>January 1, 2018</b>		

- c. The nature and importance of the program, activity, or service provided by the program to people's lives; and
- d. The resources available to the grantee/recipient and costs.

### VI. OEOP ROLE AND RESPONSIBILITIES

- A. OEOP shall provide guidance and assistance to all city departments, their administration, their LEP Liaisons and other appropriate staff regarding the requirements of Title VI, state law and city ordinance as well as other issues related to meaningful access for LEP customers.
- B. OEOP shall report to the City Manager any action, or lack of action, on the part of city departments that affects the city's compliance with Title VI.

#### Attachments

A – Translation and Interpretation Services  
B – "I Speak" Flash Card


#### References

None.

#### Review Responsibility and Frequency

The Director of the Office of Equal Opportunity Programs will review this directive as needed.

#### Authorized

  
\_\_\_\_\_  
City Manager  
Michael J. Ortega

  
\_\_\_\_\_  
Date



Attachment A  
AD 2.05-9

## MEMORANDUM

**DATE:** January 1, 2018

**TO:** All Departments and Division

**FROM:** Office of Equal Opportunity  
Programs (OEOP)

**SUBJECT:** Translation and Interpretation Services

The City of Tucson, through Procurement and the Office of Equal Opportunity Programs (OEOP), requires utilization of contracted vendors for translation and interpretation services. The design and intent of these contracts is to provide for translation and interpretation services for all City Departments. Services include, but are not limited to:

- Written translation
- Oral translation
- Spanish and exotic languages
- Sign language for hearing impaired
- Braille and large print for visually impaired
- Audio conversion for visually impaired
- Transcription services
- Other translation/interpretation services

Current contracted vendors and up-to-date pricing for services can be accessed from OEOP's website on the City's Intranet under "Translation/Interpretation Vendors List and Contracts".

**Intranet:** <https://intranet.tucsonaz.gov/office-equal-opportunity-programs>

Should you have any questions regarding translation and interpretation services, please contact either Procurement or OEOP.

TITLE VI NON-DISCRIMINATION PLAN

Attachment B

AD 2.05-9



**Language Identification Flashcard** ✓

<input type="checkbox"/>	Arabic	أنا أتحدث اللغة العربية
<input type="checkbox"/>	Armenian	Ես խոսում եմ հայերեն
<input type="checkbox"/>	Bengali	আমী বাংলা কথা ঝেলতে পারী
<input type="checkbox"/>	Cambodian	ខ្ញុំនិយាយភាសាខ្មែរ
<input type="checkbox"/>	Chamorro	Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro
<input type="checkbox"/>	Dinka	Rinp êkênê yic tē yijam nê thunjäy ye tók, ku kor raan Bí yí geer thok.
<input type="checkbox"/>	Simplified Chinese	如果你能读中文或讲中文，请选择此框。
<input type="checkbox"/>	Traditional Chinese	如果你能讀中文或講中文，請選擇此框。
<input type="checkbox"/>	Croatian	Govorim hrvatski
<input type="checkbox"/>	Czech	Mluvím česky
<input type="checkbox"/>	Dutch	Ik spreek het Nederlands
<input type="checkbox"/>	English	I speak English

TITLE VI NON-DISCRIMINATION PLAN

Attachment B  
AD 2.05-9

**Language Identification Flashcard** ✓

<input type="checkbox"/> Farsi	من فارسی صحبت می کنم
<input type="checkbox"/> French	Je parle français
<input type="checkbox"/> German	Ich spreche Deutsch
<input type="checkbox"/> Greek	Μιλώ τα ελληνικά
<input type="checkbox"/> Haitian Creole	M pale kreyòl ayisyen
<input type="checkbox"/> Hindi	मैं हिंदी बोलता हूँ ।
<input type="checkbox"/> Hmong	Kuv has lug Moob
<input type="checkbox"/> Hungarian	Beszélek magyarul
<input type="checkbox"/> Ilocano	Agsaonak ti Ilokano
<input type="checkbox"/> Italian	Parlo italiano
<input type="checkbox"/> Japanese	私は日本語を話す
<input type="checkbox"/> Korean	한국어 합니다

TITLE VI NON-DISCRIMINATION PLAN

Attachment B  
AD 2.05-9


**Language Identification Flashcard** ✓

<input type="checkbox"/> <b>Laotian</b>	ຂ້ອຍປາກພາສາລາວ
<input type="checkbox"/> <b>Polish</b>	Mówię po polsku
<input type="checkbox"/> <b>Portuguese</b>	Eu falo português do Brasil <i>(for Brazil)</i>
<input type="checkbox"/> <b>Portuguese</b>	Eu falo português de Portugal <i>(for Portugal)</i>
<input type="checkbox"/> <b>Romanian</b>	Vorbesc românește
<input type="checkbox"/> <b>Russian</b>	Я говорю по-русски
<input type="checkbox"/> <b>Serbian</b>	Ja govorim српски
<input type="checkbox"/> <b>Slovak</b>	Hovorím po slovensky
<input type="checkbox"/> <b>Spanish</b>	Yo hablo español
<input type="checkbox"/> <b>Somali</b>	Waxaan ku hadlaa af-Soomaali
<input type="checkbox"/> <b>Tagalog</b>	Marunong akong mag-Tagalog
<input type="checkbox"/> <b>Thai</b>	พูดภาษาไทย

TITLE VI NON-DISCRIMINATION PLAN

Attachment B  
AD 2.05-9

**Language Identification Flashcard** ✓

<input type="checkbox"/>	<b>Tongan</b>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga
<input type="checkbox"/>	<b>Ukrainian</b>	Я розмовляю українською мовою
<input type="checkbox"/>	<b>Urdu</b>	میں اردو بولتا ہوں
<input type="checkbox"/>	<b>Vietnamese</b>	Tôi nói tiếng Việt
<input type="checkbox"/>	<b>Yiddish</b>	איך רעד יידיש
<input type="checkbox"/>	<b>American Sign Language</b>	

TITLE VI NON-DISCRIMINATION PLAN

APPENDIX E – SELF-IDENTIFICATION SURVEY CARDS

Front of Card  
(Printed on Card Stock)

Back of Card

**SELF-IDENTIFICATION SURVEY**  
Thank you for attending this public meeting.  
Please take a few minutes to help us provide  
you with more meaningful services.

**ENCUESTA PARA IDENTIFICARSE**  
Gracias por participar en esta reunión pública.  
Por favor tómese unos minutos para ayudarnos  
a darle lo mas mejor servicios posible.

*Completing this survey is voluntary. If you choose  
to respond, please mark all that apply.*

*El completar esta encuesta es voluntaria. Si usted  
decide responder, por favor marque todas las  
respuestas que le corresponden.*

**ETHNICITY/RACE:**

- African American/Black
- American Indian/Alaskan Native Native
- Hawaiian/Other Pacific Islander Asian
- Hispanic/Latino
- White
- 

**ETNICIDAD/RAZA:**

- Afroamericano/Negro
- Amerindio/Nativo de Alaska
- Nativo de Hawái/Otra isla del Pacífico
- Ativo Asiático
- Hispano/Latino
- Caucásico/Blanco

**AGE:**

- Under 20
- 21-39
- 40-64
- 65+

**SEX:**

- Female
- Male

**EDAD:**

- Menos de 20
- 21-39
- 40-64
- 65+

**SEXO:**

- Femenino
- Masculino

The Tucson Department of Transportation and Mobility's (DTM) goal is to ensure that every effort will be made to prevent discrimination through the impact of its programs, policies, and activities.

El objetivo del Departamento de Transporte y Movilidad de Tucson (DTM) es asegurar que cada esfuerzo se llevara a cabo para prevenir discriminación en el desarrollo de sus programas, políticas y actividades.

DTM will take reasonable steps to provide accommodations based on language or disability. Requests should be made as early as possible to ensure DTM has an opportunity to address the accommodation.

DTM también tomará todas las medidas razonables para ofrecer el acceso a servicios y actividades para personas con limitaciones ya sea por el idioma o por discapacidad. Las solicitudes deben hacerse lo más pronto posible para asegurar que el equipo encargado del proyecto tenga la oportunidad de hacer los arreglos necesarios.

By completing this voluntary survey, DTM will be able to determine who attends its public meetings and how the department can improve participation. The survey will also help DTM fulfill federal reporting requirements.

Con su participación en esta encuesta voluntaria, DTM podrá determinar quien participa en las reuniones públicas y como podrá mejorar la participación de miembros de minorías. La encuesta también le ayudará a DTM a cumplir con requisitos federales.

**TITLE VI – KNOW YOUR RIGHTS**

Title VI of the 1964 Civil Rights Act, as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that "no person in the United States shall, on the grounds 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."

**Title VI authorities:**

- Federal-Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Executive Orders 12898 & 13166

**TITULO VI – SEPA SUS DERECHOS**

El Título VI del Acto de Derechos Civiles, la ley 42 USC 2000d y otros reglamentos del Departamento de Transporte de los Estados Unidos, aseguran que "ninguna persona en los Estados Unidos será negada los beneficios de o será discriminado de cualquier programa o actividad que recibe asistencia de fondos federales por su raza, color de su origen nacional".

**Otras autoridades relacionadas con la No-Discriminación de Título VI:**

- La Ley Federal de Asistencia Vial de 1973 (Federal-Aid Highway Act of 1973)
- Sección 504 de la Ley de Rehabilitación de 1973 (Section 504 of the Rehabilitation Act of 1973)
- Ley de ciudadanos Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990)
- Ordenes Ejecutivas 12898 y 13166 (Executive Orders 12898 and 13166)

*Thank you! Your input is appreciated.*

tucsonaz.gov

*¡Gracias! Apreciamos sus datos.*

tucsonaz.gov



## TITLE VI NON-DISCRIMINATION PLAN

### APPENDIX F – REQUIRED SET UP FOR PUBLIC MEETINGS

As per annual training. Distributed during annual training. Email reminders. On the intranet for employees.

