

City of Buckeye

Title VI Implementation Plan



October 15, 2024 – October 15, 2027

Contents

Title VI Policy Statement - Assurance	3
Title VI Notice to the Public	4
Notifying the Public of Rights Under Title VI.....	4
Title VI Notice to the Public – Spanish	5
Aviso al Publico Sobre los Derechos Bajo el Titulo VI.....	5
Title VI Complaint Procedures	6
Title VI Complaint Form.....	11
Forma de Reclamacion Bajo El Titulo VI	12
Monitoring for Subrecipient Title VI Compliance	13
Non-Elected Committees Membership Table	14
City of Buckeye Public Participation Plan.....	14
Valley Metro Public Participation Plan	15
Limited English Proficiency Plan	21
Title VI Equity Analysis.....	22
City of Buckeye City Council Approval.....	Error! Bookmark not defined.

Title VI Policy Statement - Assurance

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

The City of Buckeye 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, City of Buckeye will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Buckeye distributes Federal Aid Funds to another entity/person, the City of Buckeye will ensure all subrecipients fully comply with City of Buckeye Title VI Non-discrimination Program requirements. The City Manager has delegated the authority to the Assistant to the City Manager, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Dan Cotterman, City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

City of Buckeye

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

For more information on the City of Buckeye's civil rights program and the procedures to file a complaint, contact City of Buckeye Transit Services (623)349-6206 or (TTY (623) 234-9508), email cobtraffic@buckeyeaz.gov or visit our administrative office at 945 N. 215th Avenue, #137, Buckeye, AZ 85326. For more information visit <https://www.buckeyeaz.gov/residents/transit-services>

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) at:

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

Federal Transit Administration
Attention: Title VI Program Coordinator, East Building
5th Floor – TCR 1200 New Jersey Avenue SE
Washington, DC 20590

If information is needed in another language, call 800-752-6906. Para informacion en Espanol, llame: 800-752-6906.

The above notice is posted in the following locations:

- City of Buckeye City Hall, 530 East Monroe Avenue
- City of Buckeye Park and Ride, 19580 West Palm Lane
- City of Buckeye Senior Center, 201 East Centre Avenue
- City of Buckeye Library, 21699 West Yuma Road, Suite 116
- City of Buckeye City Hall East at the Landing, 945 N. 215th Avenue, Suite 137

Title VI Notice to the Public – Spanish

Aviso al Publico Sobre los Derechos Bajo el Titulo VI

City of Buckeye

La ciudad de Buckeye administra sus programas y servicios sin considerer raza, o origen nacional en conformidad con el Titulo VI de la Ley de los Derechos Civiles do 1964. El nivel y la Calidad de servicios de transporte seran provehidos sin consideracion a su raza, color, o pais de origen.

Para obtener mas informacion sobre la ciudad de Buckeye’s programa de derechos civiles, y los procedimientos para presentar una queja, contacte a City of Buckeye Transit Services (623) 349-6206 (TTY (623) 234-9508); correo electronica cobtraffic@buckeyeaz.gov; o visite nuestra Oficina del Secretario Municipal en 945 N. 215th Avenue, #137. Para obtener mas informacion, visite <https://www.buckeyeaz.gov/residents/transit-services>

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentacion de una queja directamente con las oficinas correspondientes de Civil Rights:

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

Federal Transit Administration
Attention: Title VI Program Coordinator, East Building
5th Floor – TCR 1200 New Jersey Avenue SE
Washington, DC 20590

Para informacion en Espanola llame: (800) 752-6096

The above notice is posted in the following locations:

- City of Buckeye City Hall, 530 East Monroe Avenue
- City of Buckeye Park and Ride, 19580 West Palm Lane
- City of Buckeye Senior Center, 201 East Centre Avenue
- City of Buckeye Library, 21699 West Yuma Road, Suite 116
- City of Buckeye City Hall East at the Landing, 945 N. 215th Avenue, Suite 137

Title VI Complaint Procedures

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 which requires that “no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

How do I file a complaint?

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

To submit a complaint online, complete the online complaint form at the following link:

www.valleymetro.org/form/title-vi-complaint-form

Complaints can also be submitted in writing using the Title VI complaint form, or by calling Valley Metro Customer Service at (602) 253-5000, TTY: (602) 251-2039.

