



CITY OF MESA

Federal Transit Administration Title VI Implementation Plan

2025 Program Update



www.mesaaz.gov

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Title VI Policy Statement

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

The City of Mesa also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, the City of Mesa will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Mesa distributes Federal-aid funds to another entity/person, the City of Mesa will ensure all subrecipients fully comply with the City of Mesa’s Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Andrea Alicoate, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

A handwritten signature in blue ink, appearing to read 'Christopher J. Brady', written over a horizontal line.

Christopher J. Brady, City Manager

4/2/25

Date

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI City of Mesa

The City of Mesa operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Mesa.

For more information on the City of Mesa's civil rights program, and the procedures to file a complaint, contact Andrea Alicoate at 480-644-5034, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email togethermesa.info@mesaaz.gov; or visit our administrative office at 20 E Main St., Mesa, AZ 85201. For more information, visit www.mesaaz.gov/civilrights.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 480-644-5034. Para información en Español llame: Andrea Alicoate, 480-644-5034.

The above notice is posted in the following locations: Mesa City Plaza, 20 E. Main St., Mesa 85201 or Mesa Transportation/ Services Center, 300 E. 6th St, Mesa 85201.

This notice is posted online at www.mesaaz.gov/civilrights.

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI Ciudad de Mesa

La Ciudad de Mesa (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964. El nivel y la calidad de servicios de transporte serán provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Ciudad de Mesa's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Andrea Alicoate, 480-644-5034, (las personas con discapacidades auditivas puedan marcar 7-1-1); o visite nuestra oficina administrativa en 20 E Main St., Mesa, AZ 85201. Para obtener más información, visite www.mesaaz.gov/civilrights.

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

The above notice is posted in the following locations: Mesa City Plaza, 20 E. Main St., Mesa 85201 or Mesa Transportation/ Services Center, 300 E. 6th St, Mesa 85201.

This notice is posted online at www.mesaaz.gov/civilrights.

Title VI Complaint Procedures

The City of Mesa contracts with Valley Metro to provide all transit service in Mesa. The City relies on Valley Metro customer service to process and investigate Title VI complaints. See the Valley Metro Title VI Complaint Procedures below.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 which requires 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.”

How do I file a complaint?

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Valley Metro or City of Phoenix service, program or activity, and believes the discrimination is based upon race, color or national origin, may file a formal complaint with Valley Metro Customer Service or directly with the City of Phoenix. This antidiscrimination protection also extends to the activities and programs of Valley Metro’s and City of Phoenix’s third- party Transit Service Provider (TSP) contractors. Valley Metro and the City of Phoenix use the Customer Assistance System (CAS) to capture all complaints received for the regional transit system. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence). <https://www.valleymetro.org/about/civil-rights>

To file a complaint directly with the City of Phoenix:

Attention: Title VI Coordinator
City of Phoenix Public Transit Department
302 N. 1st Avenue, Suite 900
Phoenix, AZ 85003
Email: PHXTransitEO@phoenix.gov
Phones: (602) 262-7242
<https://www.phoenix.gov/publictransit/title-vi-notice>

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

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

Customer Service

Complaints received by Valley Metro Customer Service representatives or by the City of Phoenix Title VI Coordinator will be documented and assigned to the appropriate Transit Service Provider (TSP) (operator or administrator of the service) responsible for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). The TSP has 30 days to investigate each complaint. If more information is needed to resolve the case, the TSP may contact the complainant and request additional information. Complainants must provide additional information within 10 days of the request, or the complaint may be deemed undeterminable and will be administratively closed. Cases may also be administratively closed if a complainant informs Valley Metro or the City of Phoenix that they no longer wish to pursue the complaint. Requests to close a complaint can be requested by phone, email or in writing (see contact information above). Complaints may be administratively closed for non-responsiveness by the complainant.

Following the investigation, all complaints shall be concluded with a determination entered in the CAS system. The determination entry shall state the investigation determined the complaint was valid¹, invalid², or undeterminable³. If the investigation determines the alleged Title VI complaint violations of race, color or national origin discrimination are valid, a detailed corrective resolution to remedy the situation shall be provided to the complainant. If the investigation results determine there was no alleged Title VI discrimination based on race, color or national origin, the case will be closed. The complainant shall be notified of the investigation results in the manner identified (email or phone). A complainant can appeal the decision within 60 days of notification of the investigation results. Appeals must be submitted to Valley Metro or the City of Phoenix.

All Title VI complaints and investigations are reviewed by Valley Metro, the Customer Service Administrator (CSA), and City of Phoenix staff.

For more information on Valley Metro's Title VI Program and procedures by which to file a complaint, contact the Title VI Coordinator at (602) 322-4514.

For more information on the City of Phoenix's Civil Rights Program and the procedures by which to file a complaint, contact the Title VI Coordinator at (602) 262-7242.

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- 1 Valid: fact based, binding, acceptable, enforceable
 - 2 Invalid: null and void, unacceptable, unenforceable
 - 3 Undeterminable: incapable of being decided, settled, or fixed; not determinable

Requesting Information

Note: To request information in alternative formats, please contact Customer Service at csr@valleymetro.org or phone: (602) 253-5000 or City of Phoenix (602) 262-7242, TTY: (602) 251-2039.