[https://oneteam.tucsonaz.gov/team/transportation/documents/adalep/self\\_identification\\_survey](https://oneteam.tucsonaz.gov/team/transportation/documents/adalep/self_identification_survey)

# TITLE VI NON-DISCRIMINATION PLAN

City of Tucson  
Department of Transportation & Mobility

City of Tucson

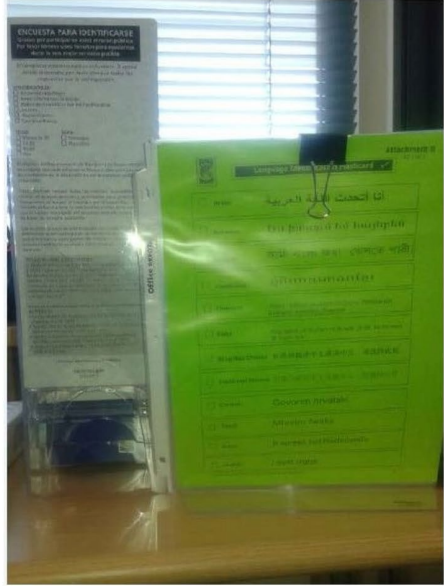
Department of Transportation & Mobility

If you are working with a Public Relations firm, they will have this ready at the meeting.  
If you are leading the Public Meeting, meet with Jesse Soto to gather the required set-up of Title VI Materials

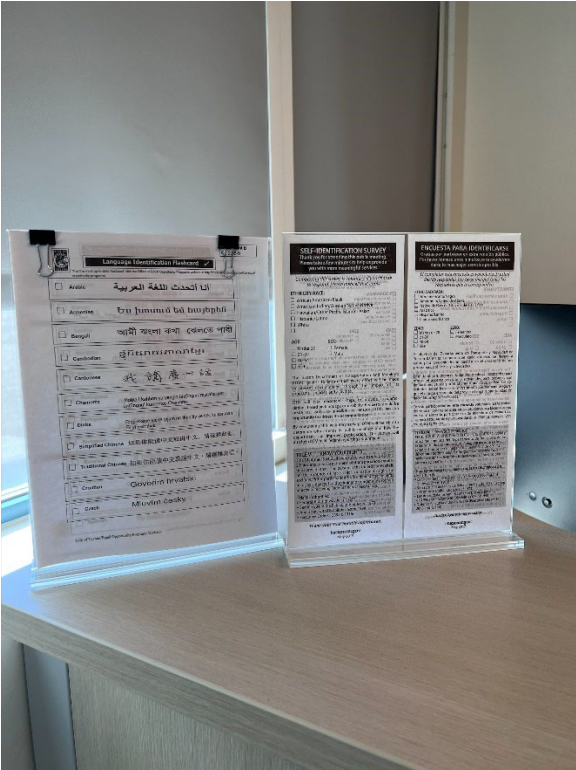


Required set-up

1. Brochures in English/Spanish
2. Self-Identification Survey Cards (English/Spanish two sided)
3. Poster to display "Notification to the Public"
4. Attached to the back of the poster are the "Language Identification Flashcards"
5. Box, basket or some other place to return cards that have been filled out.

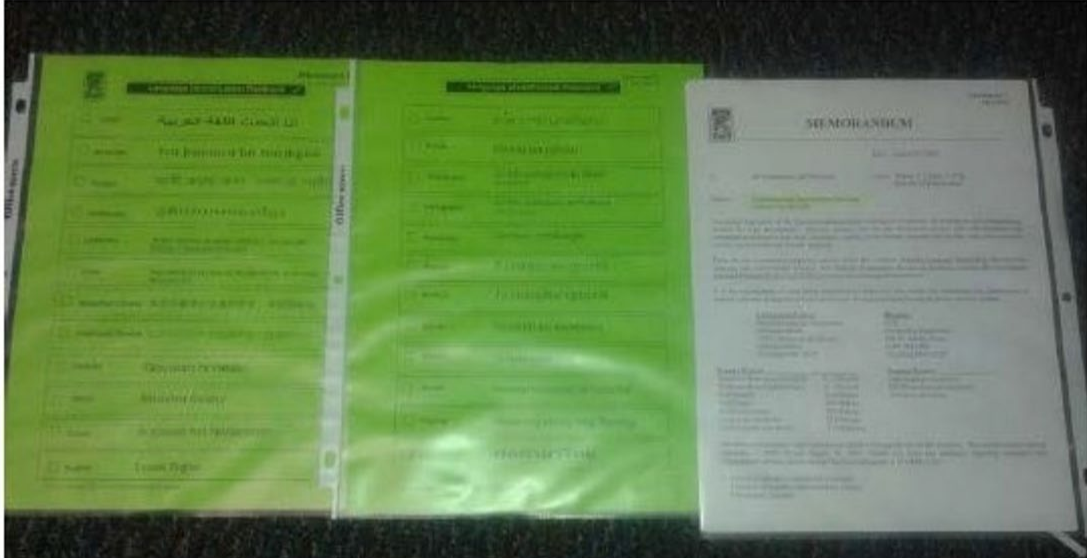


The back of poster will have the "Language Identification Flashcards" attached.



## TITLE VI NON-DISCRIMINATION PLAN

### City of Tucson Department of Transportation & Mobility



#### How to use the “Language Identification Flashcards”

1. If someone approaches you and speaks a language you do not understand, show them the cards. They will be able to identify the language they need an interpreter for.
2. The memorandum lists the procedures for obtaining a language interpreter and/or translator.
3. Document the accommodation on your required “Public Meeting Summary Form.”

APPENDIX G – CHECKLIST AND DATA COLLECTION FOR PUBLIC MEETINGS

Public Meeting Summary Form

Instructions for Project Manager:

1. Fill out this form as you prepare for your public meeting (to include public hearing, open house or town hall; not required for ribbon cutting or ceremonial events).
2. Once the public meeting has been completed, return this form to Kristina Othon and Amanda Valenzuela along with all collected Title VI Survey Forms within 14 days of your public meeting.

Project Name \_\_\_\_\_  
 Project Manager \_\_\_\_\_  
 Purpose of Public Meeting \_\_\_\_\_  
 Date \_\_\_\_\_  
 Time \_\_\_\_\_  
 Location \_\_\_\_\_

Public Relations Firm?  Gordley  Kaneen  None

Before the Meeting-

- Ensure mailings and website postings have the required statement "If you require a foreign language interpreter..." Document any requests for accommodations & notify Kristina and Amanda.
- Determine the department vital documents and provide them in languages based on the LEP population to be served.
- Work with Kristina Othon and Amanda Valenzuela /Michael Graham prior to sending out invitations to ensure that the public meeting is posted on our social media pages, internet and new releases.

During the Meeting-

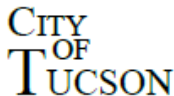
- Display Title VI Poster/Brochures
- Make Title VI Survey Forms Available for Participants
- Count the total number of attendees \_\_\_\_\_

After the Meeting-

Turn this form into Kristina Othon and Amanda Valenzuela along with collected Title VI Survey Forms.

Where to find this form and additional resources-

- <https://intranet.tucsonaz.gov/tdot/employee-relations-and-development>
- <https://www.tucsonaz.gov/tdot/title-vi>



DEPARTMENT OF TRANSPORTATION AND MOBILITY

## TITLE VI NON-DISCRIMINATION PLAN

# APPENDIX H – SAMPLE DATA COLLECTION FOR ANNUAL TITLE VI REPORT

### Sample Public Meetings

Project Name	Project Manager	Date	Approx. Attendance	Number of Survey Cards Returned	African Amer.	Amer. Indian	Asian/Pacific Islander	Hispanic /Latin	White	Other	Female	Male	Age: Under 2	Age: 21-3	Age:40-6	Age: 65
Valencia Rd - Kolb Rd to Houghton	Bob Roggenthen	11/17/2021	14	0												
Rodeo Addition public meeting	David Burbank	11/18/2021	8	0												
Geronimo & Ft Lowell	Blake Olofson	11/20/2021	20	0												
Silverbell	Kyle DeWitte	11/20/2022	101	0												
Prop 407 Phase 1A Bicycle Boulevard	Sherry Martin	11/29/2021	6	0												
Houghton Rd Construction & Landscaping update	Sherry Martin	12/2/2021	30	0												
BOC	Michael Graham	2/15/2022	14	0												
Tripartite	Ryan Fagan	2/3/2022	29	0												
Business Outreach Meeting 1 - 5th/6th St	Ryan Fagan	3/9/2022	29	0												
Business Outreach Meeting 2 - 5th/6th St	Ryan Fagan	3/10/2022	23	0												
BOC	Michael Graham	4/25/2022	8	0												
El Paso & Southwestern Greenway/36th St Pedestrian Safety & Mobility Town Hall	Collin Chesston	4/21/2022	20	0												
El Paso & Southwestern Greenway/36th St Pedestrian Safety & Mobility Town Hall	Collin Chesston	4/27/2022	3	0												
El Paso & Southwestern Greenway/36th St Pedestrian Safety & Mobility Town Hall	Collin Chesston	4/30/2022	15	0												
3rd St - Treat Ave Bicycle Boulevard	Arturo Ledesma	5/12/2022	10	1					1			1				
Church Ave Complete St	Collin Chesston	5/25/2022	19	0												
Tucson Norte-Sur	Ian Sansom	5/16/2022	17	0												
Tucson Norte-Sur	Ian Sansom	5/17/2022	47	0												
Tucson Norte-Sur	Ian Sansom	5/18/2022	14	0												
1st Ave Needs Assessment	Patrick Hartley	6/29/2021	40	0												
9th/7th St, 5th St, and 9th Ave/Castro Bicycle Boulevard Outreach	Collin Chesston	7/24/2021	11	0												
9th/7th St, 5th St, and 9th Ave/Castro Bicycle Boulevard Outreach	Collin Chesston	7/29/2021	28	0												
El Paso & Southwestern Greenway Extension Alignment Options	Collin Chesston	8/18/2021	12	0												
Blacklidge Pop-up: Cyclovia Remix	Collin Chesston	12/5/2021	35	0												
18th & Main Neighborhood Meeting (18th St Bike Blvd)	Collin Chesston	1/13/2022	46	0												
8th Ave Bicycle Boulevard Outreach	Collin Chesston	1/21/2022	40	0												
18th St, 8th Ave, and S Campbell Pinal Bicycle Boulevard Outreach	Collin Chesston	3/27/2022	22	0												
Church Ave Complete Street Outreach	Collin Chesston	3/27/2022	13	0												
6th Ave Asphalt Art/Church Ave Outreach	Collin Chesston	4/23/2022	50	0												
Church Ave Complete Street Outreach	Collin Chesston	5/18/2022	6	0												
Church Ave Complete Street Outreach	Collin Chesston	5/25/2022	25	0												

**Prop 407 Bicycle Boulevard Project - Treat Ave / Third Street Public Meeting** Chat Files Meeting Notes Whiteboard + Join

Some people in this chat are outside your org. It's possible they have message-related policies that will apply to the chat. [Learn more](#)

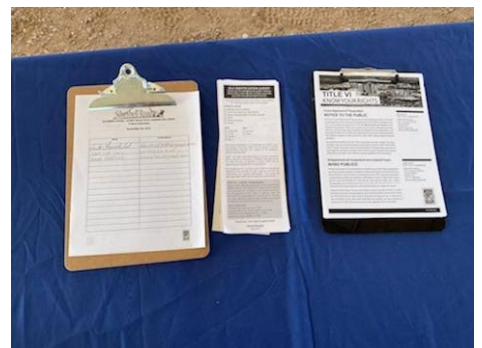
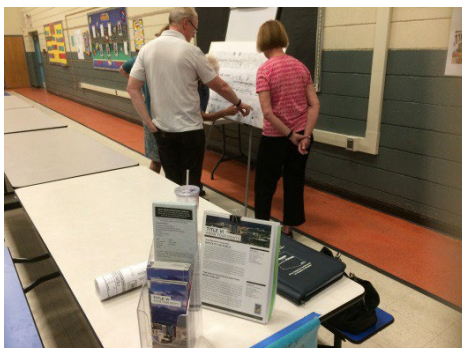
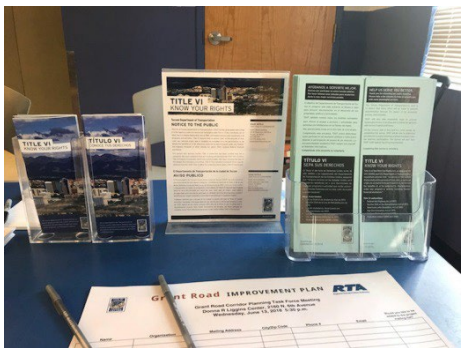
**Amanda Valenzuela** 5/12 5:47 PM

If you would like to complete the voluntary Self-Identification Survey, please click on the following link:  
<https://forms.office.com/g/cpQ8jq07i>