Completed and signed forms should be mailed to:

Regional Public Transportation Authority
4600 East Washington Street, Suite 101
Phoenix, AZ 85034

Email: csr@valleymetro.org

Phone: (602) 253-5000

TTY: (602) 251-2039

The compliant form is located on RPTA’s website: <https://www.valleymetro.org/about/civil-rights>

To file a complaint directly with the City of Phoenix:

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

Email: PHXTransitEO@phoenix.gov

Phone: (602) 262-7242

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

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

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

Customer Service

Complaints received by Valley Metro Customer Service representatives or by the City of Phoenix Title VI Coordinator will be documented and assigned to the appropriate Transit Service Provider (TSP) (operator or administrator of the service) responsible for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). The TSP has 30 days to investigate each complaint.

If more information is needed to resolve the case, the TSP may contact the complainant and request additional information. Complainants must provide additional information within 10 days of the request, or the complaint may be deemed undeterminable and will be administratively closed.

Cases may also be administratively closed if a complainant informs Valley Metro or the City of Phoenix that they no longer wish to pursue the complaint. Requests to close a complaint can be requested by phone, email or in writing (see contact information above). Complaints may be administratively closed for non-responsiveness by the complainant.

Following the investigation, all complaints shall be concluded with a determination entered the CAS system. The determination entry shall state the investigation determined the complaint was valid, invalid, or undeterminable.

If the investigation determines the alleged Title VI complaint violations of race, color or national origin discrimination are valid, a detailed corrective resolution to remedy the situation shall be provided to the complainant. If the investigation results determine there was no alleged Title VI discrimination based on race, color or national origin, the case will be closed.

The complainant shall be notified of the investigation results in the manner identified (email or phone). A complainant can appeal the decision within 60 days of notification of the investigation results. Appeals must be submitted to Valley Metro or the City of Phoenix.

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

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

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

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

Requesting Information

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

Tracking a Title VI Compliant (Valley Metro, City of Phoenix)

As complaints are received, they are logged into the CAS system.

Within 24 to 48 hours of logging the complaint, Valley Metro CSA assigns the complaint to the appropriate TSP for investigation and documentation.

The TSP has 30 days to complete their investigation, including obtaining additional information needed from the complainant to investigate or to resolve the case.

The investigator will follow the complaint process, and once the investigation is concluded, the case resolution will be documented in the CAS.

The CAS system is programmed to notify the CSA if a complaint has not been responded to within the required time frame.

Upon system notification, the CSA will send out a reminder notice to the appropriate TSP that the case is not yet resolved or closed out.

Once the case has been resolved the complainant will receive a response in the manner identified.

Valley Metro and the City of Phoenix monitors the process monthly to ensure Title VI complaints are fully investigated, adequately documented, and that the complainant was responded to in the manner requested.

Should an inaccuracy be found, Valley Metro and/or the City of Phoenix will work with CSA and the appropriate TSP to reopen the complaint for further investigation until resolution or completion.

Investigating a Title VI Complaint

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

STEP ONE: The TSP will review the complaint information entered into the CAS by Valley Metro Customer Service staff.

Any new issues identified during the investigation should also be documented in CAS.

STEP TWO: Interviews and collections of facts.

TSP identifies respondents to interview, if needed.

TSP interviews respondents identified and documents details from the interviews in CAS.

Investigate every “issue” (stated in the “statement of issues noted in step one).

Separate facts from opinions. “Respondent” is not confined to the transit vehicle operator.

“Respondent” is defined as any source of information that can contribute to the investigation, such as:

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

The TSP identified, collects, and reviews other information and/or documents that provide facts for the investigation.

- Any applicable information is to be documented in CAS. Documents to review can include:
- GPS tracking software and programs
- Maintenance records
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Route history
- Other documents deemed appropriate by the TSP

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

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

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

STEP FOUR: Complaint Determination

TSP compares each fact from “findings of fact” to the list of regulations, rules, etc.

TSP makes a fact-based determination of alleged violation(s).

STEP FIVE: Description of resolution for each valid violation.