Tracking a Title VI Compliant

As complaints are received, they are logged into the CAS system. Within 24 to 48 hours of logging the complaint, Valley Metro CSA assigns the complaint to the appropriate TSP for investigation and documentation.

The TSP has 30 days to complete their investigation, including obtaining additional information needed from the complainant to investigate or to resolve the case. The investigator will follow the complaint process, and once the investigation is concluded, the case resolution will be documented in the CAS.

The CAS system is programmed to notify the CSA if a complaint has not been responded to within the required time frame. Upon system notification, the CSA will send out a reminder notice to the appropriate TSP that the case is not yet resolved or closed out.

Once the case has been resolved the complainant will receive a response in the manner identified. Valley Metro and the City of Phoenix monitors the process monthly to ensure Title VI complaints are fully investigated, adequately documented, and that the complainant was responded to in the manner requested. Should an inaccuracy be found, Valley Metro and/or the City of Phoenix will work with CSA and the appropriate TSP to reopen the complaint for further investigation until resolution or completion.

Investigating a Title VI Complaint

Each documented Title VI investigative report must address each of the “Five Federal Investigative” steps found in 28 CFR, Part 35 and FTA Circular 4702.IA. The seven steps are:

STEP ONE: The TSP will review the complaint information entered into CAS by Valley Metro Customer Service staff. Any new issues identified during the investigation should also be documented in CAS.

STEP TWO: Interviews and collections of facts.

- TSP identifies respondents to interview, if needed.
- TSP interviews respondents identified and documents details from the interviews in CAS.
- Investigate every “issue” (stated in the “statement of issues noted in step one).
- Separate facts from opinions.

“Respondent” is not confined to the transit vehicle operator. “Respondent” is defined as *any* source of information that can contribute to the investigation, such as:

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

The TSP identified, collects, and reviews other information and/or documents that provide facts for the investigation. Any applicable information is to be documented in CAS. Documents to review can include:

- GPS tracking software and programs
- Maintenance records
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Route history
- Other documents deemed appropriate by the TSP

STEP THREE: TSP documents pertinent regulations, rules, policies, and procedures that apply to the investigation in CAS under the case number assigned.

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

- Title VI requirements
- Company rules and procedures
- Valley Metro and City of Phoenix policies and service standards
- Contractual requirements

STEP FOUR: Complaint Determination.

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

STEP FIVE: Description of resolution for each valid violation.

- TSP describes specific corrective actions for *each* violation found
- TSP documents follow-up action, if applicable
- TSP documents the complaint resolution in CAS TSP

Complaint Resolution(s):

- Must include specific complaint resolutions for each valid violation noted.
- Document a follow-up action plan, where applicable.
- If no valid violations are found, note policies, procedures, etc. reviewed during the investigation and with transit operator.
- Documented complaint information should always include staff initials, title, and dates.

Response to Customer

TSP will respond to the Customer in the manner identified and will document the response provided in CAS under the case number assigned.

Procedimientos de Quejas del Título VI

¿Qué es el Título VI?

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

¿Cómo registro una queja?

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

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

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

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

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



Para registrar una queja directamente con la Ciudad de Phoenix:

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

Correo electrónico: PHXTransitEO@phoenix.gov

Teléfono: 602) 262-7242

<https://www.phoenix.gov/publictransit/title-vi-notice>

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

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

Servicio al Cliente

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

Después de la investigación, todas las quejas deberán ser concluidas con una determinación ingresada al sistema CAS. La entrada de la determinación deberá indicar que la investigación determinó que la queja era válida¹, inválida² ó indeterminable³.

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

2 Inválida: nula e inválida, inaceptable, inejecutable

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

Si la investigación determina que las presuntas infracciones de la queja bajo el Título VI de discriminación por raza, color u origen nacional son válidas, se deberá proveer al/la reclamante una resolución correctiva detallada para remediar la situación. Si los resultados de la investigación determinan que no hubo una presunta discriminación bajo el Título VI basada en raza, color u origen nacional, el caso se cerrará. El/la reclamante deberá ser notificado/a de los resultados de la investigación en la forma identificada (correo electrónico o teléfono). Un/a reclamante puede apelar la decisión dentro de los 60 días siguientes a la notificación de los resultados de la investigación. Las apelaciones se deben enviar a Valley Metro o a la Ciudad de Phoenix.

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

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

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

Solicitando Información

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

Rastreando Una Queja del Título VI

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

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

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

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

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

Investigando Una Queja del Título VI

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

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

PASO DOS: Entrevistas y recolecciones de los hechos.

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

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

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

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

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

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

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

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

PASO CUATRO: Determinación de la queja.

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

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

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

Resolución/es de Quejas del Proveedor TSP:

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

Respuesta al/la Cliente

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

Title VI Complaint Forms

TITLE VI COMPLAINT FORM

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

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at 602.253.5000 (TTY: 602.251.2039) or via email at csr@valleymetro.org.