**Fill | SELF-IDENTIFICATION SURVEY**

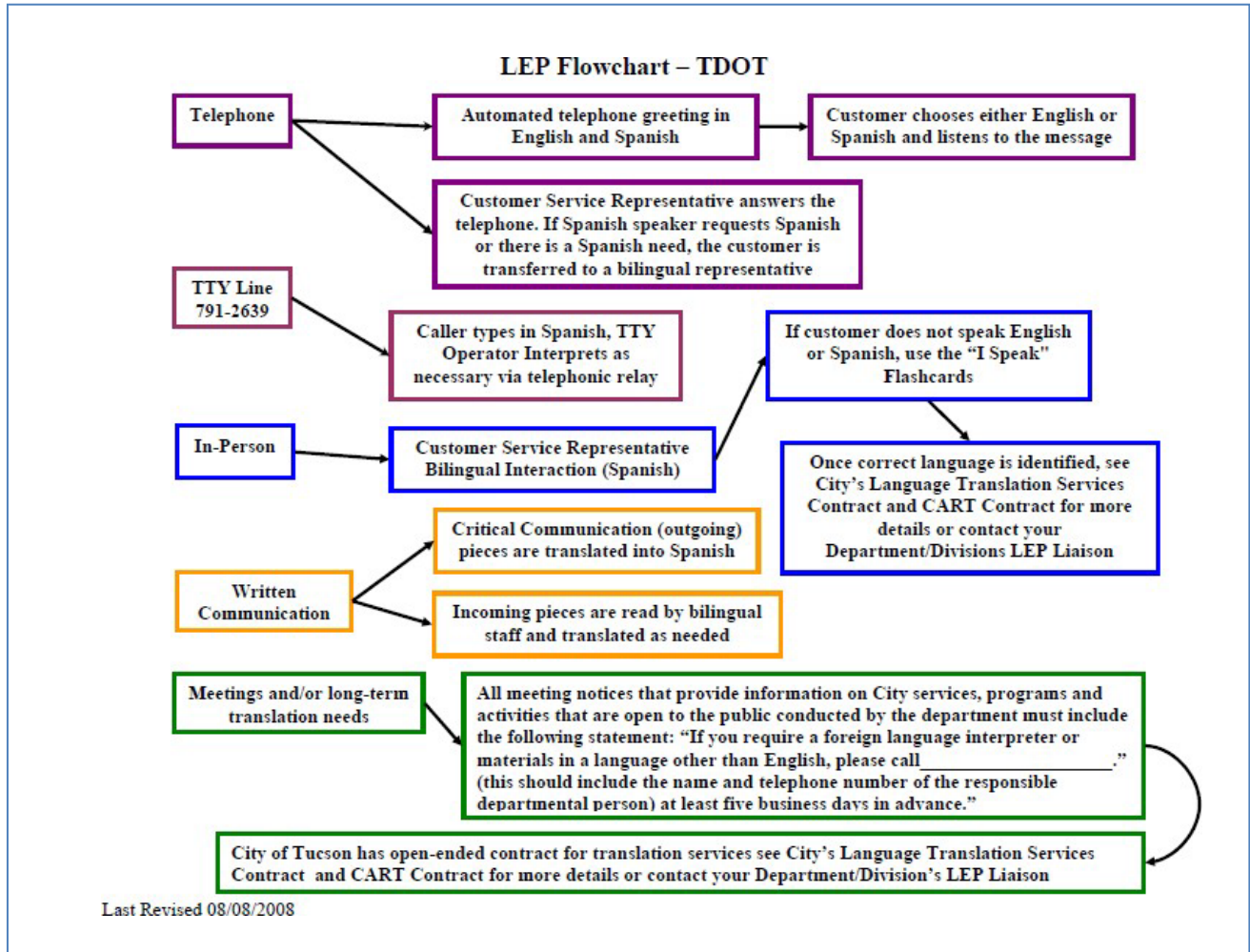
Thank you for attending this public meeting. Please take a few minutes to help us provide you with more meaningful...

forms.office.com



TITLE VI NON-DISCRIMINATION PLAN

APPENDIX I – LEP FLOWCHART



**TITLE VI NON-DISCRIMINATION PLAN**

**APPENDIX J – DTM EMPLOYEES RECEIVING SECOND LANGUAGE PAY**

For Second Language Pay – Confirmation of the conversational proficiency related to the services provided by a designated representative of the Human Resources Department. Second Language Pay equates to \$30.00 per Pay Period.

<b>SECOND LANGUAGE PAY</b>	
<b>Alejandro Delgado</b>	<b>Field Engineering</b>
<b>Arturo Carrillo</b>	<b>Field Engineering</b>
<b>Blanca Valenzuela</b>	<b>Transit</b>
<b>Cesar Salmeron</b>	<b>Traffic Administration</b>
<b>Christina Runyan</b>	<b>Real Estate</b>
<b>Denisa Campas</b>	<b>Park Tucson</b>
<b>Elizabeth Olivo</b>	<b>Real Estate</b>
<b>Francisco Leyva</b>	<b>Traffic Administration</b>
<b>Frank Coronado</b>	<b>Street Maintenance</b>
<b>Gabriela Barillas-Longoria</b>	<b>Planning and Programming</b>
<b>Hilario Parra</b>	<b>Street Maintenance</b>
<b>John Cahill</b>	<b>Real Estate</b>
<b>Jose Gomez-Cabrera</b>	<b>Park Tucson</b>
<b>Juan Mancilla</b>	<b>Traffic Engineering</b>
<b>Kenneth Robinson</b>	<b>Field Engineering</b>
<b>Manuel Bernal</b>	<b>Traffic Engineering</b>
<b>Manuel Ortega</b>	<b>Street Maintenance</b>
<b>Marcos Torres</b>	<b>Field Engineering</b>
<b>Maria Cruz</b>	<b>Traffic Administration</b>
<b>Maria Inzunza</b>	<b>Permits and Codes</b>
<b>MaryLou Ramirez</b>	<b>Special Programs</b>
<b>Pedro Leon</b>	<b>Street Maintenance</b>
<b>Teresa Romero</b>	<b>Engineering</b>

**APPENDIX K – DTM EMPLOYEES RECEIVING CERTIFIED BILINGUAL PAY**

For Certified Bilingual Pay – Confirmation of an approved pass from a third-party vendor selected and under the guidance of the Human Resources Director. Certified Bilingual Pay equates to \$100.00 per Pay Period.

<b>CERTIFIED BILINGUAL</b>	
<b>Abelardo Rosales</b>	<b>Traffic Administration</b>
<b>Angel Flores</b>	<b>Field Engineering</b>
<b>Antonio Durazo</b>	<b>Striping</b>

**TITLE VI NON-DISCRIMINATION PLAN**

<b>Faustino Acosta</b>	<b>Sign Shop</b>
<b>Jorge Valenzuela</b>	<b>Sign Shop</b>
<b>Jose Cazares</b>	<b>Field Engineering</b>
<b>Jozett Keena</b>	<b>Traffic Administration</b>
<b>Juan Torres</b>	<b>Paved Surface Maintenance</b>
<b>Juan Verduzco</b>	<b>Paved Surface Maintenance</b>
<b>Manuel Fernandez</b>	<b>Paved Surface Maintenance</b>
<b>Martin Navarro</b>	<b>Signal and Street Light Maintenance</b>
<b>Miguel Velasquez</b>	<b>Sign Shop</b>
<b>Monica Landgrave Serrano</b>	<b>Planning and Programming</b>
<b>Robert Carrasco</b>	<b>Striping</b>



# TITLE VI NON-DISCRIMINATION PLAN

## APPENDIX L – SAMPLE BROCHURES

Providing Services to All People Regardless of Race, Color, or National Origin

# Limited English Proficiency

What Federal Agencies and Federally Assisted Programs Should Know about Providing Services to LEP Individuals

For information on LEP and detailed agency-specific guidance, go to [www.LEP.gov](http://www.LEP.gov)

For more information go to [www.usdoj.gov/crt/car](http://www.usdoj.gov/crt/car)

U.S. Department of Justice  
Civil Rights Division  
Coordination and Review Section - NIA  
950 Pennsylvania Avenue, N.W.  
Washington, DC 20530

Title VI Hotline  
1-888-TITLE-06 (1-888-848-5306) [Voice/TDD]

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide. This will require agencies to develop creative solutions to address the needs of this ever-growing population of individuals whose primary language is not English.

### Limited English Proficiency—LEP

**Who is a Limited English Proficient Person?**  
Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

**Who Must Comply and Who Can Be Found in Violation?**  
All programs and operations of entities that receive assistance from the federal government (i.e. recipients), including:

- State agencies
- Local agencies
- Private and nonprofit entities
- Subrecipients (entities that receive federal funding from one of the recipients listed above) also must comply.

All programs and operations of the federal government also must comply.

### LEGAL AUTHORITY

**Recipients**  
Title VI of the 1964 Civil Rights Act  
“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.” —42 U.S.C. § 2000d.

The United States Supreme Court in *Lau v. Nichols* (1974) stated that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English.

**Recipients and Federal Government**  
Executive Order 13166  
In August 2000, this Order “Improving Access to Services for Persons with Limited English Proficiency” was issued and directed federal agencies to:

- Publish guidance on how their recipients can provide access to LEP persons.
- Improve the language accessibility of their own programs.
- Break down language barriers by implementing consistent standards of language assistance across federal agencies, and amongst all recipients of federal financial assistance.

The Order covers all federal and federally assisted programs and activities.

### OBLIGATIONS

**Four-Factor Analysis**  
Recipients of federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important benefits, programs, information, and services. (The federal government has the same obligations as a result of Executive Order 13166.) The starting point is an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people’s lives; and
4. The resources available to the grantee/recipient and costs.

**Elements of an Effective LEP Policy**  
Elements that may be helpful in designing an LEP policy or plan:

- Identifying LEP persons who need language assistance
- Identifying ways in which language assistance will be provided
- Training staff
- Providing notice to LEP persons
- Monitoring and updating LEP policy

**Language Assistance Services**

- Oral interpretation services
- Bilingual staff
- Telephone interpreter lines
- Written language services
- Community volunteers

## TITLE VI NON-DISCRIMINATION PLAN



If you believe you have experienced National Origin Discrimination, or want more information, please contact:

You can also talk to the supervisor of the person you think discriminated against you. You can also talk to a community group that works on civil rights issues.

Together, we can help people get the benefits and services they need, in ways they can understand.

Sponsored by the United States Department of Agriculture, the United States Department of Health and Human Services, and the United States Department of Justice.

**KNOW YOUR RIGHTS**

Federal Interagency Working Group on Limited English Proficiency

*Do you have trouble with English? Are you unable to speak, read, write, or understand English well? If so, you are Limited English Proficient (LEP).*

*Federal agencies and organizations that get money from the federal government have to take reasonable steps to help people who have trouble with English.*

*Sometimes, when a government agency or an organization does not help you because you are LEP, they violate the law. This is called National Origin Discrimination.*

***“If you are mistreated because you are LEP, it may be National Origin Discrimination.”***



*There is a Federal law that protects your civil rights. The law is called Title VI of the Civil Rights Act of 1964.*

### EXAMPLES of Possible Discrimination:

**1** You and many people who live in your area speak Vietnamese and often go to the hospital for emergency care. The hospital does not understand these LEP patients. Most Vietnamese patients do not understand what the hospital tells them about their medical care.