- TSP describes specific corrective actions for each violation found
- TSP documents follow-up action, if applicable
- TSP documents the complaint resolution in CAS TSP Complaint Resolution(s):
- Must include specific complaint resolutions for each valid violation noted.
- Document a follow-up action plan, where applicable.
- If no valid violations are found, note policies, procedures, etc. reviewed during the investigation and with transit operator.
- Documented complaint information should always include staff initials, title, and dates.

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

Title VI Complaint Form

TITLE VI COMPLAINT FORM

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

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: INCIDENT INFORMATION

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

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

Have you filed this complaint with the Federal Transit Administration (FTA)? Yes No
If yes, please provide information about a contact person at the FTA where the complaint was filed:
Name: _____ Title: _____
Address: _____ Phone: _____

Have you previously filed a Title VI complaint with this agency? Yes No
Signature and date required below:

Signature _____
Date _____



Forma de Reclamacion Bajo El Titulo VI

FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

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

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

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

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

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

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

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

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

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

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

Firma _____
Fecha _____



List of Complaints, Investigations, and Lawsuits

(September 1, 2021 – August 31, 2024)

During this time frame, the City of Buckeye did not experience any Title VI complaints, investigations, or lawsuits.

Monitoring for Subrecipient Title VI Compliance

The City of Buckeye does not have subrecipients and, therefore, does not monitor subrecipients for Title VI compliance.

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.

The City of Buckeye does not currently have transit-related, non-elected planning boards, advisory councils, or committees. Therefore, this section is currently not applicable to the City and the City does not have a process by which to encourage the participation of minorities on the same.

However, when the City of Buckeye creates any such transit-related, non-elected planning boards, advisory councils, or committees, the City will adopt and implement a process which is compliant with Title VI and designed to encourage and facilitate the participation of minorities in compliance with Title VI and any other applicable federal and state law, regulations, and rules.

City of Buckeye Public Participation Plan

The City of Buckeye, through Valley Metro, is engaging the public in its planning and decision-making process as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

The City of Buckeye does not anticipate transit-related programs and activities will change during this period. In the event there are changes proposed to the City, the City will utilize Valley Metro's Title VI Public Participation Plan.

Public Meetings

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

Valley Metro Public Participation Plan

Valley Metro Public Participation Plan 2021

Outreach to Minorities

Introduction

The regional transit public input/outreach process is conducted by Valley Metro for various transit-related activities and actions. Throughout the year, Valley Metro conducts public outreach activities related to capital projects, transit service changes, fare changes, and other transit-related events. This Title VI Public Participation Plan was established to ensure inclusion of the public throughout the Phoenix metropolitan community in accordance with the content and considerations of Title VI of the Civil Rights Act of 1964. Federal regulations state that recipients of federal funding must “promote full and fair participation in public transportation decision-making without regard to race, color or national origin.” Valley Metro uses this Plan to ensure involvement of low-income, minority and limited English proficient (LEP) populations, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular¹ (Circular).

Involving the public in Valley Metro practices and decision-making processes provides helpful information to improve the transit system to better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program and/or service under consideration, as well as the resources available, a concerted effort to involve all affected parties will be conducted in compliance with this Plan along with federal regulations. To include effective strategies for engaging low-income, minority and LEP populations, the Circular suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering transit information in publications and through communication channels that serve LEP populations.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

Valley Metro currently practices all these strategies, in compliance with federal regulations, so that minority, low-income and LEP populations have ready access to information and meaningful

¹ United States Department of Transportation, Federal Transit Administration, Circular 4702.1B.

opportunities to engage in planning activities and provide input as part of the decision-making process.

Typical Public Participation Opportunities

Valley Metro provides opportunities to share information or receive public input through a variety of methods for public participation utilized to engage low-income, minority and LEP populations through many outlets.

Meeting Planning: For planning efforts, including fare and service changes, public meeting locations are held at a centralized location near the affected route or project area and bilingual staff is available. Public notices and announcements are published in minority-focused publications—some examples include: the *Arizona Informant* (African American community), *Asian American Times* (Asian American community), *La Voz* and *Prensa Arizona* (Hispanic community). Press releases are also sent to these media sources regarding fare changes, service changes and other programs. All printed materials are available in English and Spanish and translated, as requested, in any other languages.

