

Title VI

CITY OF BISBEE/BISBEE BUS

2026-2027



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APPENDIX A - SERVICE STANDARDS

Executive Summary

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 and mining ceased in 1975, the population dwindled.

Later artists and entrepreneurs with came with their dreams and bought the homes vacated in Old Bisbee and Warren for a song. The town has been singing ever since. The population grew going from a forlorn ghost town, to a place where individuality is welcome and families can still let their children outside to play.

Now, those 20-somethings who came in the 1970s, are in need of the service the Bisbee Bus provides, illustrating why these funds are so essential to Bisbee, The Bisbee Bus needs to continue to assist our elderly and disabled population, so they may get out, socialize and still enjoy life. 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 with their home address permits them free passes to get around town. Workers also depend on the service to reach jobs, and those who wish to use their cars less, helping to conserve the environment also rely on the Bisbee Bus.

Currently, we have two drivers on a single route that include service to the unincorporated town of Naco, AZ, which is 8.5 miles away along the border of Naco, Sonora. This additional leg provides a way for people living in Naco, Arizona, and Naco, Sonora to reach services not found in the border community. These include jobs, medical services, shopping, and meeting with friends and family.

The routes primarily connect the many neighborhoods of Bisbee allowing riders to get to school, work and shopping, as well as the opportunity for socialization along the way. There is a warm comradery that has developed over the years between the riding public and the drivers. This adds a sense of place in a community for those who would have no public interactions otherwise.

The Bisbee Bus offers a 24-hour in advance request system which offers riders door to door service for service up to a half mile from the fixed route. These requests are handled by the dispatcher of our contracted operational partner, the City of Douglas with a limit of two deviations per hour. This system proves to be effective and efficient, as the drivers are able to pick up these passengers and remain within a few minutes of the schedule. Service to the Cochise County Jail is a deviation for released inmates that connects them to the Cochise Connection stops in Sierra Vista and Douglas.

The Bisbee Bus service provided 28,452 riders in the federal fiscal year 2025. An increase of 7% over the previous year.

The Bisbee Bus fleet is composed of three buses; one a 2018, one a 2021, and one a 2023. Each has a wheelchair lift and each has 16 seats including 2 wheelchair securements. An additional 14 passenger bus has been awarded and one more applied for (award expected in 2026) Additionally, there are 11 bus shelters across the system. Nine additional shelters have been applied for.

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

The Transit Manager works closely with the Douglas Transit Manager, Finance Director, Mechanic 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 produces them to be compatible with their rider management software.

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

- ☐ 5310
- ☒ 5311
- ☐ Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- ☒ Vehicle Funds
- ☒ Operating Funds
- ☒ Other (please explain) Capital and Administration Funds _____

Is your agency receiving direct funds from FTA?

☐ If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☒ No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA

CITY OF BISBEE/BISBEE BUS

City of Bisbee/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 City of Bisbee/Bisbee Bus.

For more information on the City of Bisbee/Bisbee Bus agenda's civil rights program, and the procedures to file a complaint, contact Matthew Gurney, Public Works Director/ Transit Manager 520-432-6002 /6262, (TTY 711); email mgurney@bisbeeaz.gov; or visit our administrative office at 118 Arizona Street, Bisbee AZ 85603. For more information, visit www.bisbeeaz.gov.

Complaints may be filed directly with the Arizona Department of Transportation (ADOT) Civil Rights Office. ATTN: Title VI Program Coordinator 1801 W. Jefferson Street MD 154A Suite 101 Phoenix AZ, 85007 602-712-8946 or with the Federal Transit Administration (FTA). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 520-432-6002. *Para informacion en Español llame: Lorena Valdez, PW Admin Assistant

Aviso Publico Sobre los Derechos Bajo el Titulo VI Y ADA

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

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 proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de City of Bisbee/Bisbee Bus, y los procedimientos para presentar una queja, contacte a Matthew Gurney, Public Works Director/ Transit Manager 520-432-6002 /6262, (TTY 711); o visite nuestra oficina administrativa en 118 Arizona Street, Bisbee AZ 85603. Para obtener más información, visite www.bisbeeaz.gov