**2** You call 911 to report a crime. The operator does not understand you and cannot help you.

**3** Your child’s school sends important information or a notice to you in English. The school knows you speak only Spanish. The school refuses to provide the information to you in Spanish and suggests instead that your child interpret the information for you.

**4** You try to apply for food stamps. The application is in English. You do not understand the application. The Food Stamp office workers tell you to come back with your own interpreter.

### EXAMPLES of Good Practices:

**1** The hospital knows that many people who cannot understand English and speak Vietnamese live in the area. The hospital has interpreters who are ready and able to help you when you go to the hospital for emergency care.

**2** You call 911 to report a crime. The operator connects you quickly to an interpreter who helps you.

**3** Your child’s school has many Spanish-speaking parents. The school knows you speak only Spanish. You should receive the important information or notice in Spanish.

**4** The food stamp office has an interpreter, or contacts a telephone interpreter, to help you. An application in your language is given to you.

# TITLE VI NON-DISCRIMINATION PLAN

## Who are the authorities?

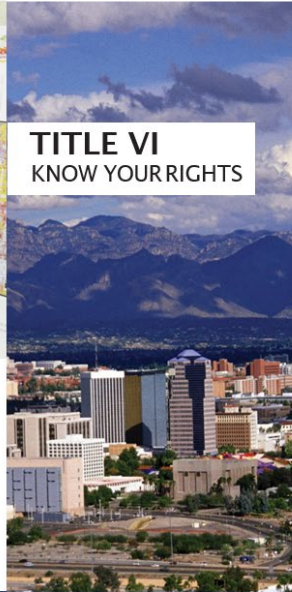
The two main authorities enabling Title VI implementation, compliance and enforcement are the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. However, other statutes, laws, regulations, executive orders, and the United States Constitution provide guidance for the effective execution of the objectives of Title VI.

### THESE INCLUDE:

- Federal-Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Age Discrimination Act of 1975
- Uniform Relocation Act of 1970
- Executive orders 12898 and 13166

## Title VI compliance

Title VI compliance is a situation where TDOT has effectively implemented all the Title VI requirements or can demonstrate that every good faith effort has been made toward achieving this end. As a subrecipient of federal highway funds, TDOT is required to prevent discrimination and ensure nondiscrimination in all programs and activities whether they are federally funded or not.



## TITLE VI KNOW YOUR RIGHTS



## What is Title VI?

Title VI of the Civil Rights Act of 1964 is the federal law that protects individuals and groups from discrimination on the basis of their race, color and national origin in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

## TDOT's Title VI Policy

Pursuant to Title VI of the Civil Rights Act of 1964 as amended, the Civil Rights Restoration Act of 1987 and other nondiscrimination authorities, it is the policy of the Tucson Department of Transportation (TDOT) that discrimination based on race, color, national origin, sex, age or disability shall not occur in connection with any of its programs or activities. TDOT's efforts to prevent discrimination will address, but not be limited to, a program's impact upon access, benefits, participation, treatment, services, contracting opportunities, training opportunities, investigation of complaints, allocation of funds, prioritization of projects and the functions of research, planning, project development, design, right-of-way acquisition and construction.

## For more information

For questions or to file a complaint, contact:

**KRISTINA OTHON**  
**AMANDA VALENZUELA**  
**TITLE VI COORDINATORS**  
Public Works Building  
201 N. Stone Ave. 6th Floor  
Tucson, AZ 85701  
520-791-4371  
[Kristina.Othon@tucsonaz.gov](mailto:Kristina.Othon@tucsonaz.gov)  
[Amanda.Valenzuela@tucsonaz.gov](mailto:Amanda.Valenzuela@tucsonaz.gov)

[tucsonaz.gov](http://tucsonaz.gov)



*"As Tucson Department of Transportation, our goal is to ensure that every effort will be made to prevent discrimination through the impact of our programs, policies and procedures."*



## What programs are covered?

Federally assisted programs include any highway, project, program or activity for the provision of services and for other benefits. Such programs include education or training, work opportunities, health, welfare, rehabilitation, housing or other services, whether provided directly by DTM or indirectly through contracts or other arrangements with other agents.

## What type of discrimination is prohibited under DTM's Title VI program?

Discrimination under our Title VI program is an action or inaction, intentional or not, through which any intended beneficiary, solely because of race, color, national origin, sex, age, disability or retaliation has been otherwise subjected to unequal treatment or impact, under any DTM program or activity. Discrimination based on the grounds referenced above limit the opportunity for individuals and groups to gain equal access to services and programs. In administering federally assisted programs and activities, DTM cannot discriminate either directly or through contractual or other means by:

- Denying program services, financial aids or other benefits
- Providing different program services, financial aids or other benefits, or providing them in a manner different from that provided to others
- Segregating or separately treating individuals or groups in any manner related to the receipt of any program service or benefit
- Restricting in any way the enjoyment of any advantage or privilege enjoyed by others receiving any program service or other benefits
- Denying persons the opportunity to participate as a member of a planning, advisory or similar body
- Denying persons the opportunity to participate in the program through the provision of services, or affording the opportunity to do so differently from those afforded others

## Who may file a Title VI complaint?

A Title VI complaint may be filed by any individual or individuals who allege they have been subjected to discrimination or adverse impact under any DTM program or activity based on race, color, national origin, or disability or retaliation.

## What information is included in a Title VI complaint?

A Title VI complaint may be filed by any individual or individuals who allege they have been subjected to discrimination or adverse impact under any DTM program or activity based on race, color, national origin, or disability or retaliation.

A signed, written Title VI complaint must be filed within 180 days of the date of the alleged act of discrimination. The complaint must include the following information:

- Your name, address and telephone number. If you are filing on behalf of another person, include their name, address, telephone number and your relation to the complainant (e.g., friend, attorney, parent, etc.)
- The name and address of the agency, program or organization that you believe discriminated against you
- A description of how, why and when you believe you were discriminated against. (Include as much background information as possible about the alleged acts of discrimination.)
- Your signature

## What will DTM do with my complaint?

Upon receipt, the DTM Civil Rights Office will determine which agency has jurisdiction to handle the complaint. If DTM does not have jurisdiction to handle the complaint, it will be forwarded to the appropriate agency. The allegations will be investigated and an attempt will be made to resolve any violations if found. If efforts to resolve any violations are unsuccessful, enforcement proceedings may be initiated to bring the recipient into compliance.

## Is there speech or hearing impairment assistance for filing a complaint?

Upon request, assistance will be provided if you are limited English proficient or disabled. Any complaint may be filed using an alternate format.



[tucsonaz.gov](http://tucsonaz.gov)

# TITLE VI NON-DISCRIMINATION PLAN

## Autoridades

Las dos autoridades principales que hacen posible la implementación, conformidad y cumplimiento del Título VI son la Ley de Derechos Civiles de 1964 y la Ley de Restauración de 1987. Sin embargo, otros estatutos, leyes, reglamentos, órdenes ejecutivas y la Constitución de los EEUU proporcionan orientación para la efectiva orientación de los objetivos del Título VI. Estos incluyen:

- La Ley Federal de Asistencia Vial de 1973
- Sección 504 de la Ley de Rehabilitación de 1973
- Ley de Ciudadanos Americanos con Discapacidades de 1990
- Ley de Discriminación de Edad de 1975
- Ley de Traslado Uniforme de 1970
- Ordenes Ejecutivas 12898 y 13166

## Cumplimiento del Título VI

TDOT ha implementado efectivamente todos los requerimientos del Título VI o puede demostrar que ha hecho todos los esfuerzos de buena fe posibles para lograr dar cumplimiento al Título VI. Como subdestinatario de fondos de carreteras federal, TDOT es responsable de prevenir discriminación y de asegurar que no exista discriminación en ningún programa o actividad, sean financiados con fondos federales o no.



## Para más información

Para preguntas o para presentar una queja, comuníquese con:

**KRISTINA OTHON**  
**AMANDA VALENZUELA**  
**TÍTULO VI COORDINATORS**  
 Public Works Building  
 201 N. Stone Ave. 6th Floor  
 Tucson, AZ 85701  
 520-791-4371  
[Kristina.Othon@tucsonaz.gov](mailto:Kristina.Othon@tucsonaz.gov)  
[Amanda.Valenzuela@tucsonaz.gov](mailto:Amanda.Valenzuela@tucsonaz.gov)

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## TÍTULO VI CONOCE TUS DERECHOS



## Que es el Título VI?

El Título VI de la Ley de Derechos Civiles de 1964 es la ley federal que protege a los individuos y grupos de discriminación basada en raza, color y nación de origen en programas y actividades que reciben asistencia financiera federal. Sin embargo, cuando la Administración Federal de Carreteras de los Estados Unidos (FHWA, por sus siglas en inglés) hace referencia al Título VI, incluye otras provisiones de derechos civiles de estatutos federales y otras autoridades relacionadas de manera que prohíben la discriminación en programas y actividades que reciban asistencia financiera federal.

## Las Normas bajo Título VI de TDOT

Conforme al Título VI de la Ley de Derechos Civiles de 1964 enmendado, la Ley de Restauración de 1987 y otras autoridades en contra de la discriminación, es la norma del Departamento de Transportación del Tucson (TDOT, por sus siglas en inglés) que discriminación basada en raza, color, nación de origen, género, edad o discapacidad no ocurrirá en ninguno de sus programas o actividades.

Los esfuerzos de TDOT para prevenir la discriminación se dirigirán a, pero no serán limitados a, el impacto de un programa sobre el acceso, bienes, participación, trato, servicios, oportunidades de contratación, oportunidades de capacitación, investigación de quejas, disposición de fondos, priorización de proyectos y las funciones de planeación, desarrollo de proyectos, diseño, adquisición de derecho de vía, construcción e investigación.

"En el Departamento de Transportación de Tucson, nuestro objetivo es asegurar que cada esfuerzo haga prevenir discriminación a través del impacto de nuestros programas, principios y procedimientos."



## Programas incluidos

Los programas que reciban asistencia financiera federal incluyen: cualquier proyecto vial, programa o actividad para la prestación de bienes y servicios. Tales programas incluyen educación o capacitación, oportunidades de trabajo, salud, asistencia pública, rehabilitación, viviendas y otros servicios, ya sea que hayan sido proporcionados directamente por TDOT o indirectamente a través de contratos u otros arreglos con otros representantes.

## Qué tipo de discriminación está prohibida bajo el programa Título VI de DTM?

Discriminación bajo nuestro programa de Título VI es una acción o inacción, intencional o no, por medio de cualquier persona que sería beneficiada, haya sido sujeto a trato o impacto desigual bajo cualquier programa o actividad de DTM únicamente por su raza, color, nación de origen, o discapacidad o represalias.

