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# *Title VI Implementation Plan*



## *The City of Bisbee/Bisbee Bus*

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# Executive Summary

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Since 1998, the City of Bisbee, a rural, former mining town, has operated its transit system thanks to federal financial assistance from the 5311 Grant and the Southeastern Governments Organization.

There was a time when the town boomed with copper, silver and gold mining. When the ore ran out, so did most of the people and their businesses.

When the mines closed for good in 1975, the town emptied. Then some entrepreneurs with their dreams came and bought the homes vacated in Old Bisbee and Warren for a song. The town has been singing ever since. It has become known for its many art galleries, artists, musicians, metal workers, carvers and potters. It went from a forlorn ghost town, to a fun-loving, let's give it a go attitude community.

Now, those 20-somethings who came in the 1970s and thought they would never grow old are in need of the service the Bisbee Bus provides.

That is why these funds are so essential to Bisbee. We need to continue to assist our elderly and disabled population so they may still enjoy life and get out and do something. Accordingly, the Bisbee Bus provides free fares for people over 60 who provide the proper photo identifications and proof of residency. For the disabled, an award letter from the Social Security Administration acknowledging a disability, a photo ID, and a bill that proves their home address permits them free passes to get around town.

Currently, we have two drivers on two routes that include service to the Township of Naco, AZ, which is 8.5 miles away.

The additional route provides a way for people living in Naco, Arizona, and Naco, Sonora, Mexico, reach services not found in the border community from health matters to shopping to meeting with friends and family

The routes encompass the many boroughs of Bisbee to get to school, work and shopping as well as the opportunity for socialization along the way. And there is a warm comradery that has developed over the years between some passengers adding that sense of place in a community that is inclusive of those who may have no other interaction with society the rest of day.

To accommodate passengers who cannot get to a bus stop due to immobility issues, we have a 24-hour in advance call in to pick them up at their homes. Those requests are handled by the staff of the City of Douglas, our contracted operational partners, quite effectively and efficiently as the drivers pick up these passengers and remain within a few minutes of the schedule.

Our service provided around 53,800 rides last year and brought in around \$15,000. Some Bisbee citizens over 60 are a compassionate lot and pay the \$1 fare rather than take advantage of our free pass system, or they will pay for the person behind them. There is no price tag or way to measure what that means to a person barely surviving.

Thanks to the 5311 Grants, the city has been able to fund needed new vehicles. Currently, we have a 2014 and 2015 StarCraft. We are waiting on a 2017 StarCraft which will give us three reliable buses. There are two 2009

Chevy Airboks. One is no longer in service, but parts from it can be used to keep the second Airbok ready for emergencies.

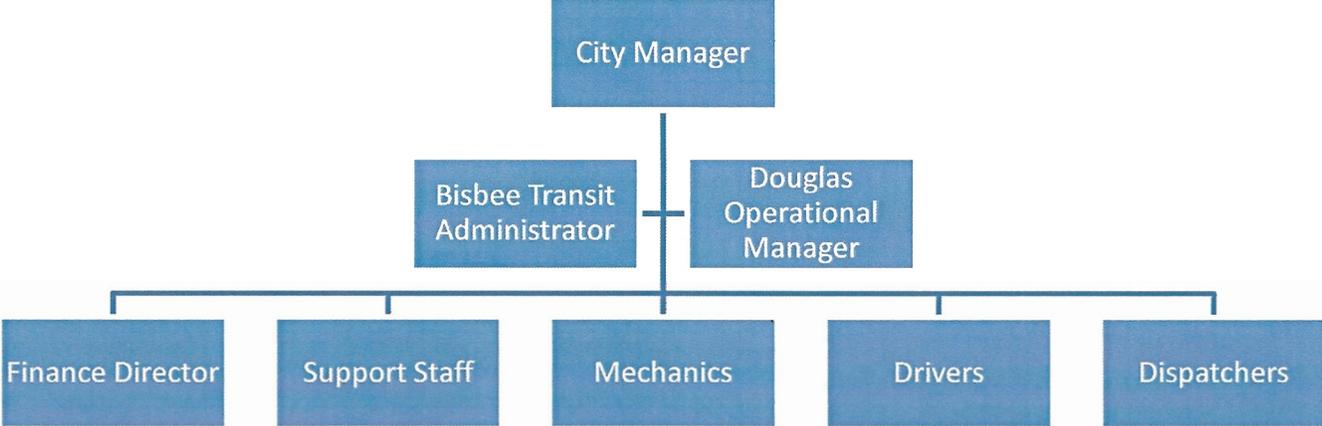
Additionally, the passengers will have 5 new bus shelters that are much larger, 6 feet by 10 feet by 7 feet high. They are a copper-colored steel mesh with a 4-foot bench and plenty of room for wheelchair and walker access.