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (ADOT). Atención: Title VI Program Manager, 1801 W. Jefferson St. MD 154A Phoenix AZ, 85007 o con la Administración Federal de Transporte (FTA). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

The above notice is posted in the following locations: City Hall, garage, buses, the library and several businesses. This notice is also posted on line at www.bisbeeaz.gov

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by City of Bisbee/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 City of Bisbee/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 City of Bisbee/Bisbee Bus along with the City of Douglas, contractor, or submitted to the State or Federal authority for guidance.

City of Bisbee/Bisbee Bus along with contractor, City of Douglas, will investigate Discrimination complaints against its sub recipients; all other Discrimination complaints filed against City of Bisbee/Bisbee Bus will be investigated by the Arizona Department of Transportation.

- (7) **City of Bisbee/Bisbee Bus** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **City of Bisbee/Bisbee Bus** has ten (10) business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has ten (10) 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 ten (10) 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 City of Bisbee/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 1801 W. Jefferson MD 154A Suite 101 Phoenix AZ, 85007 **FTA**: **602-712-8946**. Or, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.bisbeeaz.gov**.

If information is needed in another language, contact 520-432-6002. *Para información en Español llame: **Lorena Valdez**, PW Admin Assistant

Discrimination ADA/Title VI Complaint Form

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

Section VI:			
Have you previously filed a Discrimination Complaint with this agency?		☐ Yes	☐ 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:

Matthew Gurney, Public Works Director

118 Arizona Street, Bisbee AZ 85603

520-432-6002 /6262

mgurney@bisbeeaz.gov

A copy of this form can be found online at **www.bisbeeaz.gov**

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

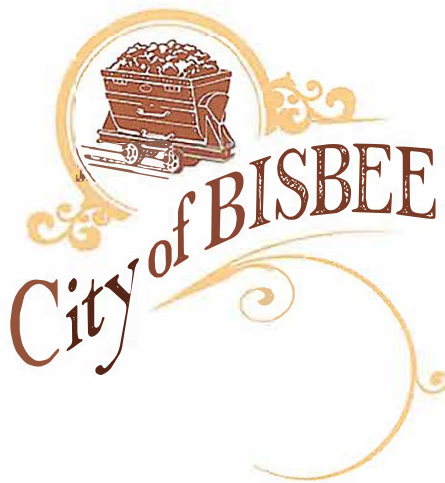
If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

City of Bisbee/Bisbee Bus has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2023-2024, 24-25, and to date - 25-26**

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

Public Participation Plan

CITY OF BISBEE/ BISBEE BUS Public Participation Plan



City of Bisbee / Bisbee Bus is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, City of Bisbee / Bisbee Bus made the following community outreach efforts:

As an agency receiving federal financial assistance, **City of Bisbee/Bisbee Bus** made the following community outreach efforts and activities to engage minorities and person requiring language assistance since the last Title VI Plan submittal to ADOT CRO.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Pick up and drop off stations
 - ☒ Lobby of agency
- ☒ Hosted public information meetings and or hearings (06/12/2025,02/03/2026 and 06/12/2026)
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☐ List other _____

City of Bisbee/Bisbee Bus will make the following community outreach efforts for the **upcoming year**:

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio
- ☒ Post the Nondiscrimination Public Notices to the following locations:
 - ☒ Within transportation vehicles
 - ☒ Pick up and drop off stations
 - ☒ Lobby of agency
- ☒ Host public information meetings and or hearings.
- ☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- ☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- ☐ List other _____

Public hearing on February 3, 2026. Public Notice was published on January 22, 2026, and January 29, 2026

In the upcoming year City of Bisbee / Bisbee Bus will make the following community outreach efforts:

Transit Advisory Council (TAC) Quarterly Meetings will be held February 25, 2026, May 20, 2026, August 19, 2026, and November 18, 2026.