Discriminación basada en los términos arriba mencionados les limita a grupos e individuos la oportunidad de obtener acceso equitativo a programas y servicios. En la administración de programas y actividades que reciban asistencia financiera federal, DTM tampoco no puede discriminar directa o indirectamente, por medio de contratos o cualquier otro medio para:

- Negar servicios del programa, apoyo financiero u otros beneficios
- Proporcionando diferentes servicios, apoyo financiero u otros beneficios, o proporcionándolos de manera diferente a como se les proporcionó a otros
- Segregar o tratar por separado a grupos o individuos de cualquier forma relacionada a la recepción de bienes y servicios
- Restringir de cualquier manera el uso o goce de cualquier ventaja o privilegio de la cual otros que reciben bienes y servicios, usan o gozan
- Negarle a alguien la oportunidad de participar como miembro de un grupo de planeación, de asesoría u otro similar
- Negarle a alguien la oportunidad de participar en el programa mediante la proporción de servicios o dándole la oportunidad de hacerlo de manera diferente de como se les proporcionó a otros

## ¿Quien puede presentar una demanda Título VI?

Cualquier individuo(s) que alegue(n) que ha(n) sido sujeto(s) a discriminación o impactado(s) desfavorablemente bajo cualquier programa o actividad de DTM basados en raza, color, nación de origen, o discapacidad o represalias puede presentar una demanda Título VI.

## Que información se incluye en una demanda Título VI?

Una queja Título VI por escrito y firmada debe presentarse dentro de los 180 días de la fecha en que se alega que la discriminación ocurrió. La demanda debe incluir la siguiente información:

- Su nombre, dirección y teléfono. Si usted esta presentando la demanda en representación de una tercer persona, incluya su nombre, dirección y teléfono y la relación que tiene usted con la persona agredida (ej. amigo, abogado, padre, etc.)
- El nombre y la dirección de la agencia, programa u organización que usted cree discriminó en su contra
- Una descripción de cómo, por qué y cuando usted cree que discriminaron en su contra. Incluya la mayor cantidad de información que pueda sobre los actos de discriminación que alega
- Su firma

## Que hará DTM con mi demanda?

Al recibir su demanda, la Oficina de Derechos Civiles de DTM determinará que agencia tiene jurisdicción para manejar la demanda. Si DTM no tiene jurisdicción para manejar la demanda, se le enviará a la agencia apropiada. Las alegaciones se investigaran y se intentará resolver cualquier, si es que se encuentren. Si los esfuerzos para resolver las violaciones no resultan exitosos, se dará inicio a procedimientos disciplinarios para asegurar el cumplimiento por parte del receptor demandado.

## Hay ayuda para presentar la demanda para personas con problemas de oír o de habla?

Se proveerá asistencia a personas con habilidad limitada en inglés o discapacidad si lo solicitan. Una demanda puede ser presentada usando un formato alternativo. Para presentar una demanda Título VI, se puede comunicar a la Oficina de Derechos Civiles al numero que se menciona a continuación.



tucsonaz.gov

## APPENDIX M – SCREENSHOT OF MULTILINGUAL DTM WEBSITE

Home / Departments / Transportation & Mobility / Report a Concern

### Report a Concern

Report any transportation related concerns to:

Tdotconcerns@tucsonaz.gov or (520) 791-3154

#### The Stormwater Management Program responds to City of Tucson Citizen's concerns about:

- Spills that impact or threaten stormdrains or washes
- Dry weather/nonstorm flow in stormdrains or washes
- Construction site runoff
- Runoff from industrial sites
- Dumping of wash water to stormdrains or washes
- Runoff from car washing or detailing operations

Please describe your concern thoroughly in an email to Stormwater staff at [Stormwater@tucsonaz.gov](mailto:Stormwater@tucsonaz.gov) or by phone at (520) 791-4251. Be sure to include the location, time, and type of incident. **If this is an emergency please call 911.**

#### Other local agencies handle the following citizen concerns:

- Report Illegal Dumping online at [Code Enforcement Violation Report](#) or call (520) 791-5843, Monday-Friday 9:30 AM - 4 PM.
- Landfill locations and fees outside of Tucson City limits ([Pima County Solid Waste](#)) - (520) 622-5800
- Report Flooding Concerns ([City of Tucson Planning & Development Services Department](#)) - (520) 791-5550
- Request Wash and Stormdrain Maintenance ([TDOT Streets Division](#)) - (520) 791-3154 or (520) 791-3191
- Report Water Waste ([City of Tucson Water Department](#)) - (520) 791-3242
- Report Sanitary Sewer Overflows ([Pima County Waste Water Management Department](#)) - (520) 740-6500
- Mosquitoes and Other Vectors ([Pima County Health Department](#)) - (520) 740-8261
- Report Dust ([Pima County Department of Environmental Quality](#)) - (520) 740-3340

Contact Us

Inicio / Departamentos / Transporte y Movilidad / Reportar una Inquietud

### Informar una inquietud

Informe cualquier inquietud relacionada con el transporte a:

Tdotconcerns@tucsonaz.gov o (520) 791-3154

#### El Programa de Manejo de Aguas Pluviales responde a las preocupaciones de los Ciudadanos de la Ciudad de Tucson sobre:

- Derrames que impactan o amenazan desagües pluviales o lavados
- Clima seco/flujo no tormentoso en drenajes pluviales o lavados
- Escorrentía del sitio de construcción
- Escorrentía de sitios industriales
- Vertido de agua de lavado a desagües pluviales o lavaderos
- Escorrentía de lavado de autos o operaciones de detallado

Describe detalladamente su inquietud en un correo electrónico al personal de Stormwater a [Stormwater@tucsonaz.gov](mailto:Stormwater@tucsonaz.gov) o por teléfono al (520) 791-4251. Asegúrese de incluir la ubicación, la hora y el tipo de incidente. **Si se trata de una emergencia, llame al 911.**

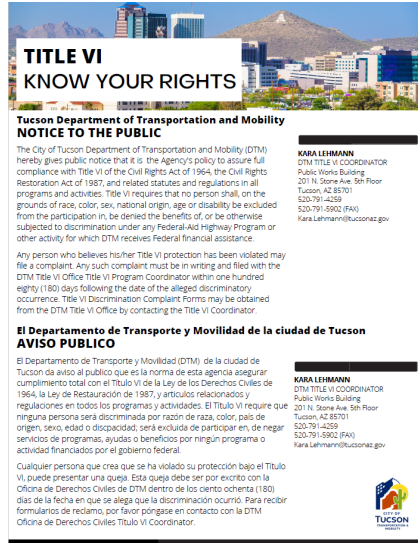
#### Otras agencias locales manejan las siguientes preocupaciones de los ciudadanos:

- Reporte los vertidos ilegales en línea en [Code Enforcement Violation Report](#) o llame al (520) 791-5843, de lunes a viernes de 9:30 a. m. a 4 p. m.
- Ubicaciones de vertederos y tarifas fuera de los límites de la ciudad de Tucson ([desechos sólidos del condado de Pima](#)) - (520) 622-5800
- Reporte Preocupaciones de Inundaciones ([Departamento de Servicios de Planificación y Desarrollo de la Ciudad de Tucson](#)) - (520) 791-5550
- Solicitud de mantenimiento de lavado y drenaje pluvial ([División de calles de TDOT](#)) - (520) 791-3154 o (520) 791-3191
- Reporte Agua Desperdiciada ([Departamento de Agua de la Ciudad de Tucson](#)) - (520) 791-3242
- Reporte desbordamientos de alcantarillado sanitario ([Departamento de Manejo de Aguas Residuales del Condado de Pima](#)) - (520) 740-6500
- Mosquitos y otros vectores ([Departamento de Salud del Condado de Pima](#)) - (520) 740-8261
- Informe sobre el polvo ([Departamento de Calidad Ambiental del Condado de Pima](#)) - (520) 740-3340

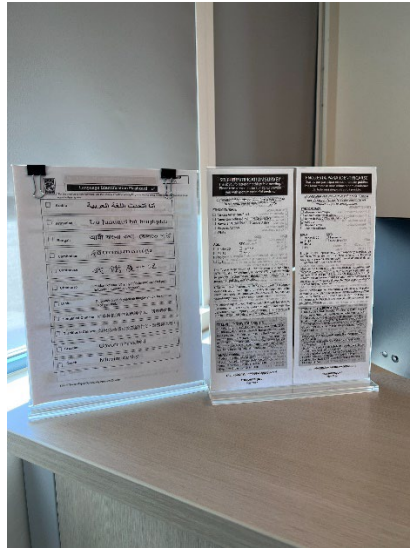
Contáctenos

# TITLE VI NON-DISCRIMINATION PLAN

## APPENDIX N – TITLE VI “KNOW YOUR RIGHTS” POSTER



Poster is hanging in various locations throughout DTM including:  
Public waiting areas on the 4<sup>th</sup> & 6<sup>th</sup> floors of the Public Works building  
Park Tucson lobby  
Transit lobby  
Streets & Traffic Maintenance lobby



APPENDIX O – CITY OF TUCSON OEOP & DTM WEBSITE SAMPLES

DTM Intranet (for employees only)

The screenshot displays the City of Tucson Intranet interface. At the top left is the City of Tucson logo with the tagline "ONE TEAM". To the right are navigation links: "Internal Department Resources", "Employee Directory", and "More". Below this is a banner image of a desert landscape at sunset with the text "DTM DOCUMENTS". A secondary navigation bar includes "Home", "DTM Documents", "Management Services", "Training", "Social Media", and "Policies & Procedures".

Below the navigation bar is a toolbar with options: "Add Folder", "Add Files", "Download This Folder", and "Bulk Delete". A search bar is located to the right of the toolbar.

The main content area features a table of documents with the following columns: "Title", "Comments", "Last Modified", and "Likes".

Title	Comments	Last Modified	Likes
<ul style="list-style-type: none"> <li>ADA/LEP</li> </ul>		6 weeks ago	
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>DTM Certified Spanish Speaking Employees 2021</li> </ul> </li> </ul>		9 months ago	Like
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Language Identification Flashcards.pdf</li> </ul> </li> </ul>		9 months ago	Like
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Language Line Quick Reference Guide-DTM</li> </ul> </li> </ul>		9 months ago	Like
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Self Identification Survey</li> <li>Survey to print</li> </ul> </li> </ul>		10 months ago	Like
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Self Identification Survey - Fillable</li> </ul> </li> </ul>		6 weeks ago	Like
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>TITLE VI KNOW YOUR RIGHTS Flyer</li> </ul> </li> </ul>		10 months ago	Like

[Citywide Resources](#) ▾

# OFFICE OF EQUAL OPPORTUNITY PROGRAMS (OEOP)

[Home](#) [Business Services](#) [Citywide IT Resources](#) [Human Resources](#) [Forms](#)

## OEOP Complaint Forms



## Office of Equal Opportunity Programs

Welcome to the Office of Equal Opportunity Programs (OEOP) web site. OEOP is a branch of the City Manager's Office responsible for the oversight of all anti-discrimination programs and policies as well as the investigation of discriminatory practices and wrongful conduct for the City of Tucson

### OEOP Team



Rebecca Hill



Will Rivera



**OEOP - Limited English Proficiency Complaint Form**



Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d 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." This law was established to ensure that persons who do not speak English as their primary language and who have limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

If you feel that you have not been provided meaningful access to any City of Tucson programs, services and/or activities, please complete this complaint form and return it to the City of Tucson, Office of Equal Opportunity Programs, 255 W Alameda, P.O. Box 27210, Tucson, AZ 85726-7210.

**For any questions about the form, please call: 520-791-4593**

**PLEASE COMPLETE AND SIGN**

**I. Complaint Information**

**Name \***

**Home Address \***

**City \***

**State \***

**Zip \***

**Telephone Number \***

**Email**

**Primary Language**

**II. Description of Complaint**

**Name of COT Department and/or Program/Service/Activity \***

## TITLE VI NON-DISCRIMINATION PLAN

### Limited English Proficiency (LEP) Program

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Federal Law establishes that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English must be afforded meaningful access to programs, services, activities and information provided by any entity receiving federal funding.