Rider Satisfaction Survey: A key participation effort, the Rider Satisfaction Survey, is conducted approximately every two years. This survey is administered on transit routes across the region, reaching transit riders living in minority and/or low-income communities. The survey, administered in English and Spanish, measures rider satisfaction with transit services and captures comments for improvements.

Valley Metro Customer Service: Throughout the year, minority, low-income and LEP populations have access to information through the Valley Metro Customer Service. Valley Metro Customer Service is open 5 a.m. - 10 p.m., Monday through Friday; 6 a.m. - 8 p.m. on Saturdays; and 8 a.m. - 5 p.m. on Sundays and designated holidays. Customer Service staff is multilingual.

Website: Information including meeting announcements, meeting materials and other program information is available on valleymetro.org in both English and Spanish. If users would like information in another language, Valley Metro features Google Translate on its website. This allows Valley Metro to reach citizens in five languages with information on transportation services, proposed service changes and other programs.

Public Participation Methods: Valley Metro uses several specific public involvement techniques to ensure that minority, low-income and LEP persons are involved in transit decisions. Using public involvement, media outlets and print or electronic materials, Valley Metro disseminates information regarding planning efforts. These efforts include the activities described below and listed in Appendix A.

Common Best Practices:

- Public meetings, hearings and open houses are held regularly at community-familiar and centralized locations with public transportation access and at convenient times, in collaboration with city partners. These meetings provide an opportunity to meet with citizens and receive their comments and questions on proposed service changes and other

programs. For each program, Valley Metro varies its meeting format to best engage the targeted population.

- Valley Metro has staff available at public meetings, hearings, events and open houses to answer questions and receive comments in both English and Spanish. Valley Metro also uses court reporters to record verbal comments at public hearings.
- Outreach for biannual service changes and other programs are conducted at or near the affected area— for example, along an affected bus route or at an affected transfer location— thus targeting the population that may be most affected by proposed changes to service or routes. Often, these efforts are also executed at transit stops, community centers, civic centers or major transfer locations.
- Coordination with community- and faith-based organizations, educational institutions and other organizations occurs regularly. These coordination efforts assist Valley Metro in executing public engagement strategies that reach out to members of the population that may be affected.
- All public meeting notices for biannual service changes and other programs are translated to Spanish. Notices regarding Valley Metro projects and programs are widely distributed to the public through multiple methods as established by the project team. A full list of potential outreach methods is found in Appendix A.
- Valley Metro publishes advertisements of any proposed service or fare change in minority publications to make this information more easily available to minority populations. Additionally, Valley Metro sends press releases regarding service changes and other programs to Spanish-language media. Depending on the level of impact, a formal media/communications plan can be developed to coordinate overall messaging across multiple stakeholders.
- Valley Metro offers online participation via social media, webinar and email input as an alternative opportunity for comment. Online meetings or hearings are recorded and uploaded to the Valley Metro YouTube channel and/or website.
- Major surveying efforts are conducted in both English and Spanish to ensure that the data collected is representative of the public.
- Valley Metro Customer Service is multilingual.
- All comments are documented in a centralized database. Comment summary information is provided to Valley Metro’s city partners for review and is also presented to the Valley Metro Board of Directors for consideration when acting upon proposed service changes.
- A public hearing is a formal presentation to the public on specific proposal or subject. Public testimony is recorded into the official record. The rules governing a public hearing are more formal than that of a public meeting, where a variety of tools and techniques may be used to gather feedback from the public. A public hearing may take place in-person, via

teleconference, or online. Public comment must be recorded and transcribed, either via electronic means or a court reporter.

A public hearing is required during:

- The development of an Environmental Impact statement.
- A Major Service Change, as defined by the Major Service Change & Service Equity Policy.

Conclusion

Valley Metro conducts public outreach throughout the year to involve the public with agency activities and transit planning processes. Using a variety of communication techniques such as facilitating meetings at varied times and locations, using multiple formats, placing print and digital materials across multiple channels and providing opportunities via phone and online to share or collect input, Valley Metro ensures that outreach efforts include opportunities for minority, low-income and LEP populations who may be impacted by the activity or transit planning process are integrated into the decision-making process. Valley Metro will continue to involve all communities to be inclusive of all populations throughout the metropolitan Phoenix area and to also comply with federal regulations. Valley Metro will continue to monitor and update this Inclusive Public Participation Plan as part of the Title VI Program, which is updated triennially.