SECTION 1: CUSTOMER INFORMATION

First Name: _____ Last Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Home Phone: _____ Cell Phone: _____
 Email: _____ Preferred method of contact: ☐ Phone ☐ Email

SECTION 2: INCIDENT INFORMATION

Date of Incident: _____ Time of Incident: _____ ☐ AM ☐ PM City: _____
 Incident Location: _____ Direction of Travel: _____
 Route #: _____ Bus/Light Rail/Streetcar #: _____
 Service Type: ☐ Local Bus ☐ Express/RAPID ☐ Circulator/Connector ☐ Light Rail ☐ Streetcar ☐ Dial-a-Ride
 Operator Name: _____
 Operator Description: _____
 What was the discrimination based on (Check all that apply): ☐ Race ☐ Color ☐ National Origin ☐ Other _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. You may also attach any written materials or other information relevant to your complaint.

Have you filed this complaint with the Federal Transit Administration (FTA)? ☐ Yes ☐ No

If yes, please provide information about a contact person at the FTA where the complaint was filed:

Name: _____ Title: _____
 Address: _____ Phone: _____

Have you previously filed a Title VI complaint with this agency? ☐ Yes ☐ No

Signature and date required below:

Signature _____
 Date _____



FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Valley Metro o la Ciudad de Phoenix o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al 602.253.5000 (TTY: 602.251.2039) o por correo electrónico a csr@valleymetro.org.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
 Domicilio: _____
 Ciudad: _____ Estado: _____ Código Postal: _____
 Teléfono del Hogar: _____ Teléfono Celular: _____
 Correo Electrónico: _____ Método preferido de contacto: ☐ Teléfono ☐ Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: _____ Hora del Incidente: _____ ☐ AM ☐ PM Ciudad: _____
 Ubicación del Incidente: _____ Dirección del Viaje: _____
 Ruta #: _____ Autobús/Tren Ligero/Tranvía #: _____
 Tipo de Servicio ☐ Autobús Local ☐ Express/RAPID ☐ Circulador/Conector ☐ Tren Ligero ☐ Tranvía ☐ Dial-a-Ride
 Nombre del/la Operador/a: _____
 Descripción del/la Operador/a: _____
 ¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):
☐ Raza ☐ Color ☐ Origen Nacional ☐ Otro _____

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)? ☐ Sí ☐ No
 Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: _____ Título: _____
 Domicilio: _____ Teléfono: _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? ☐ Sí ☐ No
 Firma y fecha requeridas abajo:

Firma _____
 Fecha _____



Title VI Investigations, Complaints, and Lawsuits

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

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
	<i>No investigations were conducted.</i>			
Lawsuits				
	<i>No lawsuits were filed.</i>			
Complaints				
1) 490868	5/23/2022	Discrimination - L Route: 96- Dobson	Closed	No Action
2) 492043	6/13/2022	Discrimination- L Route: LR-Light Rail	Closed	No Action
3) 492190	6/15/2022	Pass Up-L Route: 40 Apache/Main	Closed	No Action
4) 492831	6/27/2022	Discrimination - L Route : 96 - Dobson	Closed	No Action
5) 505737	2/2/2023	Discrimination - L Route : 112 - Country Club/ Arizona Ave	Closed	No Action
6) 513707	6/17/2023	Attitude (operator)- L Route: 45- Broadway Rd	Closed	Training
7) 521439	10/17/2023	Policy (oper)- L Route: FBUZZ- Mesa Fiesta Buzz	Closed	No Action
8) 523269	11/10/2023	Discrimination- L Route: 104- Alma School Rd	Closed	No Action
9) 525192	12/9/2023	Discrimination - L3 Route: 30 - University Dr	Closed	Training

Public Participation Plan

City of Mesa Public Participation Plan





The City of Mesa through Valley Metro engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public is invited to participate in the process whether through public meetings or surveys. See **Appendix A** for the full plan.

The City of Mesa made the following community outreach efforts for input on the Transit Master Plan 2050 and Rio East Dobson Streetcar Expansion project. The following efforts took place between October 2022 and January 2024:

- Youth-led data analysis on community challenges
- Public engagement events for feedback on transit issues
- Interactive feedback on future transit options
- Gathered operators' insights for service improvements
- Assessed transit improvement preferences
- Survey data to collect travel habits and transit needs
- Public presentations to officials, boards and commissions

See **Appendix B** for samples of the public outreach and marketing materials as listed above.