The first one will go up at City Hall where Douglas Rides and the Bisbee Bus stop. Douglas Rides takes people to and from Douglas and Bisbee.

The bus, the shelters, the electronics and phone were made possible by an additional sum from SEAGO, our partners in helping transport the elderly and disabled.

For the future, the Transit Advisory Committee will pursue a survey for a commuter route to accommodate those who work in the government or school offices here. It would have an early morning run and an evening run to the largest employers in the transit area. That may happen in 2017, if results from a survey show that it is a necessary service to be added.

# Organizational Chart For The Bisbee Bus



The City of Douglas handles the operations, excluding servicing the buses. Douglas provides the drivers, dispatchers and data collection of the passengers.

The Bisbee Bus Transit Administrator works closely with the Douglas Transit Manager and staff to be sure the buses are running as they should and the drivers are providing the proper care to assist with those on walkers and in wheelchairs. The Douglas Transit Manager ensures that the drivers are screened, tested and trained on all the facets of the bus and their jobs. Complaints and compliments are always addressed as quickly as possible and noted in a file. Bus passes are applied for in Bisbee and Douglas makes them.

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

- 5310
- 5311

Other (please explain) \_\_\_\_\_

**Type of Funding Requests (Select all that apply)**

- X Vehicle Funds
- X Operating Funds
- X Capital
- X Administration funds

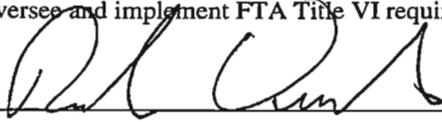
## Non Discrimination Policy Statement

The City of Bisbee and the Bisbee Bus has in place a policy assuring full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities.

Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Bisbee Bus sponsored program or activity.

There is no distinction between the sources of funding. The Bisbee Bus 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, Bisbee Bus will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the Bisbee Bus distributes Federal-aid funds to another entity/person, the Bisbee Bus will ensure all subrecipients fully comply with the Bisbee Bus Title VI Nondiscrimination Program requirements. The City Manager or Interim City Manager has delegated the authority to Shar Porier, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



08-11-16

Ronald Oertle, Mayor of Bisbee

# Non Discrimination Notice to the Public

## Public of Rights Under Title VI and ADA

### Bisbee Bus

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

For more information on the Bisbee Bus civil rights program, and the procedures to file a complaint, contact Shar Porier, at 520-432-6016, or email: [sporier@bisbeeaz.gov](mailto:sporier@bisbeeaz.gov). You may also visit the administrative office at 118 Arizona Street in Warren District of Bisbee. More information is available on the website at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: ADOT: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

Para información en Español llame: Humberto Rivera at 520-364-4474.

# Spanish Non Discrimination Notice to the Public

## **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Bisbee/Bisbee Bus**

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

Para obtener más información sobre la Bisbee Bus' programa de derechos civiles, y los procedimientos para presentar una queja, contacte Shar Porier, Transit Administrator o visite nuestra oficina administrativa en 118 Arizona St. in the Warren District of Bisbee. Para obtener más información, visite [www.bisbeeaz.gov](http://www.bisbeeaz.gov)

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

**The City has these placards posted throughout City Hall, at the bus shelters, garage, buses, the library, several businesses and the city website at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).**

# Non Discrimination Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by the Bisbee Bus, including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted the Bisbee Bus will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Bisbee Bus or submitted to the State or Federal authority for guidance.
- (7) The Bisbee Bus will notify the ADOT Civil Rights Office of all Discrimination complaints within 72 hours via telephone at 602-712-8946; or email: [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) The Bisbee Bus has four days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has four business days from the date of the letter to send requested information to the investigator

assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within four business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Bisbee Bus decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: ADOT: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 FTA: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).
- (13) The Arizona Department of Transportation will be notified of the complaint and the action taken.

Para información en Español llame: Humberto Rivera, Bisbee Transit Manager at: 520-364-4474.

