

Title VI

GOALS & ACCOMPLISHMENTS

2023

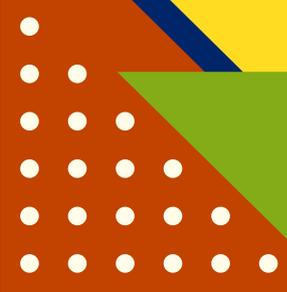
Title VI Nondiscrimination Accomplishment report for the Arizona Department of Transportation (ADOT) to be included in the Federal Highway Administration (FHWA) annual report. Federal Fiscal Year 2023 (October 2022 - September 2023)



CITY OF
TUCSON

TRANSPORTATION & MOBILITY

201 N. Stone Ave, Tucson, AZ



INTRODUCTION

The City of Tucson Department of Transportation & Mobility (DTM) complies with Title VI of the Civil Rights Act of 1964 and all related statutes and regulations. DTM assures that no person on the grounds of race, color, national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of its programs and activities.

This report summarizes the implementation of DTM's Title VI plan and provides an overview of the goals for the upcoming year. More detailed information and examples can be found in DTM's submitted Title VI plan and on DTM's website.

ACCOMPLISHMENTS

The City of Tucson Department of Transportation & Mobility (DTM) has continued to implement our Title VI plan in all aspects. DTM has been able to effectively sustain or improve all program areas. Each of these topics is elaborated in their respective areas within this report.

- As part of the Certification Acceptance process, the Title VI plan was submitted to ADOT on August 1, 2023.
- No Title VI complaints have been filed against DTM to date.
- Title VI Public Notices remain posted in public areas.
- 66 public meetings were held in which Title VI information was made available.
- Title VI DTM training was created and facilitated by the new Title VI Coordinator via Division Meetings
- DTM website was updated to include all Title VI printed information, complaint procedures and complaint form in English and Spanish. The Title VI Coordinator contact information was updated.
- The Self Identification Survey Cards (printed with English on one side and Spanish on the other) were used at all public meetings.
- All front-line personnel at DTM, Park Tucson and Streets and Traffic Engineering were trained in the Language Line System.
- DTM continued an open line of communication with ADOT's Civil Rights Office and was timely in all requests from ADOT.

PLAN IMPLEMENTATION

Title VI, Public Participation and LEP Plans:

The current Title VI plan was updated and submitted along with this report on August 1, 2023. The content has remained structurally the same, with minor updates in outdated names, contact information, etc. The DTM Public Participation plan and Limited English Proficiency (LEP) plan which have been in place for several years are included within the Title VI plan. The public participation plan provides for full and fair participation for all potentially affected communities and includes City of Tucson LEP Administrative Directive which ensures meaningful access to programs and services. These City Directives include translation of vital documents and free interpretation services when requested. The LEP plan uses the four-factor analysis during the planning phase for each project. Primarily, DTM uses Census Data and Remix to determine the language needs of the community. In addition, DTM uses the demographic studies developed by the Pima Association of Governments (PAG).

PAG is the Metropolitan Planning Organization (MPO) for the greater Tucson region and coordinates the development of the regional Mobility and Accessibility plan and the Transportation Improvement Program (TIP) in coordination with the regional governments and Regional Mobility and Accessibility Plan (RMAP). As such, all transportation studies and plans are developed by the MPO. PAG's planning studies include Title VI, LEP and Environmental Justice considerations in all planning efforts.

The DTM website continues to use the Google Translate option for instantaneous translation of our website into nearly 100 languages. The DTM web page was updated to include new Title VI contact information, all Title VI printed information, complaint procedures and complaint form in English and Spanish. No Title VI complaints have been filed against DTM to date. Title VI Public Notices remain posted in public areas and provide the complaint process and contact information. For each public meeting, there is a deliberate process that takes language and other factors into account. Mailings are printed in English and Spanish for project areas/neighborhoods where there is a high concentration of Spanish speakers. For all other mailings the phrase "For accommodations, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English please contact Kara Lehmann at least 5 business days in advance of this scheduled event." There are 23 bilingual employees receiving 2nd language pay as per the City of Tucson Administrative Directive, as well as 14 Certified Bilingual employees on DTM staff. Project Managers and City of Tucson employees are encouraged to use the "I Speak" Language Identification Flashcards at DTM public meetings and events.

Contract Administration

DTM continued to maintain an open line of communication with ADOT's Civil Rights Office and was timely in all requests from ADOT. DTM continued to participate in the Arizona Certification Agency (CA) Peer group to share ideas and best practices regarding all Certification Acceptance activities. DTM also adheres to all Certification Acceptance agency procedures which include use of Disadvantaged Business Enterprise (DBE) firms, compliance with Equal Employment Opportunity and all overarching Federal laws. DTM now has a satellite Procurement Division that consists of a Procurement Manager and two (2) Senior Contract Officers who are responsible for improving our effectiveness in contractual obligations.

TRAINING & DEPARTMENT STRUCTURE

As part of the Certification Acceptance for FHWA, the Engineering Administrator, Alfred Zuniga, has been providing bi-weekly training on the Construction Management Procedure Manual. Included in this training are all aspects of FHWA requirements including public involvement, contracts, budgets, data collection, planning, and record retention. Email reminders were sent out to ensure the correct public meeting protocol was followed along with the required Public Summary Form and Survey Cards. All information was updated via the DTM intranet/internet and email reminders were sent out regularly along with announcements at monthly leadership meetings.