Public Meetings

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

The City of Mesa submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

Citywide Practices

The City has developed extensive resources and best practices to ensure that the public is meaningfully involved in the decisions it makes, as such involvement is critical to the implementation of the Title VI program. Some of the City community outreach efforts include:

- [Mesa City Council](#): The Mesa City Council provides a forum for public input and education during posted meetings and events to assure community-based plans, projects and issues, meet all Federal and other guidelines for public involvement.
- [Mesa Now Newsroom](#): With a focus aimed at the residents, businesses and visitors of Mesa, the staff at Mesa Now Newsroom produce a variety of programs that keep its viewers well-informed about the current events around Mesa. Shows like Mesa Now, Mesa 11 On Demand, Covering Mesa and extensive live coverage of City Council meetings, are all produced with that goal in mind.
- [Mesa Open Data Portal](#): Mesa's Open Data program is focused on providing the data behind the key indicators and trends related to our City's strategic goals. Available data sets show trends through GIS or map visuals and include the tabular data for citizen accountability.
- [Mesa CityLink App](#): With the Mesa CityLink smart phone app users are able to select from a variety of issues to report areas that may need attention. The Mesa CityLink app guides the user through a few questions about the item being reported and then prompts the user to take a picture to submit along with the request. The Mesa CityLink app also automatically collects the location of the request using the smart phones built in GPS so crews can be dispatched to the exact location.
- [Geographic Information System \(GIS\) Data Maps](#): Mesa makes available to the public several sources of Geographic Information (GIS) data used in the planning process. GIS technology provides planning and zoning underlay maps which include project data on the City's website.
- **Advertisements of Public Hearings**: Public hearings are held for capital improvement projects, light rail and bus route changes. Advertisements are published on the home page of Mesaaz.gov, Mesanow.org, Twitter and the Channel 11 bulletin board, as well as released to a variety of news organizations and Medias. Copies of the press releases can be made available in Spanish.

The City will continually assess its communications and public involvement strategies and will employ best practices that foster meaningful involvement by traditionally underrepresented persons. Current best practices for public involvement are described below, which identifies the key considerations for engaging the public.

- **Transparency**: Public decision-making processes are accessible, open, honest, and understandable. Members of the public receive the information they need, and with enough lead time, to participate effectively.
- **Value of Input**: Community members have a right to be involved in decisions that affect them. Participants can influence decision-making and receive feedback on how their input

was used. The public has the opportunity to recommend projects and issues for government consideration.

- *Early Involvement:* Public involvement is an early and integral part of issue and opportunity identification, concept development, design, and implementation of City policies, programs, and projects.
- *Accessibility to Community:* The public involvement process works to identify, reach out to and encourage participation of the community in its full diversity. A strong effort is made to accommodate diverse needs, backgrounds and challenges.
- *Accountability:* City leaders and staff are accountable for ensuring meaningful public involvement in the work of city government.
- *Leadership Initiative:* Community engagement is listed as one of five areas of focus identified by Mesa's Mayor and Council. City departments must use a strong emphasis on community engagement to build pride in Mesa, encourage and develops a wide range of civic and neighborhood leadership, involve non-profits, faith-based organizations, community youth and volunteers, and maximize direct communications with residents using a variety of tools and technology.

Virtual Public Involvement

Virtual public involvement (VPI) helps to provide full, fair, and meaningful opportunities for participation, including participation by minority and low-income populations. Measures are implemented to ensure accommodations are provided to non-English speakers and participants with disabilities. Additionally, technology has made it possible to provide project information to interested parties throughout the public timeline. Benefits of VPI for the public and organization:

- *Efficiency and Low Cost:* Virtual tools and platforms can efficiently be made accessible to communities, many at a lower cost than traditional public engagement methods.
- *Accelerated Project Delivery:* Robust public engagement helps identify issues early in the project planning process, which reduces the need to revisit decisions.
- *Communication and Collaboration:* Virtual public involvement can aid in establishing a common vision for transportation and ensure the opinions and needs of the public are understood and considered during transportation planning and project development.
- *Expanded Engagement:* Virtual tools include stakeholders who do not participate in traditional approaches to public involvement. Greater engagement can improve project quality.

The following are examples of successful virtual public involvement techniques that the City utilizes:

- *Social Media:* Social media has become a cornerstone of effective communication. Facebook, Nextdoor and Twitter may be used for online project communication including notifications of project updates, events, live streaming public meetings, construction disruptions, project milestones, or exciting project photos. Stakeholders may be willing to share project updates on their own social media sites. Social media provides a low-cost opportunity to keep the dialogue about a project or issue current. It is important to ensure that posts are up to date; keep in mind that this outreach tool is only reaching those with access to the internet.
- *Radio and Television:* Radio and television are powerful media sources that capture a wide audience. Interviews on news programs are an effective way to deliver project information. Additionally, radio can be used as a method of announcing meetings, workshops, and project milestones.
- *Electronic Surveys and Polling:* Electronic surveys allow the public to provide valuable input on a specific set of questions without requiring them to attend a public informational meeting or hearing. On top of a number of other uses, surveys can be used to develop community profiles and help determine regional priorities and concerns. Interactive electronic polling allows participants to respond to a series of questions in real time using a handheld electronic device. The service can register participants' responses and project them graphically on a screen, providing an opportunity for engaging discussion and instantly capturing public opinions.
- *Virtual Public Meetings:* Virtual public meetings offer stakeholders a way to take part in the planning process without traveling to a meeting location, such as a school or conference center. Stakeholders may join the meeting via teleconference, or by using online meeting software they access from their own computers or from a computer available in public locations, like a local library. In some formats, attendees at virtual town halls can engage in live polling and other dynamic information-sharing or listen to a simulcast in a language other than English.
- *Website/Webpages:* Project websites and/or webpages are increasingly being used as a communication tool in transportation project and provide 24-hour electronic access to information, and a 24- hour opportunity to comment. Websites are useful for tracking public interest through traffic tracking and analysis tools and provide a platform for conducting surveys and polls.