## PROCEDIMIENTOS PARA QUEJAS DE DISCRIMINACION

Estos procedimientos proporcionan una guía para todas las quejas presentadas bajo el Title VI de Civil Rights Act of 1964, Sección 504 de la Rehabilitation Act of 1973, y el Americans with Disabilities Act of 1990 (ADA) en relación con cualquier programa o actividad que es administrado por el autobús de Bisbee, incluyendo consultores, contratistas y proveedores. Intimidación o represalias como consecuencia de una denuncia está prohibido por la ley. Además de estos procedimientos, los demandantes reservan el derecho de presentar una queja formal con otras agencias estatales o Federales o buscar Consejo privado para quejas por discriminación. Se hará todo lo posible para resolver las quejas en el nivel más bajo posible.

- (1) Cualquier persona que cree que él o ella ha sido discriminado basado por su raza, color, origen nacional o discapacidad puede presentar una queja por discriminación completando y enviando el formulario de Title VI.
- (2) Quejas formales deben ser presentadas dentro de 180 días después la última fecha del presunto acto de discriminación o cuando la presunta discriminación sucedió, o continuo acto de conducta, la fecha en que la conducta discontinuó o la última instancia de la conducta.
- (3) Las denuncias deben ser por escrito y firmadas por los demandantes y deben incluir nombre, dirección y teléfono del denunciante. La persona de contacto de ADA/Title VI ayudará a demandante con documentar los sucesos si es necesario.
- (4) Denuncias recibidas por fax o correo electrónico serán reconocidas y procesadas, una vez que se hayan establecido la identidad de los demandantes y la intención de proceder con la denuncia. Para ello, el demandante debe enviar por correo el fax original firmado o por correo electrónico para que sea procesada.
- (5) Las denuncias recibidas por teléfono serán escritas y revisadas por el demandante antes de procesar. Un formulario de quejas será mandado al demandante para completar, firmar y enviar para su procesamiento.
- (6) Una vez presentado, el personal del autobús de Bisbee revisará el formulario de quejas para determinar la jurisdicción. Todas las quejas recibirán una carta de recibido y mostrará si la queja será investigada por el autobús de Bisbee o enviada al estado o a la autoridad Federal para más dirección.
- (7) El autobús de Bisbee notificará a la oficina de derechos civiles de ADOT de todas las denuncias de discriminación dentro de 72 horas por teléfono al 602-712-8946; o por correo electrónico: [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) El autobús de Bisbee tiene cuatro días para investigar la denuncia. Si se necesita más información para resolver el caso, la autoridad puede comunicarse con el demandante. El demandante tiene cuatro días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de cuatro días hábiles, la autoridad administrativa puede cerrar el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir su caso.
- (9) Después de que el investigador revisa la queja, él/ella mandará una carta cerrando el caso o una carta donde dice lo que se encontró (LOF). Una carta donde se cierra el caso resume las acusaciones y afirma que

no hubo una violación de discriminación y que el caso será cerrado. Un LOF resume las denuncias y las entrevistas en relación con el incidente y explica si habrá acción disciplinaria, entrenamiento adicional de funcionario o alguna otra acción que se llevara a cabo.

(10) Una copia de la carta del caso cerrado o LOF sera proporcionada a ADOT dentro de 72 horas de la decisión. La carta se puede o por correo electrónico.

(11) Si el demandante no esta satisfecho con la decisión del autobus de Bisbee puede presentar una queja con el Departamento del Arizona del transporte (ADOT) o las oficinas de administración de tránsito Federal (FTA) de los derechos civiles: ADOT: atte ADA/Title VI Program Coordinator, 206 S. 17<sup>th</sup> Ave. MD 155A RM: 183 Phoenix AZ, 85007 FTA: Attention Title VI Coordinator, East Bldg, 5<sup>th</sup> floor-TCR 1200 New Jersey Ave. , SE Washington, DC 20590

(12) Una copia de estos procedimientos puede encontrarse en línea en: [www.bisbeeaz.gov](http://www.bisbeeaz.gov).

(13) El Departamento de transporte de Arizona serán notificado de la denuncia y las medidas adoptadas.