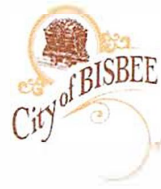
A Customer Survey will be distributed, and riders will be asked for their participation throughout August 2026.

Comment Card will be found in all buses and in the Transit office year-round.

City of Bisbee/Bisbee 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.

Customer Service Survey:

BISBEE BUS - SURVEY QUESTIONS:



- 1) How often do you ride the Bus?
 - a. Multiple times per day
 - b. Daily
 - c. Multiple times per week
 - d. Occasionally
 - e. First time
- 2) Which of the following applies to you? (Circle all that apply)
 - a. Adult (18-64)
 - b. Child (under 18)
 - c. Senior (65 and over)
 - d. Disabled
 - e. Student
- 3) Purpose of this trip?
 - a. Medical
 - b. Employment
 - c. Recreation
 - d. Education
 - e. Groceries
 - f. Other _____
- 4) Are you employed?
 - a. Yes
 - b. No
- 5) Does the service meet your transportation needs?
 - a. Yes
 - b. No
- 6) How would you rate our customer Service?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
- 7) Was the driver helpful and courteous?
 - a. Yes
 - b. No
- 8) Was the bus on time?
 - a. Yes
 - b. No
- 9) Was the bus Clean?
 - a. Yes
 - b. No
- 10) Additional Comments

Thank you for taking the time to complete this survey.



- 1) ¿Con qué frecuencia viajas en 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) ¿Propósito de este viaje?
 - a. Medico
 - b. Empleo
 - c. Recreación
 - d. Educación
 - e. Tienda
 - f. Otra razón _____
- 4) ¿Estas con empleo?
 - a. Si
 - b. No
- 5) ¿Cree usted que el servicio cumple con sus necesidades?
 - a. Si
 - 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 cortes?
 - a. Si
 - b. No
- 8) ¿Estuvo a tiempo el autobus?
 - a. Si
 - b. No
- 9) ¿ Esta limpio el autobús?
 - a. Si
 - b. No
- 10) Comentarios:

Gracias por tomar su tiempo para contestar esta encuesta

COMMENT/INTEREST FORM

For comments or questions regarding the City of Bisbee/Bisbee Bus service; or if you would like to express interest in being appointed to the Transit Advisory Committee. You may fill out this form and return it by mail, email or fax as noted below. Thank you for your comment/interest.

Optional:

Name: _____

Address: _____

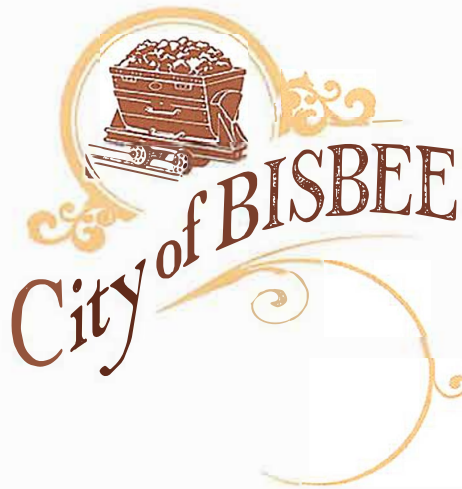
Phone Number: _____ E-Mail Address: _____

Rene Lopez- Transit Manager
City of Bisbee/Bisbee Bus
118 Arizona St., Bisbee, AZ 85603
Office 520-432-6002ext123 Cel 520-645-0850
rlopez@bisbeeaz.gov

Español: rlopez@bisbeeaz.gov

Language Assistance Plan

CITY OF BISBEE / *BISBEE BUS* *Language Assistance Plan*



City of Bisbee/Bisbee Bus has developed the following Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for persons with limited English proficiency seeking meaningful access to City of Bisbee/Bisbee Bus services as required by Executive Order 13166. A person requiring Language Assistance is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English

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

- 1) The number or proportion of LAP persons eligible in **City of Bisbee/Bisbee Bus** service area who may be served or likely to encounter by **City of Bisbee/Bisbee Bus** program, activities, or services:

CITY OF BISBEE/BISBEE BUS FOUR FACTOR ANALYSIS

Persons requiring language assistance	Estimate	% of Persons 5 yrs. & Over
Total Person 5 yrs. & Over		
English Speaking Only	4911	100.00%
	3946	80.3%
Limited English Proficiency	204	.4%
Spanish	844	17%
Other Indo-European Languages	116	.23%
Asian & Pacific Island Languages	0	0%
Other Languages	5	.01%

Data source: US Census Bureau 2023 American Community Survey five-year estimates

- 2) The frequency with which individuals requiring Language Assistance come in contact with an **City of Bisbee/Bisbee Bus** services:

The general public comes in contact with **City of Bisbee / Bisbee Bus** frequently and all residents are welcome to attend public meetings. To facilitate public participation, **City of Bisbee / Bisbee Bus** posts public meeting notices in English and Spanish on its website, in public places and in printed media in an effort to reach a large audience. The Bisbee Bus drivers are bilingual, as are many of its riders. Consequently, contact between the Bisbee Bus system and individuals requiring language assistance is continual. In addition to this one on one verbal interaction, bus system information is also posted in English and Spanish on the buses, the website and on social media sites. The office staff in Bisbee is also bilingual offering full phone, email and face to face services in both languages. Finally, Bisbee conducts all surveys in both English and Spanish.

- 3) The nature and importance of the program, activities or services provided by **City of Bisbee/Bisbee Bus** to the LAP population.

Transportation planning is vital to a community and directly affects the lives of those living in the service area. Recommendation on roads, sidewalks, and public transportation service projects are a focus of both the City of Bisbee and regional partners such as SEAGO and CDBG. Projects completed directly affect the residents in the community. This includes the minority and low income populations, including the population needing language assistance. The Bisbee Bus provides transportation to medical services, work, school and shopping for both Bisbee residents and those living in Naco, AZ and Naco, Sonora. Additionally, it allows ready transportation for visiting family and friends, which is a significant part of the Hispanic culture. The Bisbee System also connects to the regional Cochise Connections, another fully bilingual system, which allows those from the Bisbee/Naco area to reach Agua Prieta, Sonora and Douglas, AZ, as well as, colleges and larger medical and shopping facilities.

- 4) The resources available to **City of Bisbee/Bisbee Bus** and overall costs to provide language assistance. A brief description of these considerations is provided in the following section.

The City of Bisbee / Bisbee Bus transit program provides the transit guide in English and Spanish, including all non-discrimination policies and procedures. The City of Bisbee /Bisbee Bus also has Spanish speaking drivers and staff available to assist passengers and others who may require language assistance.

City of Bisbee/Bisbee Bus provides a statement in Spanish and will for additional languages specific to the community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to individuals in the language requested.

Safe Harbor Provision for written translations

City of Bisbee/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 shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches persons needing language assistance. Vital documents include the following:

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

A majority of our employees are bi-lingual and are able to assist with Spanish translation.

1) City of Bisbee/Bisbee Bus provides language assistance services through the below methods:

- ☒ Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- ☒ Instructions are provided to customer service staff and other **City of Bisbee/Bisbee Bus** staff who regularly take phone calls from the general public on how to respond to callers needing language assistance.
- ☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from persons needing language assistance.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to customers needing language assistance.
- ☒ Use of "I Speak" cards.
- ☒ Bilingual or multilingual versions of:
 - ☒ "How to ride" brochures
 - ☒ System maps and timetables
 - ☒ Safety and security announcements
 - ☒ Service change announcements
- ☐ List other _____

2) City of Bisbee/Bisbee Bus has a process to ensure the competency of interpreters and translation service through the following methods:

City of Bisbee/Bisbee Bus will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **City of Bisbee/Bisbee Bus** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **City of Bisbee/Bisbee Bus** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from

interpreting or translating. **City of Bisbee/Bisbee Bus** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **City of Bisbee/Bisbee Bus** provides notice to persons about the availability of language assistance through the following methods:

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

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

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

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

- A summary of **City of Bisbee/Bisbee Bus** responsibilities under the DOT LAP Guidance;
- A summary of **City of Bisbee/Bisbee Bus** language assistance plan;
- A summary of the number and proportion of persons requiring language assistance in **City of Bisbee/Bisbee Bus** service area, the frequency of contact between these populations and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of **City of Bisbee/Bisbee Bus** cultural sensitivity policies and practices.