Appendix A

Valley Metro reviews public outreach needs with the project/initiative team as part of the initial development of the designated Public Involvement Plan. Major tactics are outlined to develop the overall timeline. Depending upon the scope of the project, program or announcement, public participation methods are customized to ensure that the public is involved in the decision-making process.

A list of commonly used outreach tools, as well as their definition and associated Valley Metro standard of best practice, is listed below.

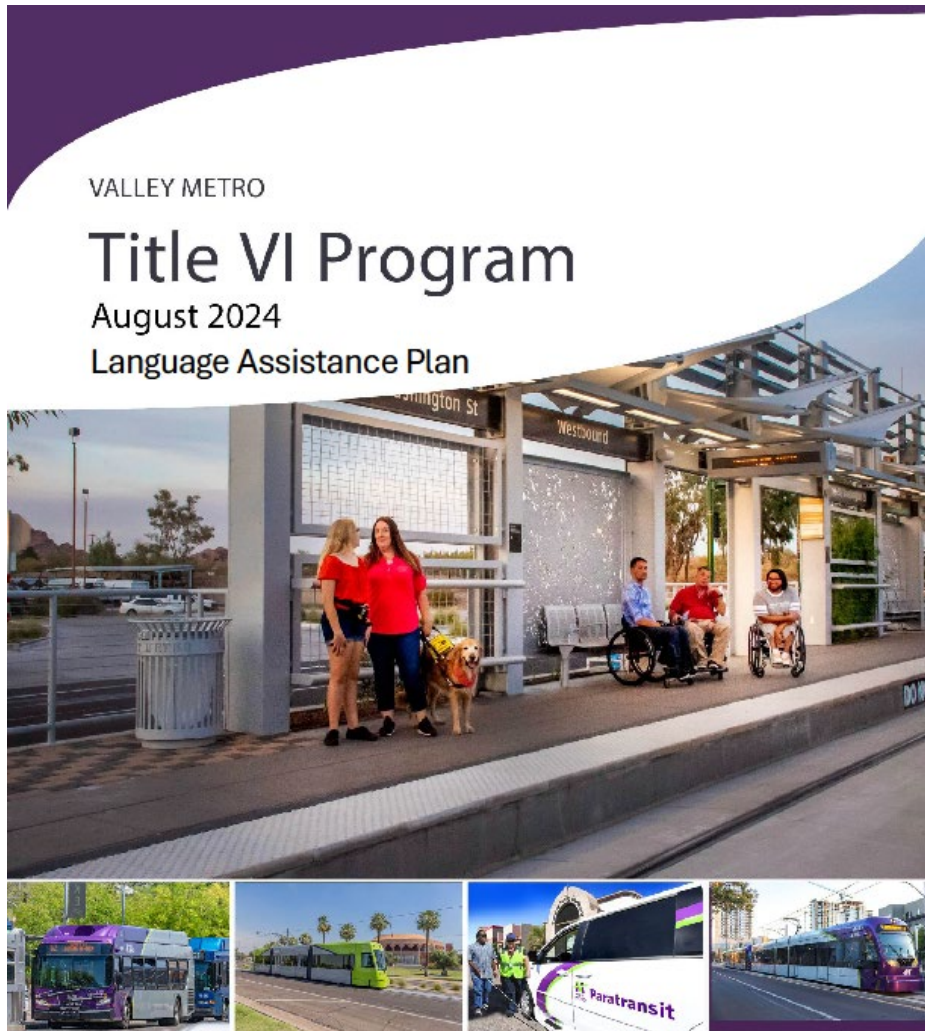
Outreach Tool	Definition and Best Practices
Public Hearing	A formal meeting with a set agenda during which a presentation is given, and public testimony/feedback is heard and recorded. Can take place in-person, via teleconference, or online. For public hearings, adequate notice to the public is defined as a minimum of 30 days to the hearing date. A hearing is advertised with an appropriate outreach tactic at least four times within 30 days of the meeting date. Public comment must be recorded and transcribed, either via electronic means or via a court reporter.
Public Meeting	A meeting during which material is presented and public comment is heard and recorded. The material may be offered via a presentation, workshop or “open house.” Can take place in-person, via teleconference, or as a webinar online. For public meetings, adequate notice to the public is defined as a minimum of 15-days prior to the meeting date. A meeting is advertised at least twice via an appropriate outreach tactic within 15 days of the meeting date.
Display Ads in Print Media	A paid advertisement in the newspapers or other print media to alert readers about an upcoming event or action.
Website/Online Social Media	Information on projects or initiatives located on the Valley Metro website or Valley Metro social channels (Instagram, Facebook, Twitter)
Stakeholder meetings	Information provided to local, targeted individuals or groups particularly affected by project. The presentation may be formal, a workshop or in “open house” style. Typically, stakeholder meetings are invitation-only and so do not need to be publicly advertised beforehand. Can take place in-person, via teleconference, or as a webinar online.