LEP Liaisons List and complaint forms

[LEP Complaint Form](#)

[LEP Complaint Form - Spanish](#)

[LEP Liaisons List 2021](#)

# TITLE VI NON-DISCRIMINATION PLAN

Mayor & Council Live

English (United States) ▾



Government

Residents

Business

Departments

Services

Search for a keyword or a page

Search

Home / Departments / Transportation & Mobility / Title VI / Civil Rights

## Title VI / Civil Rights

Title VI of the Civil Rights Act of 1964 is the main legal authority for the Tucson Department of Transportation and Mobility's (DTM) external nondiscrimination programs. Title VI prohibits discrimination on the basis of race, color, sex or national origin in programs or activities receiving federal financial assistance. Once an agency accepts federal funds, all of its programs and activities are covered, regardless of their funding source. Related statutes and presidential executive orders under the umbrella of Title VI address environmental justice (EJ) in minority and low-income populations and services to those individuals with limited English proficiency (LEP), women and the disabled.

- [2022 Policy Statement of Non-discrimination](#) (PDF, 335KB)
- [Title VI Self Identification Survey \(English and Spanish\)](#) (PDF, 84KB)
- [2022 Title VI Signed Assurances](#) (PDF, 438KB)
- [2022 Title VI Annual Report](#) (PDF, 16MB)
- [2022 Title VI Goals & Accomplishments](#) (PDF, 1MB)

## Submitting a Title VI Complaint

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint at no charge. A formal complaint must be filed in person or via U.S. Mail within 180 calendar days of the alleged act of discrimination or of 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. This timeframe is prescribed by 49 CFR 21.11(b). For your convenience, visit DTM's main office at the Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701. *DTM does not accept confidential information via e-mail.*

- [Submit a Title VI Complaint \(PDF form\)](#) (PDF, 628KB)

## DTM Internet

<https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

市長和議會現場直播 Chinese (Traditional) ▾

 CITY OF TUCSON

政府 居民 商業 部門 服務

搜索關鍵字或頁面

搜索

首頁 / 部門 / 交通與出行 / 第六章 / 公民權利

## 第六章/公民權利

1964年《民權法案》第六章是圖森交通運輸部(DTM)外部非歧視計劃的主要法律依據。第六章禁止在接受聯邦財政援助的計劃或活動中基於種族、膚色、性別或國籍的歧視。一旦某個機構接受聯邦資金，其所有計劃和活動都將受到涵蓋，無論其資金來源如何。第六章下的相關法規和總統行政命令涉及少數族裔和低收入人羣的環境正義(EJ)，以及為英語水平有限的個人(LEP)、婦女和殘疾人提供的服務。

- [2022年非歧視政策聲明](#) (PDF - 335KB)
- [第六章自我認同調查\(英語和西班牙語\)](#) (PDF - 84KB)
- [2022年第六章簽署保證](#) (PDF - 438KB)
- [2022年第六章年度報告](#) (PDF - 16MB)
- [2022年第六章目標和成就](#) (PDF - 1MB)

### 提交第六篇投訴

任何人如果認為自己作為任何特定群體的成員或與任何少數群體承包商有關，受到1964年《民權法案》第六章和1987年《民權恢復法案》禁止的歧視，可以免費提出投訴。正式投訴必須在180個日曆日內親自提交或通過美國郵政提交所指控的歧視行為或申請人得知所指控的歧視的日期，或者如果存在持續的行為，則該行為停止的日期或最近一次該行為的日期。該時間範圍由49 CFR 21.11(b)規定。為了您的方便，請訪問位於Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701的DTM總辦公室。DTM不接收通過電子郵件發送的機密信息。

- [提交第六章投訴\(PDF表格\)](#) (PDF - 628KB)



Gobierno

Residentes

Negocio

Departamentos

Servicios

Buscar una palabra clave o una página

Buscar

Inicio / Departamentos / Transporte y Movilidad / Título VI / Derechos Civiles

## Título VI / Derechos Civiles

El Título VI de la Ley de Derechos Civiles de 1964 es la principal autoridad legal para los programas externos de no discriminación del Departamento de Transporte y Movilidad de Tucson (DTM). El Título VI prohíbe la discriminación por motivos de raza, color, sexo u origen nacional en programas o actividades que reciben asistencia financiera federal. Una vez que una agencia acepta fondos federales, todos sus programas y actividades están cubiertos, independientemente de su fuente de financiación. Los estatutos relacionados y las órdenes ejecutivas presidenciales bajo el paraguas del Título VI abordan la justicia ambiental (EJ) en poblaciones minoritarias y de bajos ingresos y servicios para aquellas personas con dominio limitado del inglés (LEP), mujeres y discapacitados.

- [Declaración de política de no discriminación de 2022](#) (PDF, 335 KB)
- [Encuesta de autoidentificación del Título VI \(inglés y español\)](#) (PDF, 84 KB)
- [2022 Garantías firmadas del Título VI](#) (PDF, 438 KB)
- [Informe anual del Título VI de 2022](#) (PDF, 16 MB)
- [Objetivos y logros del Título VI de 2022](#) (PDF, 1 MB)

## Presentar una queja del Título VI

Cualquier persona que crea que él o ella, ya sea individualmente, como miembro de una clase específica de personas, o en relación con cualquier contratista minoritario, ha sido objeto de discriminación prohibida por el Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Restauración de Derechos Civiles de 1987 puede presentar una queja sin cargo. Se debe presentar una queja formal en persona o por correo de EE. UU. dentro de los 180 días calendariodel presunto acto de discriminación o de la fecha en que el/los denunciante(s) tuvo conocimiento de la supuesta discriminación, o cuando ha habido un curso continuo de conducta, la fecha en que se interrumpió la conducta o la última instancia de la conducta. Este plazo está prescrito por 49 CFR 21.11(b). Para su comodidad, visite la oficina principal de DTM en Public Works Building, 201 N. Stone Ave., 6th Floor, Tucson, AZ 85701. *DTM no acepta información confidencial por correo electrónico.*

- [Presentar una queja de Título VI \(formulario PDF\)](#) (PDF, 458 KB)




[الرئيسية](#) / [الإدارات](#) / [النقل والتنقل](#) / [الباب السادس / الحقوق المدنية](#)

## العنوان السادس / الحقوق المدنية

العنوان السادس من قانون الحقوق المدنية لعام 1964 هو السلطة القانونية الرئيسية لبرامج عدم التمييز الخارجية التابعة لوزارة النقل والتنقل في توكسون يحظر الباب السادس التمييز على أساس العرق أو اللون أو الجنس أو الأصل القومي في البرامج أو الأنشطة التي تتلقى مساعدة مالية فيدرالية. (DTM) بمجرد أن تقبل الوكالة الأموال الفيدرالية ، يتم تغطية جميع برامجها وأنشطتها ، بغض النظر عن مصدر تمويلها. القوانين ذات الصلة والأوامر التنفيذية في الأقليات والسكان ذوي الدخل المنخفض والخدمات للأفراد ذوي الكفاءة المحدودة في (EJ) الرئاسية تحت مظلة الباب السادس تتناول العدالة البيئية والنساء والمعاقين (LEP) اللغة الإنجليزية.

- [بيان سياسة عدم التمييز 2022](#) (PDF, 33KB)
- [استبيان التعرف على الذات العنوان السادس \(الإنجليزية والإسبانية\)](#) (بحجم 84 كيلوبايت PDF ملف)
- [إلبياب السادس التأكيدات الموقعة 2022](#) (بحجم 438 كيلوبايت PDF ملف)
- [العنوان السادس التقرير السنوي 2022](#) (PDF, 16 صفحات)
- [إلبياب السادس الأهداف والإنجازات 2022](#) (PDF, 1 صفحة)

## تقديم شكوى من الباب السادس

أي شخص يعتقد أنه ، إما بشكل فردي ، كعضو في فئة معينة من الأشخاص ، أو فيما يتعلق بأي متعاقد من الأقليات ، قد تعرض للتمييز المحظور بموجب الباب السادس من قانون الحقوق المدنية لعام 1964 وقانون استعادة الحقوق المدنية لعام 1987 ، يجوز له تقديم شكوى دون مقابل. يجب تقديم شكوى رسمية شخصياً أو عبر البريد الأمريكي خلال 180 يومًا تقويمياً عن فعل التمييز المزعوم أو التاريخ الذي أصبح فيه التمييز المزعوم معروفاً للمشتكى (أصحاب الشكوى) ، أو حيث كان هناك مسار مستمر للسلوك ، أو تاريخ توقف السلوك أو أحدث مثال على هذا السلوك. هذا الإطار الزمني محدد في CFR 21.11 (b), 201. لا تقبل المعلومات السرية عبر البريد الإلكتروني DTM. 85701.

- [\(PDF نموذج\) إرسال شكوى من الباب السادس](#) (بحجم 658 كيلوبايت PDF ملف)

## OEOP Programs – City of Tucson

<https://www.tucsonaz.gov/Departments/Office-of-Equal-Opportunity-Programs/Limited-English-Proficiency-LEP>

The screenshot shows a web page with a breadcrumb trail: Home / Departments / Office of Equal Opportunity Programs / Limited English Proficiency (LEP). The main heading is "Limited English Proficiency (LEP)". Below this, there is a quote from Section 602 of Title VI of the Civil Rights Act of 1964. The text explains that the law was established to ensure meaningful access for non-English speakers and that Executive Order 13166 extends these requirements to all federal agencies. It also states that the City of Tucson is committed to compliance and has designated LEP Liaisons. At the bottom, there are links for "LEP Complaint Form" and "LEP Liaisons List", and a "Contact Us" section with contact information for the Office of Equal Opportunity Programs.

Home / Departments / Office of Equal Opportunity Programs / Limited English Proficiency (LEP)

## Limited English Proficiency (LEP)

Section 602 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d states:

"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."

This law was established to ensure that persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English be afforded meaningful access to programs, services and/or activities and information provided by any entity receiving federal financial assistance.

On August 11, 2000, Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency" was issued to extend the requirements under Title VI to all federal agencies, programs, and activities.

Executive Order 13166 also requires all federal agencies that provide financial assistance to non-federal entities to publish guidance on Title VI compliance.

The City of Tucson is committed to ensuring that it complies with the provisions set forth by Title VI and Executive Order 13166 within the City's level of authority.

Each City facility has a designated LEP Liaison to assist members of the community with ensuring meaningful access to its department's programs, services/activities. The Office of Equal Opportunity Programs is responsible for monitoring the City's LEP compliance efforts.

If you have not been provided meaningful access to any City program, service/activity contact OEOP at [\(520\) 791-4593](tel:5207914593).