Each year, the City must apply for funds from the Arizona Department of Transportation (ADOT) for its share of federal funds used to operate the Bisbee Bus Transit program. This program provides transportation via a flex route system throughout Bisbee and Naco six days per week. In order to apply for these funds, the City Council must provide documentation of its support for the program annually and authorize the Mayor to sign the application.

Bisbee Bus

Public Bus Service in Bisbee

Bisbee Bus is a public bus service for everyone. Buses run Monday through Saturday with service in:

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

Bus Stops

Buses pickup and drop off passengers at signed bus stops all along each route. Bus stop locations are shown on the map and schedule included in this guide.

Deviations from the Route

Drivers can deviate a short distance from the regular route to pick up and drop off persons, as the schedule allows. Prior day notice is required and an additional fee of 50 cents per person is charged.

Fares

The Bisbee Bus fare is just \$1.00 per ride. Special fares and passes are available for students, seniors and persons with disabilities. See our complete fare chart next to the map.

For More Information

Bisbee Bus (520) 508-1936

It is the policy of the Town of Bisbee and City of Douglas to comply with Title VI of the Civil Rights Act of 1964.

Transportation services will be provided without regard to race, color, national origin, age, gender or disability. For more information, or to file a complaint, contact Transit Manager, 520-508-1936. Humberto Rivera@douglasaz.gov or ADOT Civil Rights office at 602-712-8946 or Civilrights@adot.gov.

For information in languages other than English, contact Lorena Valdez or Jesus Haro, 520-432-6002. lvaldez@bisbeeaz.gov or jharo@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 incluido 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 de la día previo y se cobrará un cargo adicional de 50 centavos por persona.

Tarifas

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) 508-1936

Es la política de la Ciudad de Bisbee y la Ciudad de Douglas 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, edad, género o discapacidad.

Para más información o para presentar alguna queja, comuníquese con Transit Manager, 520-508-1936. Humberto Rivera@douglasaz.gov o la oficina de Derechos Civiles ADOT al 602-712-8946 o Civilrights@adot.gov.

Para información en idiomas distintos del inglés, comuníquese con Lorena Valdez o Jesus Haro, 520-432-6002. lvaldez@bisbeeaz.gov o jharo@bisbeeaz.gov.