# Discrimination Complaint Form

*Proceed forward!  
add private*

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____		
_____		
_____		
<b>Section VI:</b>		
Have you previously filed a Discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

**Section V:**

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

Yes       No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_  
 Federal Court: \_\_\_\_\_  State Agency: \_\_\_\_\_  
 State Court : \_\_\_\_\_  Local Agency: \_\_\_\_\_

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Section VI:**

Name of agency complaint is against: \_\_\_\_\_

Name of person complaint is against: \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Telephone Number (if available): \_\_\_\_\_

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Bisbee Bus, Shar Porier, Transit Administrator

118 Arizona St., Bisbee, AZ 85603

520-432-6016

sporier@bisbeeaz.gov

A copy of this form can be found online at: <http://www.bisbeeaz.gov/2331/Bisbee-Bus-Program>

# Discrimination 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?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

**X** The Bisbee Bus has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2015-2016, or in any other years of which we are aware.

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# *City of Bisbee*

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## **Bisbee Bus Public Participation Plan**

## The Public Participation Plan

Throughout the years of the Bisbee Bus Service, the City has provided citizens the opportunities to offer new ideas, strategies, or complaints and compliments at all public City Council meetings during Call to the Public or to speak on an agenda item concerning the bus and at the meetings of the Transit Advisory Committee during Call to the Public or to speak on an agenda item.

TAC meetings are posted on the city website at: <http://www.bisbeeaz.gov/2262/Transit-Advisory-Committee> and: <http://www.bisbeeaz.gov/2337/2016-Public-Notices>.

Our bus schedule serves as our brochure. To date, we have not held any events that require flyers, however, in the coming months the City will be more participatory in local print and electronic media through articles concerning the bus, changes of service, or other issues that may come along as we try to build our ridership.

It has not been easy to find people willing to serve on the committee, and it still has one vacancy – a business representative. Getting a quorum has not always been easy and keeping them interested in staying, a challenge.

TAC meetings are held quarterly on the third Wednesday of the month at 10 a.m. at City Hall. However, if there is business needing a more rapid response a special meeting notice will go out via email and phone call to the members. Since we have a basically new board, there will be a learning curve about what the committee can and cannot do, as well as informing them of the tasks that need to be revisited such as the Public Participation Plan, the LEP Plan and Strategic Plan.

This year, Bisbee Bus implemented a special program to help its voters reach the poll. Cochise County reduced the number of polling locations from three to just one in the San Jose District of the City.

This placed a burden on our elderly and disabled, and people without transportation in the other boroughs and districts of Bisbee. The Transit Administrator announced free rides for the elderly, disabled and children, and half off for the rest of the voting public. This proved to be a big success and the Bisbee Bus gained local media attention. For the upcoming elections, Bisbee Bus will offer the same program to be sure all who want to vote have the opportunity to cast their ballots. In fact, this may be an offer Bisbee Bus will continue to provide if the Transit Advisory Committee members approve it.

Most of our riders are 60 and up, but it is worth noting that the Bisbee Bus's ridership of adults under 60 ranks second. The popularity of leaving the car at home and taking the bus to work or to shop has increased, according to the monthly numbers.

The participation in azTransit's "Dump the Pump Day" proved worthwhile even though it was a tight deadline to get our ads in the local paper in advance. Bisbee is known for its "greenness" and the program pleased many who took their first ride on one of the Bisbee Buses. Next year, the project will include giving each passenger a "token" of appreciation.

Bisbee Bus also picks up passengers from Naco, Az., and those who cross the border from Naco, Sonora. These are passengers that would not have any transportation if not for the Bisbee Bus.

Currently, the committee is developing strategies to gain more public ridership and reach those who need the deviations from the fixed route. We have used and will continue to use the local radio station, print and electronic media. A new Facebook page is being created and in the near future we will have an app that people can download from their phones to see the route and times our buses run.

The TAC committee members have agreed to a mail-out/mail-back questionnaire to be sure we reach as many as possible, and see what they have to say and if there are any needs we are not addressing.

As an agency receiving federal financial assistance, the Bisbee Bus will continue to seek new methods to inform residents of the service the Bisbee Bus provides in its service area.

All TAC Meetings Are Public

10 a.m.

February 17, 2016

April 19, 2016

June 15, 2016

August 17, 2016

August 25, 2016

Scheduled:

October 19, 2016

January 18, 2017

# *City of Bisbee Bisbee Bus*



## **Limited English Proficiency Plan**

## Limited English Proficiency Plan

A Limited English Proficiency person is one who does not speak English as his or her primary language and who has a limited ability to read, speak, write, or understand English.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance.

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of Federal financial assistance from the U.S. Department of Transportation (DOT) (“recipients”), and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. Executive Order 13166, “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation.