[LEP Complaint Form](#)

[LEP Complaint Form SPANISH](#) (PDF, 352KB)

[LEP Liaisons List](#) (PDF, 75KB)

### Contact Us

#### Contact Information

Office of Equal Opportunity Programs  
City Hall  
255 W. Alameda, 5th Floor  
Tucson, AZ 85701  
[\(520\) 791-4593](tel:5207914593)  
Fax (520) 791-5140  
TTD (520) 791-2639

## TITLE VI NON-DISCRIMINATION PLAN

### APPENDIX P – CITY OF TUCSON ADMINISTRATIVE DIRECTIVES

<https://www.tucsonaz.gov/hr/administrative-directives>

<https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

#### Please submit complaints or questions to:

Kara Lehmann  
DTM Title VI Coordinator  
Public Works Building  
201 N. Stone Ave., 6th Floor  
Tucson, AZ 85701  
[520-791-4259](tel:520-791-4259)  
FAX 520-791-4608  
[Kara.Lehmann@tucsonaz.gov](mailto:Kara.Lehmann@tucsonaz.gov)

#### Helpful Links:

[Services for Language Access Policy for Limited English Proficiency \(LEP\) - City of Tucson Administrative Directive 2.05-9](#) (PDF, 7MB)



APPENDIX Q – CITY OF TUCSON DBE STATEMENT



CITY OF  
TUCSON

OFFICE OF EQUAL OPPORTUNITY PROGRAMS  
AND INDEPENDENT POLICE REVIEW

**CITY OF TUCSON  
POLICY STATEMENT**

**U.S. Department of Transportation  
DBE Diversity Program for Contracts**


The City of Tucson has received federal financial assistance from the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) of the U.S. Department of Transportation (DOT) and has established a Disadvantaged Business Enterprise (DBE) Diversity Program for contracts in accordance with regulations of the U.S. DOT, 49 CFR 26. The Program applies to all City and subrecipient contracts that are funded, in whole or in part, by U.S. DOT federal financial assistance.

It is the policy of the City of Tucson to ensure that DBEs, as defined in 49 CFR 26, have an equal opportunity to receive and participate in DOT-assisted contracts. To achieve this the City will strive:

1. To ensure nondiscrimination in the award and administration of DOT-assisted contracts on the basis of race, color, sex, or national origin;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT-assisted contracts; and
6. To assist the development of firms that can compete successfully in the market place outside the DBE Program.

# TITLE VI NON-DISCRIMINATION PLAN

## APPENDIX R – TITLE VI PRESENTATION PROVIDED TO DTM EMPLOYEES



### Title VI of the Civil Rights Act of 1964

Presented by Kara Lehmann  
City of Tucson Department of Transportation and Mobility

### Title VI of 1964 Civil Rights Act

Title VI of the Civil Rights Act of 1964 is the federal law that **protects individuals and groups** from discrimination on the basis of their **race, color and national origin** in programs and activities that receive federal financial assistance. However, the Federal Highway Administration's (FHWA) reference to Title VI includes other civil rights provisions of federal statutes and related authorities to the extent that they prohibit discrimination in programs and activities receiving federal financial assistance.

### What is covered under Title VI?

A program or agency must:

- Provide a service, aid, or benefit;
- May include education or training, work opportunities, health, welfare, rehabilitation, housing or other services

### Project Data and Analysis

**Project scope**

- A federally assisted program include any highway, project, program or activity for the provision of services and for other benefits

**Data collection**

- Statistical data on race and sex will be gathered and maintained by the DTM Title VI Coordinator, from the public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects

**Analyzing project data**

- Program reviews will be conducted based on the annual summary of Title VI activities, achievements and complaints. The reviews will be handled by the Title VI Coordinator to ensure compliance of Title VI provisions. The special emphasis groups will have quarterly reviews of their data collected as it relates to Title VI demographics

Remix Link: <https://platform.remix.com/?lat=32.17691,-112.45254,8.5>

### Ensuring Compliance

We must make sure that all recipients receive:

1. Equal treatment
2. Equal access
3. Equal Rights
4. Equal Opportunities

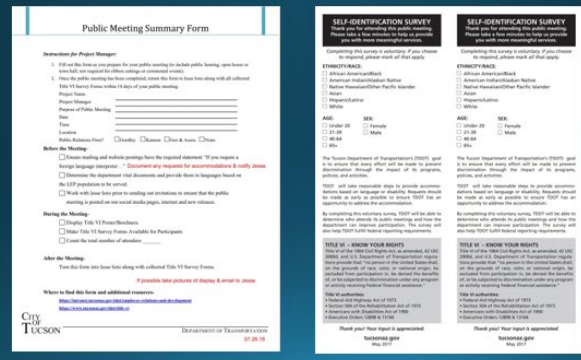
This should be the case regardless of the recipient's race, color, or national origin which includes any applicable limited English proficiency!

In public outreach meetings and contract reviews and beneficiaries of FHWA federal aid projects, DTM staff will provide the following:

1. Survey Identification Cards
2. Public Meeting Summary Forms
3. Provide verbiage of accommodation requests

Para arreglos especiales, materiales en formatos accesibles, intérpretes de idiomas extranjeros y/o materiales en un idioma que no sea inglés, comuníquese con Kara Lehmann al 520-349-5955 o [kara.lehmann@tucsonaz.gov](mailto:kara.lehmann@tucsonaz.gov).

For accommodation, materials in accessible formats, foreign language interpreters and/or materials in a language other than English, please contact Kara Lehmann at 520-349-5955 or [kara.lehmann@tucsonaz.gov](mailto:kara.lehmann@tucsonaz.gov).



The image shows two forms: a 'Public Meeting Summary Form' and a 'SELF-IDENTIFICATION SURVEY'. The survey form includes sections for 'Demographic Information', 'Language Preference', and 'Title VI - SHOW YOUR RIGHTS'. It asks for age, sex, race, and ethnicity, and provides instructions on how to complete the survey and where to return it.

### Limited English Proficiency (LEP)

- There is an understanding of the importance of language access to Federal programs and Federally-assisted programs. As a result, recipients and sub recipients must take reasonable steps to ensure that individuals that do not speak, read, write or understand English as a primary language have access to information on federally assisted programs and services. Failure to allow participation may be a Title VI violation.
- In case of any Spanish language requests, please contact:
  - LEP Coordinator:
    - Kara Lehmann - [Kara.Lehmann@tucsonaz.gov](mailto:Kara.Lehmann@tucsonaz.gov) (520) 349-5955

### Title VI Compliant Process

- If you are contacted or informed that someone would like to file a Title VI complaint, please explain the process and provide the relevant forms without hesitation. All complaints must be in writing and signed by complainant!
- The Title VI Complaint form can be found on our website:
  - [https://www.tucsonaz.gov/files/sharedassets/public-dtm/documents/title-vi/07-22\\_tbot\\_title\\_vi\\_complaint\\_form-1.pdf](https://www.tucsonaz.gov/files/sharedassets/public-dtm/documents/title-vi/07-22_tbot_title_vi_complaint_form-1.pdf)
- The complaint form must be completed in its entirety. The information requested is necessary in order to process the complaint. If assistance with completing the form, please contact the compliance officer:
  - Kara Lehmann [Kara.Lehmann@tucsonaz.gov](mailto:Kara.Lehmann@tucsonaz.gov) (520) 349-5055
- Failure to comply with Title VI may lead to:
  - Federal funds being withheld from the department until compliance is achieved;
  - and/or Federal funds being cancelled, terminated, or suspended in whole or in part.
- Compliance is necessary! Failure to comply will result in a detrimental impact on services provided to City of Tucson citizens.

Questions?

APPENDIX S – LEP PRESENTATION PROVIDED TO DTM EMPLOYEES

**LIMITED ENGLISH PROFICIENCY PROGRAM (LEP)**

Kara Lehmann  
DTM LEP Liaison  
2023



CITY OF  
**TUCSON**  
TRANSPORTATION &  
MOBILITY

**WHAT IS LEP?**

The federal government and those entities receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have **meaningful** access to the programs, services, and information those entities provide. The City of Tucson is one of those entities.

This requires entities to develop creative solutions to address the needs of an ever-growing population of individuals whose primary language is not English.

**WHO IS A LIMITED ENGLISH PROFICIENT PERSON?**

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or (LEP).

These individuals are entitled to free language assistance with respect to a particular type of service, benefit, activity or program they encounter when interacting with the City of Tucson.

**QUALIFIED BENEFICIARIES**

- United States citizenship does not determine whether a person is LEP
- It is possible for a person who is a United States citizen to be limited in their proficiency of English communication skills
- It is also possible for a person who is not a United States citizen to be fluent in the English language
- Title VI of the Civil Rights Act of 1964 is interpreted to apply to citizens, documented non-citizens, and undocumented non-citizens
- Unless citizenship or immigrant status is stipulated, Title VI LEP obligations apply to every beneficiary who meets the program requirements, regardless of the beneficiary's citizenship status

**WHO MUST COMPLY?**

All programs and operations of entities that receive assistance from the federal government (i.e. recipients), including:

- State agencies
- Local agencies
- Private and nonprofit entities
- Sub recipients (entities that receive federal funding from one of the recipients listed above) must also comply

**LEP Compliance**

- COT Administrative Directive 2.05-9
- Title VI of the Civil Rights Act of 1964
- Executive Order 13166

**DTM EMPLOYEE SOP**

- Identify the department LEP Liaison(s)
- Review department LEP Plan
- When you encounter a LEP customer:
  - Identify the language
  - Assess the type of language and information LEP customer might request
- Understand confidentiality and impartiality
- Track and Report all LEP activity

The DTM LEP Plan is posted on the department website.  
Please take the time to review the plan and contact your LEP Liaison(s) with any questions.

**DTM LEP LIAISON**

Kara Lehmann – Community Services Coordinator  
Cell (520) 349-5055 [Kara.Lehmann@tucsonaz.gov](mailto:Kara.Lehmann@tucsonaz.gov)

**DTM CERTIFIED BILINGUAL EMPLOYEES**

Abelardo Rosales • <a href="mailto:Abelardo.Rosales@tucsonaz.gov">Abelardo.Rosales@tucsonaz.gov</a>	Manuel Fernandez • <a href="mailto:Manuel.Fernandez@tucsonaz.gov">Manuel.Fernandez@tucsonaz.gov</a>
Angel Flores • <a href="mailto:Angel.Flores@tucsonaz.gov">Angel.Flores@tucsonaz.gov</a>	Martin Navarro • <a href="mailto:Martin.Navarro@tucsonaz.gov">Martin.Navarro@tucsonaz.gov</a>
Antonio Durazo • <a href="mailto:Antonio.Durazo@tucsonaz.gov">Antonio.Durazo@tucsonaz.gov</a>	Miguel Velasquez • <a href="mailto:Miguel.Velasquez@tucsonaz.gov">Miguel.Velasquez@tucsonaz.gov</a>
Faustino Acosta • <a href="mailto:Fausitino.Acosta@tucsonaz.gov">Fausitino.Acosta@tucsonaz.gov</a>	Monica Landgrave-Serrano • <a href="mailto:Monica.Landgrave@tucsonaz.gov">Monica.Landgrave@tucsonaz.gov</a>
Jorge Valenzuela • <a href="mailto:Jorge.Valenzuela@tucsonaz.gov">Jorge.Valenzuela@tucsonaz.gov</a>	Robert Carrasco • <a href="mailto:Robert.Carrasco@tucsonaz.gov">Robert.Carrasco@tucsonaz.gov</a>
Jose Casares • <a href="mailto:Jose.Casares@tucsonaz.gov">Jose.Casares@tucsonaz.gov</a>	Jozett Keena • <a href="mailto:Jozett.Keena@tucsonaz.gov">Jozett.Keena@tucsonaz.gov</a>
Juan Velazquez • <a href="mailto:Juan.Velazquez@tucsonaz.gov">Juan.Velazquez@tucsonaz.gov</a>	Juan Torres • <a href="mailto:Juan.Torres@tucsonaz.gov">Juan.Torres@tucsonaz.gov</a>