BISBEE ROUTE – WEEKDAY SERVICE

Stop	Time Point	Monday through Friday AM / PM Times
1	Tombstone Canyon / Cantner	CFP 6:51 7:52 9:13 10:21 11:52 1:10 2:36 3:49 5:16
2	Circle K	CFP ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
3	County Courthouse	CFP ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
4	Copper Queen Plaza / Lyric	5:54 6:57 7:57 9:19 10:27 11:59 1:16 2:42 3:55 5:21
5	Lowell Plaza	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
6	Department of Economic Security	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
7	Bank of America / Minit Market	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
8	Copper Queen Hospital	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
9	Bisbee City Hall	7:05 8:05 9:29 10:37 12:09 1:26 2:52 4:05 5:31
10	Arizona St. / Congdon Ave.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
11	Vista Park Tennis Court	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
12	Center Ave. at School Terrace Rd.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
13	Hwy 92 / Fire Station	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
14	Hwy 92 / Washington Ave.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
15	Safeway	6:04 7:16 8:15 9:39 10:47 12:19 1:36 3:02 4:15 5:41
16	Bisbee Senior Center	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
17	Triangle Apartments	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
18	San Jose Center	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
19	County Health Department	✓ CFP ✓ CFP ✓ CFP ✓ CFP ✓ CFP
20	Copper City Apartments	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
21	CCAH	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
22	San Jose Lodge	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
23	Naco Hwy. / Granada Ln.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
24	Naco – Turquoise Valley G.C.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
25	Naco – Newell St. / Towne	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
26	Naco – W. Martinez St. / Towne	6:14 8:29 11:08 1:48 4:27 5:56
27	Naco Hwy. / Granada Ln.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
28	San Jose Lodge	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
29	CCAH	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
30	Copper City Apartments	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
31	County Health Department	✓ ✓ ✓ CFP ✓ CFP ✓ CFP ✓ CFP
32	San Jose Center	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
33	Triangle Apartments	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
34	Safeway	6:28 7:26 8:45 9:53 11:23 12:34 2:04 3:15 4:43 6:08
35	Tin Town	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
36	Bisbee High School	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
37	Center Ave. at School Terrace Rd.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
38	Bisbee City Hall	6:37 7:35 8:54 10:02 11:32 12:45 2:13 3:24 4:52 6:17
39	Arizona St. / Congdon Ave.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
40	Vista Park Tennis Court	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
41	Copper Queen Hospital	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
42	Bank of America / Minit Market	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
43	Department of Economic Security	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
44	Douglas Rd. at B St.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
45	Lowell Plaza	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
46	Lyric / Copper Queen Plaza	6:45 7:45 9:06 10:14 11:45 12:57 2:25 3:36 5:04 6:29
47	Gym Club Suites	✓ ✓ CFP CFP CFP CFP CFP CFP CFP
48	County Courthouse	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
49	Circle K	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
50	Garfield Park	CFP CFP CFP CFP CFP CFP CFP CFP CFP
51	Hwy 80 / Wood Canyon	CFP CFP CFP CFP CFP CFP CFP CFP CFP

BISBEE ROUTE – SATURDAY SERVICE

Stop	Time Point	Saturday AM / PM Times
1	Tombstone Canyon / Cantner	9:30 11:02 12:44 2:26
2	Circle K	✓ ✓ ✓ ✓
3	County Courthouse	✓ ✓ ✓ ✓
4	Copper Queen Plaza / Lyric	9:36 11:08 12:50 2:34
5	Lowell Plaza	✓ ✓ ✓ ✓
6	Department of Economic Security	✓ ✓ ✓ ✓
7	Bank of America / Minit Market	✓ ✓ ✓ ✓
8	Copper Queen Hospital	✓ ✓ ✓ ✓
9	Bisbee City Hall	9:46 11:18 1:00 2:44
10	Arizona St. / Congdon Ave.	✓ ✓ ✓ ✓
11	Vista Park Tennis Court	✓ ✓ ✓ ✓
12	Center Ave. at School Terrace Rd.	✓ ✓ ✓ ✓
13	Hwy 92 / Fire Station	✓ ✓ ✓ ✓
14	Hwy 92 / Washington Ave.	✓ ✓ ✓ ✓
15	Safeway	9:56 11:28 1:10 2:54
16	Bisbee Senior Center	✓ ✓ ✓ ✓
17	Triangle Apartments	✓ ✓ ✓ ✓
18	San Jose Center	✓ ✓ ✓ ✓
19	County Health Department	✓ ✓ ✓ ✓
20	Copper City Apartments	✓ ✓ ✓ ✓
21	CCAH	✓ ✓ ✓ ✓
22	San Jose Lodge	✓ ✓ ✓ ✓
23	Naco Hwy. / Granada Ln.	✓ ✓ ✓ ✓
24	Naco – Turquoise Valley G.C.	✓ ✓ ✓ ✓
25	Naco – Newell St. / Towne	✓ ✓ ✓ ✓
26	Naco – W. Martinez St. / Towne	10:15 11:57 1:29 3:13
27	Naco Hwy. / Granada Ln.	✓ ✓ ✓ ✓
28	San Jose Lodge	✓ ✓ ✓ ✓
29	CCAH	✓ ✓ ✓ ✓
30	Copper City Apartments	✓ ✓ ✓ ✓
31	County Health Department	✓ ✓ ✓ ✓
32	San Jose Center	✓ ✓ ✓ ✓
33	Triangle Apartments	✓ ✓ ✓ ✓
34	Safeway	10:34 12:16 1:48 3:32
35	Tin Town	✓ ✓ ✓ ✓
36	Bisbee High School	✓ ✓ ✓ ✓
37	Center Ave. at School Terrace Rd.	✓ ✓ ✓ ✓
38	Bisbee City Hall	10:43 12:25 1:57 3:41
39	Arizona St. / Congdon Ave.	✓ ✓ ✓ ✓
40	Vista Park Tennis Court	✓ ✓ ✓ ✓
41	Copper Queen Hospital	✓ ✓ ✓ ✓
42	Bank of America / Minit Market	✓ ✓ ✓ ✓
43	Dept of Economic Security	✓ ✓ ✓ ✓
44	Douglas Rd. at B St.	✓ ✓ ✓ ✓
45	Lowell Plaza	✓ ✓ ✓ ✓
46	Lyric / Copper Queen Plaza	10:55 12:37 2:09 3:53
47	Gym Club Suites	CFP CFP CFP CFP
48	County Courthouse	✓ ✓ ✓ ✓
49	Circle K	✓ ✓ ✓ ✓
50	Garfield Park	CFP CFP CFP CFP
51	Hwy 80 / Wood Canyon	CFP CFP CFP CFP