Bisbee Bus has met the Limited English Proficiency Plan (LEP) due to the city’s location near the border and one-third of its population is Hispanic with many dialects. The Bisbee Bus has bi-lingual drivers and staff members as required by Executive Order 13166.

Our bus schedules, in English and Spanish, also detail ways in which an LEP person may be served, including a request for a route deviation for home pick-up for the mobility impaired, whether due to disability or age.

### The City of Bisbee Four Factor Analysis

The four factors are:

- 1) Demography – The number or proportion of LEP served and languages spoken in the service delivery area.
- 2) Frequency: Rate of contact with service or program.
- 3) Importance Nature and importance of service to the community.
- 4) Resources: Language assistance services

- **Demography:**

Bisbee has a population of around 5,300 of which 56.3 percent are Caucasian and 39.1 percent are Hispanic as stated in the 2010 to 2014 American Community Service website. The large number of LEP persons encountered in riding the bus receive sufficient language services as a commuter thanks to drivers and passengers, as well as our bus schedule. Additionally, the EPA EJSCREEN Summary Report notes that 11 percent of the population from age five and up “speak English very well”, with only 3 percent rated as “not very well.”

- **Frequency:**

The Bisbee Bus has bi-lingual drivers as do many of the people who ride the bus, including different dialects. All information is available in English and Spanish. Every time an LEP person boards, he or she will have the help needed to understand the fares and stops. The Bisbee Bus runs six days a week

and includes a route to Naco, Az., where American and Mexican passengers board. Every day, Bisbee Bus staff interact with LEP persons.

- **Importance:**

Without the Bisbee Bus, not only would the people of Bisbee be without a way to get around town for doctors' appointments, medical tests, work, school, shopping, and just visiting with friends and families – the Naco community on both sides of the border would suffer. People make friends on the buses and often get into lively discussions and tell jokes. The interaction socially is a huge benefit for those who need others in their lives for that sense of community. The Bisbee Bus strives to meet the needs of its LEP passengers and provides the same free service for young children and those over 60 years old and the disabled.

- **Resources:**

Bisbee Bus provides information in Spanish and English in paper form, spoken word or online on the city's website. Should a situation arise with a different language, Cochise County has some interpreters used for court that could possibly be called for help. The Bisbee Bus is confident it fulfills its role in including LEP people to the greatest extent possible.

LEP persons come into contact with program information every time they ride the bus through the information and the bus schedules posted on the bus, at the library, the USPS, the Senior Center, some retail outlets and grocery stores.

Subject	Bisbee city, Arizona					
	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
			Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	5,171	+/-130	92.7%	+/-2.4	7.3%	+/-2.4
Speak only English	72.0%	+/-5.3	(X)	(X)	(X)	(X)
Speak a language other than English	28.0%	+/-5.3	74.1%	+/-7.9	25.9%	+/-7.9
Spanish or Spanish Creole	26.8%	+/-5.4	74.4%	+/-8.5	25.6%	+/-8.5
Other Indo-European languages	0.8%	+/-0.6	100.0%	+/-51.0	0.0%	+/-51.0
Asian and Pacific Island languages	0.3%	+/-0.5	0.0%	+/-75.1	100.0%	+/-75.1
Other languages	0.2%	+/-0.3	50.0%	+/-19.7	50.0%	+/-19.7
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>						
Spanish or Spanish Creole	1,385	+/-270	74.4%	+/-8.5	25.6%	+/-8.5
5-17 years	252	+/-121	100.0%	+/-13.8	0.0%	+/-13.8
18-64 years	872	+/-181	69.6%	+/-11.3	30.4%	+/-11.3
65 years and over	261	+/-102	65.9%	+/-17.9	34.1%	+/-17.9
Other Indo-European languages	39	+/-29	100.0%	+/-51.0	0.0%	+/-51.0
5-17 years	0	+/-18	-	**	-	**
18-64 years	13	+/-17	100.0%	+/-88.4	0.0%	+/-88.4
65 years and over	26	+/-23	100.0%	+/-62.5	0.0%	+/-62.5
Asian and Pacific Island languages	18	+/-28	0.0%	+/-75.1	100.0%	+/-75.1
5-17 years	0	+/-18	-	**	-	**
18-64 years	0	+/-18	-	**	-	**
65 years and over	18	+/-28	0.0%	+/-75.1	100.0%	+/-75.1
Other languages	8	+/-15	50.0%	+/-19.7	50.0%	+/-19.7
5-17 years	0	+/-18	-	**	-	**