# TITLE VI NON-DISCRIMINATION PLAN

## DTM 2ND LANGUAGE PAY EMPLOYEES

<ul style="list-style-type: none"> <li>Alejandro Delgado</li> <li>Alejandro Delgado @ tucsonaz.gov</li> <li>Arturo Carrillo</li> <li>Arturo Carrillo @ tucsonaz.gov</li> <li>Blanca Valenzuela</li> <li>Blanca Valenzuela @ tucsonaz.gov</li> <li>Cesar Salmeron</li> <li>Cesar Salmeron @ tucsonaz.gov</li> <li>Christina Ruyyan</li> <li>Christina Ruyyan @ tucsonaz.gov</li> <li>Daniel Cervoni</li> <li>Daniel Cervoni @ tucsonaz.gov</li> <li>Denisa Campas</li> <li>Denisa Campas @ tucsonaz.gov</li> <li>Elizabeth Olivo</li> <li>Elizabeth Olivo @ tucsonaz.gov</li> <li>Francisco Leyva</li> <li>Francisco Leyva @ tucsonaz.gov</li> <li>Francisco Leyva @ tucsonaz.gov</li> <li>Frank Coronado</li> <li>Frank Coronado @ tucsonaz.gov</li> <li>Lily Lopez</li> <li>Lily Lopez @ tucsonaz.gov</li> <li>Pedro Leon</li> <li>Pedro Leon @ tucsonaz.gov</li> </ul>	<ul style="list-style-type: none"> <li>Gabriela Barillas</li> <li>Gabriela Barillas @ tucsonaz.gov</li> <li>Hilario Parra</li> <li>Hilario Parra @ tucsonaz.gov</li> <li>John Cahill</li> <li>John Cahill @ tucsonaz.gov</li> <li>Jose Gomez Cabrera</li> <li>Jose Gomez Cabrera @ tucsonaz.gov</li> <li>Jose Gomez</li> <li>Jose Gomez @ tucsonaz.gov</li> <li>Jose Lopez</li> <li>Jose Lopez @ tucsonaz.gov</li> <li>Juan Mancilla</li> <li>Juan Mancilla @ tucsonaz.gov</li> <li>Kenneth Robinson</li> <li>Kenneth Robinson @ tucsonaz.gov</li> <li>Manuel Bernal</li> <li>Manuel Bernal @ tucsonaz.gov</li> <li>Manuel Ortega</li> <li>Manuel Ortega @ tucsonaz.gov</li> <li>Manuel Torres</li> <li>Manuel Torres @ tucsonaz.gov</li> <li>Marissa Pines</li> <li>Marissa Pines @ tucsonaz.gov</li> <li>Rafael Cruz</li> <li>Rafael Cruz @ tucsonaz.gov</li> <li>Raylene Ramirez</li> <li>Raylene Ramirez @ tucsonaz.gov</li> <li>Teresa Romero</li> <li>Teresa Romero @ tucsonaz.gov</li> </ul>
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## SPANISH SPEAKING LEP PROCEDURES

Spanish-speaking LEP persons

- Contact one of the identified DTM certified Spanish speaking staff members

Forms and Documents vital to DTM services

- Activities and programs will be made available in Spanish

American Sign Language (ASL)

- Communication in writing will be attempted
- Language Solutions Quick Reference Guide will be followed

## NON-SPANISH SPEAKING LEP PROCEDURES

Non-Spanish LEP persons

- Staff will use Language Identification Cards to assist the customer to identify their native language

Once language is identified

- Staff will use the Language Solutions Quick Reference Guide to provide service

American Sign Language (ASL)

- Communication in writing will be attempted
- Language Solutions Quick Reference Guide will be followed

## DTM SPONSORED PUBLIC MEETINGS, ACTIVITIES & PROGRAMS PROCEDURES

Assisting LEP customers at any DTM public meetings or department sponsored activities or programs:

- LEP persons must request language assistance at least five (5) business days in advance of the event via the department LEP Liaisons.
- DTM will ensure all meetings conducted by the department and open to the public, include the following statements in meeting notices:  
For wheelchair accommodations, materials in accessible formats, and/or materials in a language other than English or an ASL translator, please contact: (Name, phone number and email address of staff member leading the meeting), or (520) 791-2639 for telecommunications device for the deaf (TDD), no later than \_\_\_\_\_ (Date, which is five business days prior to meeting date).
- The Office of Equal Opportunity Programs (OEOP) is available to assist with procuring LEP language services if requested.


Para solicitar acomodamiento de sillas de ruedas, materiales en formatos accesibles, y/o materiales en español, por favor comuníquese con \_\_\_\_\_ (Nombre, número de teléfono y dirección de correo electrónico del miembro que dirige la reunión), o si tiene un aparato de telecomunicaciones para los sordos, llame al (520) 791-2639, a más tardar el \_\_\_\_\_ (Fecha, que es cinco días hábiles antes de la fecha de la reunión).

## CONFIDENTIALITY AND IMPARTIALITY



- Utilize qualified and competent translator and/or interpreters when dealing with critical matters and or confidential information
- Informal or professional interpreters shall treat LEP customers equally, impartially and fairly

## TRACK AND REPORT



- Track the number of LEP encounters; type of service and language requested; and total amount of money spent on language services
- It is the departments responsibility to track and report in case of an audit
- Report any issues or LEP complaints to the department LEP Liaison or Office of Equal Opportunity Programs (OEOP)


LEP Complaint form can be found on the OEOP website

## CITY MANAGER'S OFFICE SUPPORT

Office of Equal Opportunity Programs  
Limited English Proficiency (LEP) Program

For assistance contact:

Will Rivera, OEOP LEP Liaison (520) 837-4010  
Rebecca Hill, Director OEOP (520) 837-4170  
Confidential Phone Line (520) 791-4593



## LEP RESOURCES

- Language Identification Cards
- Oral Interpretation Services
- Written/Audio Translation and Transcription Services
- ASL – American Sign Language

# TITLE VI NON-DISCRIMINATION PLAN

## LANGUAGE IDENTIFICATION CARDS

17

## QUICK REFERENCE GUIDE

18

## QUICK REFERENCE GUIDE



Scan the QR code to access the Language Line Quick Reference Guide.

## ORAL INTERPRETATION SERVICES

City of Tucson Contract No. 202372 – Oral Interpretation Services and Written/Audio Translation and Transcription Services has a list of 27 vendors to choose from

19

### Oral Interpretation Services and Written/Audio Translation and Transcription Services Contract No. 202372 - Qualified Vendor List

Please refer to contract for pricing. [www.TucsonProcurement.com](http://www.TucsonProcurement.com)

Vendor	Type of Provider	Language(s) Provided	Category	Services
<b>Amec Language Solutions (61)</b> Phone: (323) 971-2293 Email: <a href="mailto:info@amec1.com">info@amec1.com</a> PO# 41884	Sole Provider	Spanish	City Court Jail	Interpretation
<b>Consejo de la Lengua (62)</b> Phone: (928) 288-8339 Email: <a href="mailto:consejo62@gmail.com">consejo62@gmail.com</a> PO# 41885	Sole Provider	Spanish	City Court Jail	Interpretation
<b>Catholic Community Services of So. AZ (63)</b> Phone: (520) 725-1045 ext 7353 Fax: (602) 279-1872 Email: <a href="mailto:ccs@ccsaz.org">ccs@ccsaz.org</a> PO# 41886	Multiple Providers	ASL Legal Interpreter A, B, C, D	All Departments	Interpretation
<b>EBI Translations (64)</b> Phone: (760) 224-9348 Email: <a href="mailto:info@ebitranslations.com">info@ebitranslations.com</a> PO# 41887	Multiple Providers	Spanish Other	City Court	Written Translation Spanish Audio Transcription English to Spanish Other
<b>Flu Translations (66)</b> Phone: (952) 904-2111 Email: <a href="mailto:Sales@FluTranslations.com">Sales@FluTranslations.com</a> PO# 41888	Multiple Providers	Spanish Other	All Departments	Written Translation Spanish Other Audio Transcription English to Spanish Other

20

### Oral Interpretation Services and Written/Audio Translation and Transcription Services - 2

<b>Colgate &amp; Associates (66)</b> Phone: (320) 318-3272 (320) 977-3949 Email: <a href="mailto:info@colgateaz.com">info@colgateaz.com</a> PO# 41889	Sole Provider	Spanish	City Court Other Departments	Interpretation
<b>Leticia Prieto (67)</b> Phone: (520) 444-4444 ext 001 Fax: (520) 444-4444 Email: <a href="mailto:letiprieto@gmail.com">letiprieto@gmail.com</a> PO# 41890	Multiple Providers	Spanish Other	All City Departments	Written Translation Spanish Other Audio Transcription Spanish Other
<b>Lorenz Area Lewis (68)</b> Phone: (320) 288-4719 Email: <a href="mailto:llorenz@llorenz.com">llorenz@llorenz.com</a> PO# 41891	Sole Provider	Spanish	All City Departments	Interpretation
<b>Lingua Translations Interpretation Services (69)</b> Phone: (852) 885-5886 Fax: (360) 773-9079 PO# 41892	Multiple Provider	Spanish ASL Legal Interpreter A, B, C, D, C, D	All City Departments Jail	Written Translation Spanish Other Audio Transcription English to Spanish Other
<b>MJ Interpretation (16)</b> Phone: (320) 272-2852 Email: <a href="mailto:mjinterpretation@gmail.com">mjinterpretation@gmail.com</a> PO# 41893	Sole Provider	Spanish	All City Departments Jail	Interpretation Written Translation Spanish
<b>Tequila Padilla (11)</b> Phone: (520) 400-3951 Email: <a href="mailto:tequilapadilla11@gmail.com">tequilapadilla11@gmail.com</a> PO# 41894	Sole Provider	Spanish	All City Departments Jail	Interpretation
<b>Sageley Interpretation (12)</b> Phone: (320) 275-9623 Email: <a href="mailto:info@sageley.com">info@sageley.com</a> PO# 41895	Sole Provider	Spanish	All City Departments	Interpretation

21

### Oral Interpretation Services and Written/Audio Translation and Transcription Services - 3

<b>Lorenda Machado (13)</b> Phone: (520) 484-6495 Email: <a href="mailto:Lorenda.Machado@man.com">Lorenda.Machado@man.com</a> PO# 41896	Sole Provider	Spanish	City Court Jail	Interpretation Written Translation Spanish
<b>Lizmar Gomez (14)</b> Phone: (520) 204-5884 Phone: (520) 883-4044 Email: <a href="mailto:lizmar1@zcom.com">lizmar1@zcom.com</a> PO# 41897	Sole Provider	Spanish	City Court Jail	Interpretation Written Translation Spanish
<b>Green Translations (16)</b> Phone: (323) 940-4200 F: (323) 940-4210 E: <a href="mailto:info@green-translations.com">info@green-translations.com</a> PO# 41898	Multiple Provider	ASL	All City Departments	Written Translation Spanish Audio Transcription Spanish other
<b>Daniela Elias (16)</b> Phone: (520) 271-2148 Email: <a href="mailto:daniela16@hotmail.com">daniela16@hotmail.com</a> PO# 41899	Sole Provider	Spanish	All City Departments Jail	Written Translation Spanish Audio Transcription Spanish

22

## QUESTIONS?

Kara Lehmann  
[Kara.Lehmann@tucsonaz.gov](mailto:Kara.Lehmann@tucsonaz.gov)

23