CFP = Call for pickup. ✓ = Bus Stops for pickup. ✗ = Bus does not pickup at this stop. AM times are shown in lightface type. PM times are shown in boldface type.

Non-elected Committees Membership Table

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

City of Bisbee/Bisbee Bus does select the membership of any transit-related committees, planning boards, or advisory councils.

2024 - 2025 TAC Membership by race

VACANT, Bisbee Citizen
VACANT, Local Business
VACANT, Local Disability Community
VACANT, Senior Citizen Rep
Perri Gojkovich, City of Douglas Transit - Caucasian
Noelle Lievanos, City of Douglas Transit - Hispanic
Jesse Zaragoza, Program Manager Transit - Hispanic
Jessica Aquayo, SEAGO - Hispanic
Mariza Mikitas, City of Benson - Caucasian
Angel Lauve, City of Willcox - Caucasian
Gerald Hirsch Town of Huachuca City - Caucasian

Monitoring for Sub recipient Title VI Compliance

City of Bisbee **does** monitor sub recipients for Title VI Compliance. City of Bisbee contracts out its operations to the City of Douglas, making Douglas a sub-recipient of the City of Bisbee.

The Public Works Director/Bisbee Bus Grant Administrator and Transit and Financial Managers in Bisbee and Douglas stay in touch with each other by phone, email and in person on everyday matters and in meetings. This 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.

The City of Bisbee Transit Manager has reviewed the following for both Bisbee and Douglas:

- Title VI 2025
- Training Compliances
- Postings of Title VI Public Notices and Complaint Procedures on the buses and the Bisbee and Douglas websites.
- Posting of Title VI Implementation Plan on City of Bisbee and Douglas websites.
- Participation in the drug and Alcohol Program Manager Refresher Training and understanding the new Part 40 Regulation Updates.
- Participated in the City of Douglas' & City of Bisbee's on-site Drug and Alcohol Compliance review and Triennial review by ADOT in the Fall of 2023 and fall of 2025
- Use of DOT's Revised Federal Drug Testing Custody and Control Form (CCF).
- Review of the City of Bisbee's MIS reporting for 2025.

Douglas provides superior management of Bisbee's System. The drivers are well trained and well-liked by Bisbee's riders. Documentation is thorough and updated quickly.

There have been no deviations from the federal regulations reported.

Title VI Equity Analysis

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

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

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

The City of Bisbee/Bisbee Bus has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were ever developed.

Fixed Route Transit Provider Analysis

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

A sub recipient 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 sub recipient 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

Bisbee Buss load standard is a maximum vehicle load factor of 1.00.

2) Vehicle Headway for Each Mode

Fixed route is a single bus route, there are no other buses traveling the route.

3) On Time Performance for Each Mode

The 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 time point at any time prior to the scheduled departure.