Subject	Bisbee city, Arizona					
	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
			Estimate	Margin of Error	Estimate	Margin of Error
18-64 years	8	+/-15	50.0%	+/-19.7	50.0%	+/-19.7
65 years and over	0	+/-18	-	**	-	**
<b>CITIZENS 18 YEARS AND OVER</b>						
All citizens 18 years and over	4,325	+/-202	94.1%	+/-2.3	5.9%	+/-2.3
Speak only English	76.3%	+/-4.5	(X)	(X)	(X)	(X)
Speak a language other than English	23.7%	+/-4.5	75.2%	+/-8.0	24.8%	+/-8.0
Spanish or Spanish Creole	22.2%	+/-4.5	75.8%	+/-8.6	24.2%	+/-8.6
Other languages	1.5%	+/-0.9	66.2%	+/-34.2	33.8%	+/-34.2
<b>PERCENT IMPUTED</b>						
Language status	1.0%	(X)	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	0.4%	(X)	(X)	(X)	(X)	(X)
Ability to speak English	1.2%	(X)	(X)	(X)	(X)	(X)

Subject	Bisbee city, Arizona					
	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
			Estimate	Margin of Error	Estimate	Margin of Error

### Safe Harbor Provision

The Bisbee Bus 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 are available in Spanish:

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

In addition, we conduct our marketing that includes translated materials in a manner that reaches LEP persons.

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

## Sampling of Spanish Documentation for the Bisbee Bus

### **Avfiso Publico Sobre los Derechos Bajo el Titulo VI Y ADA Bisbee Bus**

- The Bisbee Bus (y sus subcontratistas, si cualquiera) asegura cumplir con el Titulo VI de la Ley de los Derechos Civiles de 1964, Seccion 504 de la ley de Rehabilitacion de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990. El nivel y calidad de servicios de transporte searn provehidos sin consideracion a su raza, color, o pais de origen.
- Para obtener mas informacion sobre la Bisbee Bus programa de derechos civiles, y los procedimientos para presentar una queja, contacte Shar Porier, 520-432-6016; or TTY ---- ; or visite nuestra oficina administrativa en , 118 Arizona Street, Bisbee, AZ. Para obtener mas informacion, visite , , 118 Arizona Street, Bisbee.
- El puede presentar una queja directamente con Arizona Department of Transportation o Federal Transit Administration mediante la presentacion de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206S 17<sup>th</sup> Ave. Md 155A, Phoenix, AZ. 85007 or FTA Title VI Program Coordinator, East Building. 5<sup>th</sup> Floor- TCR 1200 New Jersey Ave. SE Washington, D.C. 20590

## Bisbee Bus Schedule Below

\$1.00 per ride. Special  
 fare for students, seniors  
 and seniors. See our complete fare

For more information, call  
 (520) 364-4474

For more information on  
 the City of Bisbee to  
 file a complaint,  
 contact the Civil Rights  
 Office at 602-712-8946  
 or visit [www.azdot.gov](http://www.azdot.gov).



Contact:  
 520-364-4474 or email  
[sporier@bisbeeaz.gov](mailto:sporier@bisbeeaz.gov)



### Servicio público de autobuses en Bisbee

Bisbee Bus es un servicio público de autobuses  
 para todas las personas. Los autobuses prestan  
 servicio de lunes a sábado en:

- Old Bisbee
- San Jose
- Naco
- Saginaw
- Warren

### Paradas

Los pasajeros pueden abordar  
 o descender de los autobuses  
 en las paradas señaladas en  
 cada ruta. Las ubicaciones de  
 las paradas se muestran en el  
 mapa y en el horario incluidos  
 en esta guía.



### Desviaciones de la ruta

Los conductores pueden desviarse una corta  
 distancia de la ruta regular para recoger o dejar  
 pasajeros, como el horario permite. Para este  
 servicio se requiere un aviso del día previo y  
 se cobrará un cargo adicional de 50 centavos  
 por persona.

La tarifa de Bisbee Bus es de sólo \$1.00 por  
 viaje. Se encuentran disponibles tarifas  
 especiales y pases para estudiantes, personas  
 de la tercera edad y personas con  
 discapacidades. Consulte el cuadro completo de  
 tarifas junto al mapa.