While under normal circumstances VPI is intended to supplement traditional public involvement methods, certain situations may lead to VPI as the primary method for public involvement. These circumstances may include:

- Duration of/in the aftermath of an officially declared national disaster or pandemic.
- State of Federal Executive Orders suspending open meetings or otherwise temporarily impacting the ability to hold public gatherings or making physical copies of documents difficult to access.

VPI tools also help to reach and target underserved people and communities that will be affected by a given program or project. Strategies for reaching underserved communities include:

- Partnering with community organizations to disseminate information. For example, local food banks could include a project flyer with a comment form when they distribute food or other items. Community organizations can share communications in newsletters, social media and on websites.
- Making virtual meeting transcripts and presentations available by mail. In news releases, include a statement that provides direction to obtain the materials.
- In areas with poor Internet and broadband service and/or use, develop a multi-faceted strategy that uses mailings, community organizations, social media, and telephone outreach.
- Determine if documents and presentations need translation in advance of their release.

Limited English Proficiency Plan

City of Mesa Limited English Proficiency Plan



A person with limited English proficiency (LEP) is one who does not speak English as her or his primary language and has a limited ability to read, write, speak or understand English. It is the policy of the City of Mesa to ensure that LEP persons have full access to its programs, services and activities. The City recognizes that language can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with regulations, or understanding other information provided by its programs and activities. For purposes of this plan translation refers to translating written communication and interpretation refers to interpreting spoken communication.

The City of Mesa finds that one third of the Phoenix Metropolitan Area population speaks Spanish or some other language other than English as a primary language, and 12 percent of the population speaks no English or limited English. Given these statistics, it was determined that the City of Mesa has a significant obligation to provide LEP services. Below are the results of the study conducted by the City of Phoenix regarding the need for the implementation of an LEP Plan. See **Appendix C** for the Regional Valley Metro Language Assistance Plan 2024.

In the Phoenix Metropolitan Area, there are 40 different languages spoken in households where English is not the predominate language. Sixty eight percent of the population speaks English as a primary language and 27 percent of the population speaks Spanish as the primary language. The remaining five percent of the population represents 39 different languages as the primary language, but each language spoken represents less than one percent of the entire regional population. Twelve percent of the service area population represents LEP residents that do not speak English or do not speak English well.

The City of Mesa's LEP policy is intended to ensure that all people, regardless of their proficiency in English, have meaningful access to the benefits of municipal programs and services. Persons interacting with the City should be notified in their language about the availability of language assistance and critical service information. City departments should assess the language proficiency of the persons to be served in determining how to provide meaningful access to their services, programs and activities. Additionally, each department should identify which documents (if any) are vital to the public's interaction with that department and translate those documents. This will be assessed on a project by project basis.

In making translation decisions, the following factors should be considered:

1. How many LEP individuals live in the service area or municipality?
2. The frequency with which LEP individuals come in contact with or try to access the program, service or activity.
3. The nature and importance of the program, service or activity.
4. Available resources and costs.

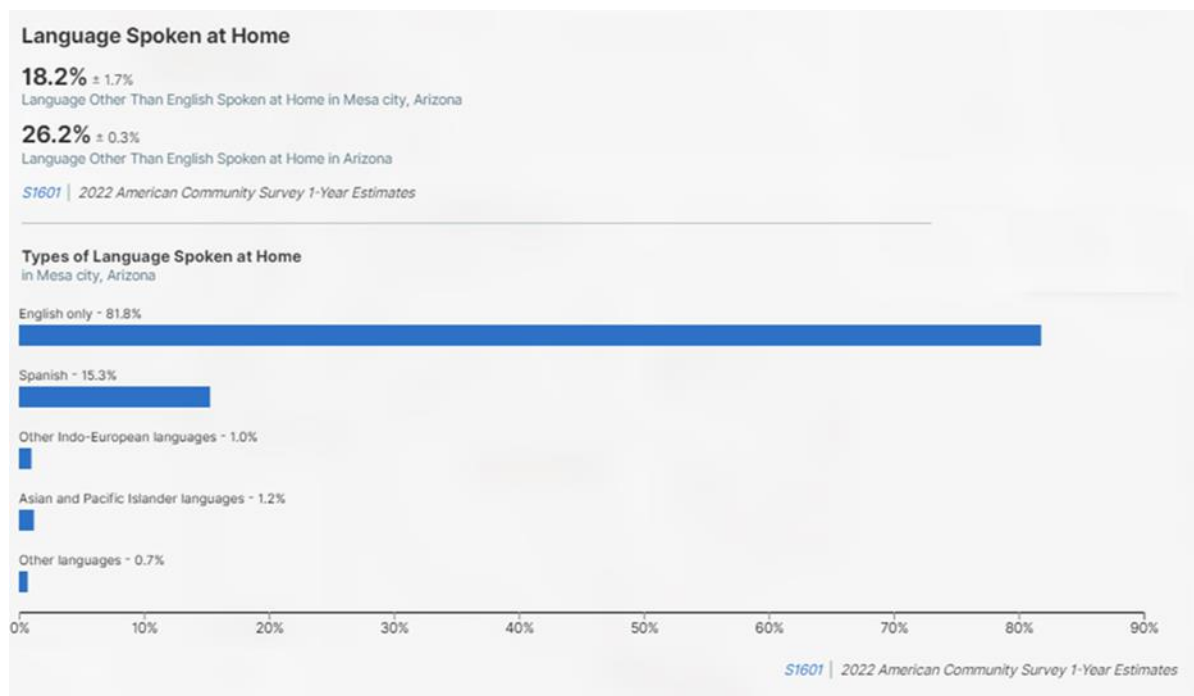
For the City of Mesa as a whole, the following four-factor analysis can be considered:

1. Based on Mesa's population, located within Maricopa County, Spanish has been identified as the highest LEP language and thus most likely to be encountered. The following chart identifies the languages by county that meet the Safe Harbor Threshold: LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

Mesa City, Arizona



Retrieved from: <https://www.census.gov/acs/www/about/why-we-ask-each-question/language/>



2. The frequency with which staff have or could have contact with LEP persons will be analyzed by talking with staff and assessing the lack of complaints from LEP consumers (not assumed to necessarily correspond to lower incident of program contact), and by reviewing customer complaints in our City.

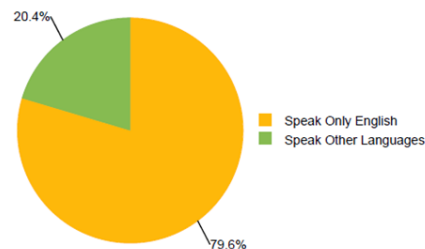
3. Mesa has identified programs, activities or services related to safety, public transit, rights-of-way, environment, nondiscrimination, public involvement, and communication are among the most important with regard to making translation decisions.

As such, publications and other material disseminated regarding these programs are routinely available in both English and Spanish. Mesa will strive to provide alternative but meaningful accessibility to all LEP populations. Moreover, Mesa will evaluate its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access.

4. Mesa makes every effort to make its programs, services and activities accessible to LEP individuals. Mesa will use available resources, both internal and external, to accommodate reasonable requests for translation. Further, Mesa will ensure that when requested, interpretation services will be provided free of cost, regardless of the language, when requested within reasonable notice.

All City staff have access to a contractor that can provide telephonic, written and in-person meeting translation and interpretation services. The City will monitor the services provided and update the translation and interpretation service contract as needed. Mesa's Translation and Interpretive Services Guide and the instructions to access translation and interpretation services made available to staff. The Guide should be used in evaluating what services are reasonably necessary to provide meaningful access for LEP persons. Additionally, throughout the City website, there is an option to translate the information in the top five spoken languages in Mesa.

Ability to Speak English		
Name	Total	Percent
Speak Only English	376,189	79.6%
Speak Other Languages	96,267	20.4%
Speak English "very well"	64,859	N/A
Persons with Limited English Proficiency (LEP)	31,408	N/A
Speak English "well"	15,097	N/A
Speak English "not well"	10,195	N/A
Speak English "not at all"	6,116	N/A