Mobile Device Alerts	Electronic push notifications to alert customers to important information on projects or service changes via Valley Metro-owned mobile apps (AlertVM, ConstructVM, mobile fare app).
Signs	Signs on buses, bus stop locations, transit centers or other locations frequented by stakeholders. This includes temporary signs, A-frames or kiosk posters.
Rider Alerts	Notifications regarding immediate rider information on impacts to frequency, routing or schedule. Rider Alerts may be web-based, printed on signs and/or submitted as a memo to Customer Service & Operations.
Direct Mailings	Mail sent to an affected group or area to educate, notify, or request input.
Surveys	A list of questions to solicit opinions or preferences by a selected group of individuals. The survey mechanism may be electronic and/or in-person. The survey population may be intercepted or self-selected. For surveys, the feedback collection period is defined as a minimum of 15 days.
Static Display	Table or sign display at a trafficked event or area in an identified area where a targeted stakeholder group may be present. The display may be manned or unmanned and will have specific information on the project/initiative. This may also include a feedback mechanism, such as comment cards.
Door Hanger/Flyer Canvassing	Print notice distributed to local businesses and residents in project/affected area.
E-mail/E-blast	Digital messaging to an established Valley Metro email list. Stakeholders may opt-in or out of this list based on their needs.

Limited English Proficiency Plan

Valley Metro has conducted a thorough Limited English Proficiency (LEP) four factor analysis and a Language Access Plan (LAP) to be utilized all Valley Metro member agencies. The LAP will be utilized by the City of Buckeye to ensure compliance with its obligations to the LEP persons under Title VI.

(Cover of Valley Metro’s Title VI Program is below and a full copy is available on the City’s website page: <https://www.buckeyeaz.gov/residents/transit-services>)



AUGUST 2024



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.

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

Regional System-Wide Standards and Policies

The City of Buckeye utilizes Valley Metro’s regional system-wide standards and policies. These documents are housed and maintained by Valley Metro and are located here:

<https://www.valleymetro.org/about/working-valley-metro/standards>

Distribution of Transit Amenities

The City of Buckeye has one Park and Ride facility. This facility contains the following amenities:

1. Landscaping (phases 1 and 2)
2. Covered parking (phases 1 and 2)
3. Bicycle parking (phase 1)
4. Covered bench (phase 1)
5. Restroom area (phase 1)

Service and Fare Policy Changes

Current route and fare information can be found online at:

<https://www.buckeyeaz.gov/residents/transit-services>

Anticipated route changes are indicated below:

Route	Route Number	Service Type	Impacted City/Town	Operator	Change Type	Change Month	Change Year	Fiscal Year	Potential Service Change Concept	Funding Source
Avondale/ Buckeye Express	563	Express	Buckeye	Valley Metro	Service Increase	October	2026	FY27	Add one additional trip to Buckeye PNR.	Local
Buckeye Local Service	New	Circulator/ Microtransit	Buckeye	Valley Metro	New Route	October	2026	FY27	New, circulator or microtransit service in Buckeye. Pending Buckeye Transit Study.	Local

Civil Rights Website Compliance

City of Buckeye website, civil rights compliance can be found online at:

<https://www.buckeyeaz.gov/residents/transit-services>