### Más información:

Bisbee Bus . . . . . (520) 364-447

Es la política de la Ciudad de  
 Bisbee para cumplir con el  
 Título VI del Acta de Derechos  
 Civiles de 1964. Los servicios de  
 transporte se proporcionarán sin  
 importar raza, color, origen nacional o  
 discapacidad. Para más información o  
 para presentar alguna queja,  
 comuníquese con: Transit  
 Manager, 520-364-4474, o a la oficina de  
 Derechos Civiles ADOT al 602-712-8946  
 o [Civilrightsoffice@azdot.gov](mailto:Civilrightsoffice@azdot.gov).



Para más información comuníquese con:  
 Shar Porier 520-432-6016.  
[sporier@bisbeeaz.gov](mailto:sporier@bisbeeaz.gov)

**BISBEE ROUTE - SATURDAY SERVICE**

## Survey Questionnaire in Spanish.

These are the questions we will be sending out and have on our buses.

- 1) ¿Con que frecuencia utiliza el autobús?
  - a) Varias veces al día
  - b) Diario
  - c) Múltiples veces por semana
  - d) Ocasionalmente
  - e) La primera vez
- 2) ¿Yo soy? (marque todas que se apliquen)
  - a) Adulto
  - b) Niño(a)
  - c) Anciano
  - d) Discapacitado(a)
  - e) Estudiante
- 3) ¿Cual es el proposito de usar el autobús?
  - a) Medico
  - b) Empleo

- c) Recreación
- d) Educación
- e) Tienda
- f) Otra razón \_\_\_\_\_

4) ¿Estas con empleo?

- a) Sí
- b) No

5) ¿Cree usted que el servicio cumple con sus necesidades?

- a) Sí
- b) No

6) ¿Como clasificaría el servicio que usted recibe?

- a) Excelente
- b) Bien
- c) Aceptable
- d) Mal

7) ¿El chofer le fue servicial y cortés?

- a) Sí
- b) No

8) ¿Estuvo a tiempo el autobús?

- a) Sí
- b) No

9) ¿Esta limpio el autobús?

- a) Sí
- b) No

10) ¿La Despachador le fue servicial y cortés?

- a) Sí
- b) No
- c) No aplicable

11) ¿Estaría usted interesado(a) en usar esta conexión a Sierra Vista? (marque todas que se apliquen)

- a) Sí - Medico
- b) Sí – Por Educación
- c) Sí – Empleo, Recreación, Tiendas
- d) Sí – Otra razón \_\_\_\_\_

- e) ¿Qué día de la semana quieres ir a Sierra Vista?
  - 1) Día entre semana
  - 2) fin de semana
- f) No

**12) Comentarios:**

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*Gracias por tomar su tiempo para contestar esta encuesta*

## Non-elected Committees Membership Table

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

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population	59.32 %	39.1%	1.1%		.048%
Transit Advisory Committee	40%	40%	10%	0%	10%
TYPE THE NAME OF THE COMMITTEE HERE	N/A	N/A	N/A	N/A	N/A
TYPE THE NAME OF THE COMMITTEE HERE	N/A	N/A%	N/A	N/A	N/A

The TAC members and staff reach out to other ethnicities and races so that the range of the people in Bisbee are represented.

The appointment of the Transit Advisory Committee is done by the Mayor of Bisbee and the City Council. There are no other transit related organizations.



# Monitoring for Subrecipient Title VI Compliance

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The Bisbee Bus Transit Administrator and Transit Manager in Douglas stay in touch with each other by phone, email and in person on every day matters and in meetings. A relationship has built a solid foundation for the continuance of the excellent service provided by the Bisbee Bus.

Both entities share new rules and laws and work to understand and implement them.

Since this is our first year, the Bisbee Bus is only beginning to establish parameters for quality control and a basic understanding of the necessities of communication. This next year, will see Bisbee and Douglas work more closely together to create a seamless operation of the transit system.

There have been no deviations from the federal regulations reported.

# Title VI Training

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The Bisbee Bus Transit Administrator, Transit Manager, other staff members, drivers and mechanics involved with the transportation system take advantage of all SEAGO and ADOT trainings sessions, including those on Civil Rights and Title VI workshops when they are offered.

Both attended the mandatory Tucson sessions in February 2016, as well as at the annual April azTAC conference which provided a number of pertinent workshops. Throughout the year, SEAGO training has provided the Bisbee Bus with a wealth of knowledge and ideas that show not only the strengths, but the areas of weakness that need improvement.

PASS training for the Transit Administrator and drivers was completed Friday, June 25.