Universe: Population 5 years and over

Source: U.S. Census Bureau American Community Survey 2018 - 2022

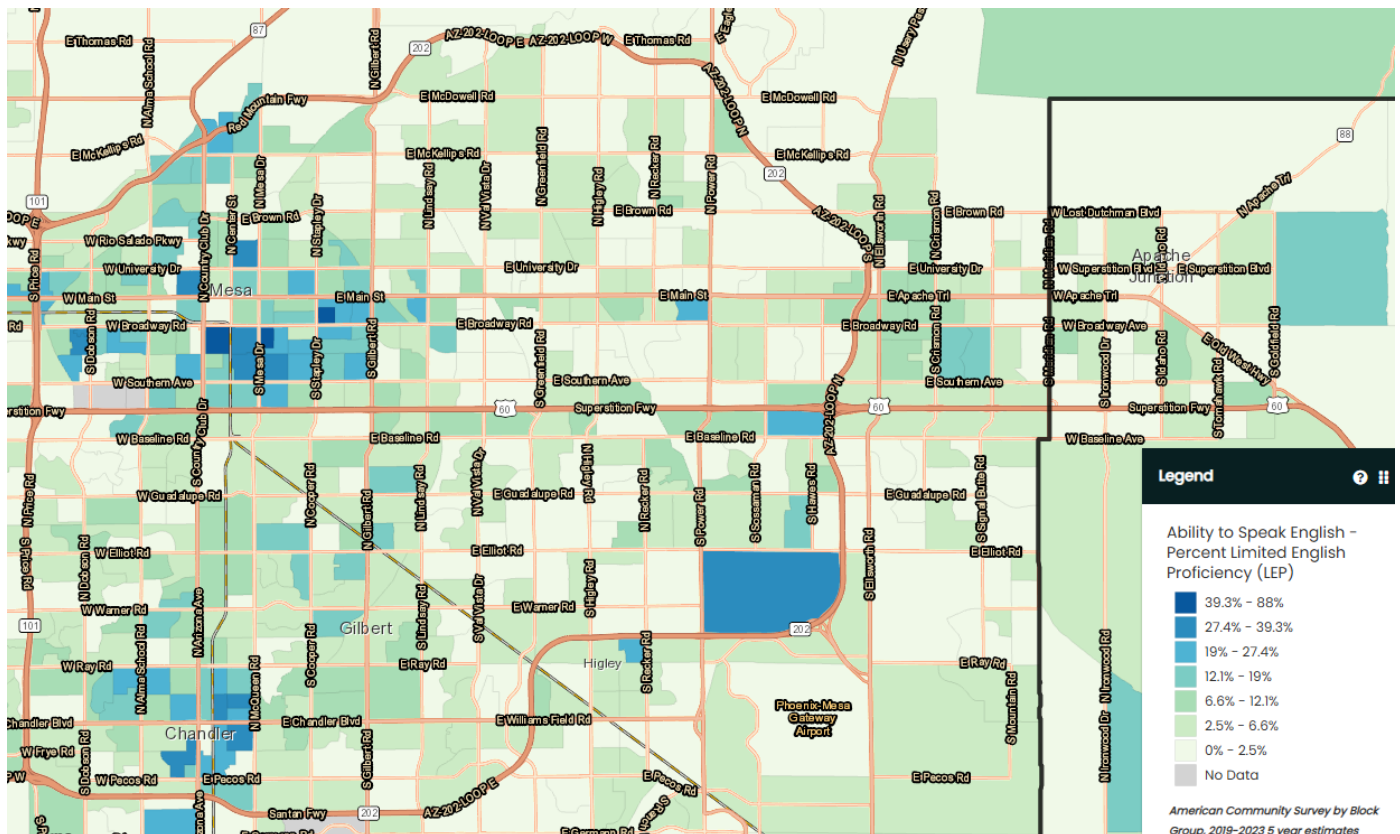
Safe Harbor Provision

The City of Mesa complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital Documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings



Non-elected Committees Membership Table

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

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

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

☒ The City of Mesa does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

The City of Mesa does not have subrecipients and does not monitor subrecipients for Title VI compliance.



Title VI Equity Analysis

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

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

The City of Mesa has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 2015.



Regional System Wide Standards and Policies

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

The complete TSPM can be found at <https://www.valleymetro.org/about/agency/transit-performance/standards-measures>

Distribution of Transit Amenities

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

The City of Mesa currently owns approximately 701 bus stops with 303 or 43% having shaded structures as part of the bus stop features. Many of the City’s bus stops without shade structures have nearby trees that provide some shade.

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

General Bus Stop Placement and Amenity Considerations

- Understand the physical requirements of buses
 - Adequate curb space for ADA and mobility device ramp operations
 - Adequate sidewalk clearance for pedestrian and bicycle traffic on sidewalk
- Bus stops located by ¼-mile spacing
 - Mid-block stops are located near local street intersections for

- ease of crossing the street safely
- Major arterial intersection bus stops are located far-side of the intersection for traffic flow purposes
- Bus bays (or bus pullouts) are located far-side of the intersection, based on available right-of-way and the number of lanes of traffic
- Bus stops are located in higher visibility areas at locations that minimize safety hazards at driveways, visibility for adjacent properties, and facilitate the transfer to cross routes.



- Bus stop amenities historically have been prioritized by ridership. When the right-of-way exists and physical conditions permit, high and moderate ridership bus stops will have shade structures and other amenities.
 - All bus stops and amenities must comply with the ADA compliance and accessibility requirements.
 - Signage – All bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information.
 - Seating – Ridership figures are used to determine seating requirements while the built environment often dictates seating options.
 - Trash Can Placement – Trash cans are placed at all sheltered bus stops and some bus stops with benches as needed.
- Bus stop placement, amenities and upgrades must consider ADA compliance and accessibility requirements.
- ADA considerations are a major factor in the City’s bus stop maintenance program. Mesa maintains a bus shelter inventory of approximately 300 bus shelters. April of 2021, the City of Mesa has added 10 new bus shelters, and made ADA improvements at other

bus stops to bring the total number of ADA compliant stops to 591.

- The City of Mesa is actively working to make upgrades or realign the remaining bus stops where possible. Many of these locations are in areas where buildable right-of-way is unavailable, or ridership is effectively zero.
- The city has a dedicated cleaning, maintenance, and repair program for all bus stops. A significant portion of that budget addresses the ongoing upkeep of the existing bus stops in order to maintain a certain level of security, comfort, and cleanliness. Additionally, all bus shelters have signage that indicates the use of the facility is intended for transit riders and that enforcement of applicable trespassing laws and City of Mesa codes are enforced by the City of Mesa Police Department, in cooperation with the City of Mesa Transit Services Department.