4) Service Availability for Each Mode

The Bisbee Bus will distribute transit service so that 90% of all residents in the service area are within a half-mile walk of bus service. Half-mile deviations are available to all potential riders.

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

5) Transit amenities for each mode

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters and benches. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference.

6) Vehicle assignments for each mode

All buses have the same level of amenities (i.e., air conditioning, Wheelchair lift) available to riders. Buses are not assigned for specific routes.

Board Approval for the Title VI Plan

City Council approval for the 2025-26 Title VI Plan was submitted for approval on January 6, 2025.

post council meeting minutes here for passage of Title VI

APPENDIX A Bisbee Bus Title VI Plan

SERVICE STANDARDS (REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS) Background FTA requires all fixed route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers will set these standards; therefore, these standards are developed by the City of Bisbee for its Bisbee Bus public transit program. FTA does not require that small systems include a Demographic Profile, a Requirement to Monitor Transit Service, or a Service and Fare Equity Analysis.

The following service standards are defined as:

- Vehicle load: Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on an 18 seat bus, a vehicle load of 1.1 means all seats are filled and there are approximately 2 standees.
- Vehicle headway: The amount of time between arrival of a transit vehicle at the same stop. Bisbee Bus operates only one vehicle throughout the service day. Our headway time is the time it takes to complete a full run.
- On-time performance: measures runs completed as scheduled.
- Service availability: A general measure of the distribution of routes within an agency's service area.

VEHICLE LOAD – Bisbee Bus

Vehicle Type	Maximum Load Seated	Capacity Standing	Maximum Load Factor
30' Cutaway	18 passengers	2	1.1
30' Cutaway	16 passengers	2	1.1
30' Cutaway	14 passengers	2	1.1

VEHICLE HEADWAY – Bisbee Bus

Bisbee Bus operates one vehicle on a single route throughout the service day. Weekday service hours are 5:54 A.M. until 6:30 P.M. Saturday Service is from 9:00 A.M. until 4:00 P.M.

Weekday	AM	Mid-day	Evening
	1:50 minutes	1:50 minutes	1:50 minutes
Saturday	AM	Mid-day	Afternoon
	1:50 minutes	1:50 minutes	1:50 minutes

ON-TIME PERFORMANCE STANDARD – Bisbee Bus

100% of the transit vehicles in operation will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables. A vehicle is considered on time if it departs a scheduled timepoint no more than 1 minute early and no more than 10 minutes late.

The Bisbee Bus provides deviation services up to ½ mile from the nearest scheduled stop(s). Dispatchers will schedule deviations understanding that the system's performance objective is 90% or greater.

SERVICE AVAILABILITY STANDARDS – Bisbee Bus

Bisbee Bus operates within the city limits of Bisbee and also serves county residents along a 5.2 mile stretch of highway to the Mexican border and the unincorporated community of Naco Arizona. The single route is 32.6 miles in length. The service route distributes transit service so that 90% of all city residents in the service area are within a ½ mile walk of bus service. Additionally, all riders have access to the deviation service that can go ½ mile beyond the scheduled fixed route service, measured from the nearest published stop. The route provides service to each of Bisbee's neighborhoods as well as the community of Naco.

VEHICLE ASSIGNMENT - Bisbee Bus

Bisbee Bus operates one route with one bus completing each run. Buses are assigned based on availability while also utilizing the primary fleet in a rotating schedule so as to allow preventive maintenance and limiting severe service repeatedly to one bus. This policy promotes the best use of fleet resources and provides riders with the highest level of service available. All buses will be equipped with a functional wheelchair lift, air conditioning, a clean interior and exterior, and announced stops at primary destinations.

TRANSIT AMENITIES: - Bisbee Bus

Transit amenities are available throughout the single route. Bus shelters, signage, and benches are located at all major destinations and many of the origination stops on the service schedule. Amenities will be located at stops with an above average ridership and maintained through a regular inspection and maintenance process that assures a clean, safe, and accessible bus stop for all riders.