The training list for upcoming workshops on Title VI has not been released. When they are, we will be there to make sure we understand and follow all Title VI requirements.

## Transit Administrator

- A-BUD101 True Cost Of Transit
- A-MGM102 Data Collection
- A-BUD104 Grant Writing for Transit
- A-MGM104 Vehicle Assessment Management
- Training sessions at the azTA conference – Supervisory Reasonable Suspicion Drug and Alcohol Awareness Training, Mobility Workshop, FTA Safety Management System Overview, Assault Awareness and Prevention for Transit Operators, Understanding ADA and others.
- A-MGM Best Practices
- MGM105-Grant Management
- PASS Training

## Up-coming scheduled training

- FTA-AZDOT Compliance
- azTA Conference

# Title VI Equity Analysis

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

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

**The City of Bisbee/Bisbee Bus has no plans to construct any new facilities.**

# Fixed Route Transit Provider Analysis

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Answers provided by the City of Douglas Transit Manager for Bisbee Bus Humberto Rivera.

A Fixed Route is a public, ground transit service provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

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

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators.

- 1) *Vehicle Load for Each Mode- City of Bisbee has one fixed route- ratio is 0.75*

A ratio of passengers to the total number of seats (peak and off-peak times). If you operate multiple modes of transit, then you must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service.

- 2) *Vehicle Headway for Each Mode -City of Bisbee operates a fixed route with two buses traveling at different times for part of the day. One driver starts earlier than the other, so we can provide an early morning and early evening pick-up. Bisbee Bus does not have any information on peak or off-peak times. We lack a passenger counter that could provide us with those details.*

This is the amount of time between two vehicles traveling in the same direction on a given or a combination of lines (shorter = more frequent). Please do this for peak and off-peak times.

- 3) *On Time Performance for Each Mode- Bisbee Bus defines a bus as late if it departs the "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published point at any time prior to the scheduled departure.*

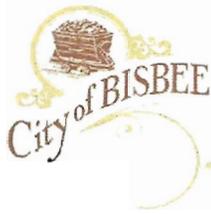
This is a measure of runs completed as scheduled. Please be sure to define what "on time" means (i.e. 0-5 minutes late is still on time).

- 4) *Service Availability for Each Mode -Bisbee Bus has developed transit service so that 70% of all residents in the service area are within a ¼ mile walk of bus service.*

Effective qualitative practices to fulfill the Service Policy requirements include developing written policies covering each of the following service indicators:

- 1) *Transit amenities for each mode*  
*Policy: Transit amenities are distributed on a system-wide basis and include shelters and benches. The location of transit amenities is determined by factors such as ridership and staff recommendations.*
- 2) *Vehicle assignments for each mode. All buses have same level of amenities (i.e. Air conditioning, wheelchair lift), available to riders. Bisbee Bus has only one route and it is covered by two vehicles and two drivers.*

# Board Approval for the Title VI Program



City of Bisbee  
Transit Advisory Committee  
118 Arizona Street  
Bisbee, AZ 85603

Thursday, September 1, 2016

Special Called Meeting

Call to Order: 1:10 p.m.

Roll Call:

**Present**

Humberto Rivera, Transit Manager  
Bliss Frings, Bisbee Citizen  
Julie Flowers, Senior Citizen Representative  
Moni Norng, local ADA representative, via phone  
Connie Gastelum, SEAGO  
Shar Porier, Bisbee Bus Transit Administrator

**Absent**

Cynthia Robles, City of Douglas  
Shirley Doughty, City Council Liaison

**Call to Public:** No public comments

**Item 1.**

**Discussed and approved the new Civil Rights Templates as submitted for the 5311 Transit Grant.**

Ms. Porier noted that ADOT was audited by the Federal Transit Authority (FTA) and several deficiencies were found in the Bisbee Bus transit service. These deficiencies lacked the detail required by the FTA's Title VI Division.

The FTA allowed the state's transportation systems an additional 90 days to complete the extensive project. It is due on September 9..

Each TAC member received the document the previous week to have time to look it over. There were

no additions or corrections requested.

A “no” vote would cause the city to shut down the Bisbee Bus and there would be no transportation system.

Mr. Norng made the motion to approve the new Title VI documents with Ms. Flowers seconding the motion. It passed unanimously.

**Adjourned at 1:30 p.m.**

The date for the next meeting will be determined.

# Organizational Chart

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