Bus Shelter Designs

Mesa staff and design contractors have worked to create a variety of bus shelter designs and sizes to accommodate a varying degree of ridership and site conditions. This allows for increased bus shelter capacity at locations with higher ridership.

- Key Transfer Points – Where space permits, Mesa installs its large bus shelter design at locations where passengers transfer from one bus route to another. At these locations, it is typical for five or more passengers to be waiting for the bus at the same time. As a result, a larger shade structure with more seating is needed in order to ensure that a large number of passengers can simultaneously benefit from the amenities. These locations include Park and Rides and Transit Centers.
- Other bus stops – The City installs large or medium sized bus shelters at other high and medium use bus stops. Mesa places smaller shelters at low to moderate use bus stops. At all bus stops with shelters, the city strives to install a shelter that will provide shade throughout most of the day. This is achieved by orienting shade screens in a way to shade seating areas from the western exposure where the heat of the summer sun is most intense in the afternoons.



Service and Fare Policy Changes

Service Changes- The City of Mesa has implemented several changes since 2022 as reported in the following Equity Analyses. The City of Mesa conducted several public outreach events and solicited public comment throughout the region.

Service Equity Analysis- This analysis and associated data is the responsibility of Valley Metro.

Mesa Bus Service Changes Approval Dates		
City Council	Service Implementation Date	Estimated Financial Impact
December 1 2022 *	July 2022	\$500,000
December 1 2022 *	October 2022	\$1,060,000
July 3 2023	October 2023	\$237,000

*FY22/23 Transit Services Agreement late to Council (RPTA)

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

Route 30 University Drive- Improved Saturday frequency and added Sunday service to match City of Tempe.

Route 48 48thStreet/Rio Salado Parkway- Extend to Mesa Riverview along Rio Salado. Match Tempe days of operation, span of service and frequency.

Route 77 Baseline Road- Extended route to the Juanita park-and-ride.

Route 128 Stapley Drive- Weekday service (both directions) starts at 5am and ends at 10PM. Improve Saturday and Sunday service span to 6am-9p and headways to 30 minutes.

Fiesta Buzz- New circulator service in the Fiesta District of Mesa.

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

Board Approval for the Title VI Program

A copy of the Resolution to be inserted when the Mesa City Council takes action.



Attachment A

Regional Valley Metro Inclusive Public Participation Plan 2021

Attachment B

Public Outreach & Marketing Materials

Sample #1



Mesa's Transit Future is Taking Shape!

After more than a year of study and interaction with the public, the City of Mesa has identified draft recommendations for transit investments over the next 25 years.

View the Recommendations and provide your thoughts!
www.surveymonkey.com/r/FSRCF9W
 Comment period closes February 18, 2024





Sample #2



Mesa's Transit Future is Taking Shape!

After more than a year of study and interaction with the public, the City of Mesa has identified draft recommendations for transit investments over the next 25 years. We appreciate the thousands of you who have taken the time to complete our Spring 2023 and Fall 2023 surveys.

For more information, visit: www.mesalistens.com/transit-plan

View the Recommendations and provide your thoughts!

English survey link: 
www.surveymonkey.com/r/FSRCF9W

Edice de la encuesta en español: 
www.surveymonkey.com/r/GSP9838

Comment period closes February 18, 2024





Sample #3



We Hear You!

Thanks to the more than 2,300 people who shared thoughts with us earlier this year about transit services in Mesa.

We have more questions— this quick survey will help us learn more and plan the future YOU want.

Take a quick survey!
 Tell us the future transit improvements YOU want!

¡Haga una encuesta corta!
 ¡Cuéntanos las futuras mejoras de tránsito que TÚ deseas!

For more information, visit: www.mesalistens.com/transit-plan





SURVEY CLOSING AUGUST 21, 2023





mesa·az

Help Plan Mesa's Transit Future



Mesa's Transit Master Plan is your chance to work with us to shape our transit services. Your input is a critical part of this Plan - we want to know what is working and what is not.

Take a quick survey!
Tell us what you love most about Mesa and what could be improved.



¡Tome una encuesta rápida!
Cuéntanos qué es lo que más te gusta de Mesa y qué se podría mejorar.



For more information, visit: www.mesalistens.com/transit-plan



TRANSIT MASTER PLAN

Sample #5



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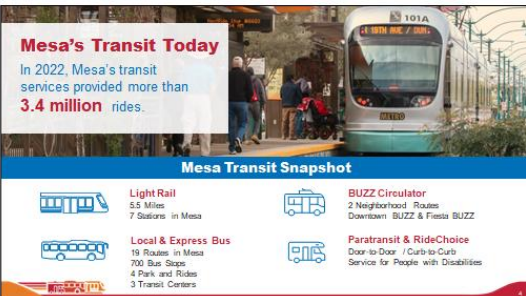
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6



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Attachment C

Regional Valley Metro Language Assistance Plan 2024