Language Line is a company that provides interpretation services over the phone. The City of Tucson Transportation Department applied for an Account with Language Line and the front-line personnel were subsequently trained in this valuable resource. If a front-line person receives a call from a constituent speaking an unknown language, the person places the call on conference hold and places a call to Language Line. The front-line person tells the operator what language is needed, or if it is unknown what language the person is speaking, the representative at Language Line will help determine the language. The limited-English speaker is then added to the line.

On Wednesday, August 3, 2022, the former Title VI Coordinators Kristina Othon and Amanda Valenzuela attended the mandatory LEP Liaison Training provided by the City of Tucson Office of Equal Opportunity Programs.

On Tuesday, June 20, 2023, the former Title VI Coordinators Kristina Othon and Amanda Valenzuela both attended the Annual FHWA Title VI Training.

On Thursday, October 19, 2023, the newly appointed Title VI Coordinator Kara Lehmann will host the Title VI Non-discrimination Training during a regularly scheduled Division Meeting. The training will be provided to the Tucson Department of Transportation and Mobility's front-line Customer Service Teams, Administrative Assistants and Project Managers.

The newly appointed Title VI Coordinator Kara Lehmann, Interim Planning and Programming Administrator Andy Bemis, and the Tucson Certification Acceptance Liaison Jorge Castillo all work closely with our Department Director and Deputy Directors on all aspects of our department including monthly supervisor training, FHWA reports and public involvement.

PROGRAM REVIEW & DATA COLLECTION

Since the last report was submitted to ADOT on August 1, 2022 the City of Tucson Department of Transportation & Mobility (DTM) has hosted 66 public meetings including:

- 5th/6th Pedestrian Safety & Walkability Project (In Person – Himmel park)
- 5th/6th Pedestrian Safety & Walkability Project (In Person – Alvernon Park)
- Valencia Road: Kolb to Houghton (In Person – Vail Christian Church)
- West Side Bike Blvds: Menlo, El Rio-Dragon, Golden Hills (In Person – Pima County CLT)
- West Side Bike Blvds: Menlo, El Rio-Dragon, Golden Hills (In Person – Joaquin Murrieta Park)
- Prop 101 Main Ave (In Person – Carrillo Elementary)
- 9th St, 9th Ave, 5th St Bike Blvds (In Person – Pima Community College Activity Hub at Cyclovia Tucson)
- 9th St, 9th Ave, 5th St Bike Blvds (Microsoft Teams)
- (2) Western Hills/Las Vistas neighborhood community events (multiple projects) (In Person – Utterback Middle School Block Party)
- Ward 1 Open House – upcoming 407 projects and transit plan (In Person – Mission Manor Park)
- 9th St, 9th Ave, 5th St Bike Blvds and 5th/6th St Ped Safety & Walkability (In Person – Rincon Heights Activity Hub at Cyclovia Tucson)
- West Side Bike Blvds: Menlo, El Rio-Dragon, Golden Hills (In Person – Bike ride along parts of planned corridors)
- Traffic Calming and [how to host] Neighborhood Block Parties (In Person – Freedom Park Center)
- 22nd Street Bridge (Microsoft Teams)
- 22nd Street Bridge (In Person - Parks and Rec Mesquite Room)
- 22nd Street Bridge (In Person – First Assembly of God)
- 22nd Street Bridge (In Person – Robison Elementary School Arroyo Chico NA)
- 22nd Street Bridge (In Person – Lineweaver Elementary School San Gabriel NA)
- Flood Insurance (Microsoft Teams)
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- Rodeo Addition (In Person – El Pueblo Senior Center)
- (11) Tucson Norte Sur Open House (In Person – Various locations)
- (5) Tucson Norte Sur Creative Connection, Survey Postcard Distribution (In Person – Various locations)
- Tucson Norte Sur Working Group Committee (In Person – Downtown Tucson)
- (16) Tucson Norte Sur Popup (In Person – Various locations)
- Tucson Norte Sur Focus Group, Transit Task Force (Hybrid – In Person/Virtual)
- (2) Tucson Norte Sur Creative Connection (In Person)
- (3) Tucson COA Agency and Stakeholder Public Meetings
- (5) Tucson COA Agency and Stakeholder Pop-Up Events

The Title VI notification poster, self-identification survey cards and brochures in English and Spanish were made available at each meeting. Mailings inviting the public were printed with a statement and phone number should accommodations, translations, interpreters be needed. No requests for interpretations services were received. A few minor translation requests were handled through our bilingual staff and our Public Information Office as well. Mailings were printed in both English and Spanish if the zip code met the threshold requirement as designated in our City of Tucson Limited English Proficiency Directive. Some announcements were made through social media.

In total there were 656 community members in attendance at public meetings as determined by sign-in sheets. All public meetings are held in a publicly accessible location near the project site, or virtually. Americans with Disabilities Act (ADA) requirements and public transportation routes are taken into consideration when scheduling meetings. Of the 656 participants, only 18 self-identification survey cards were filled out and returned to staff. Of the 18 cards turned in, zero indicated American Indian, four Hispanic/Latino, zero African American and 11 White. Of the 18 cards, eight indicated Female, and six indicated Male.

We have updated our website, our posters, and our brochures to be more visually appealing. We will begin seeking ideas for how to improve our outreach efforts and increase the number of Survey Cards that are returned to us. We will also work with our Public Relations Consulting groups to improve our outreach efforts; ensure we record participants accurately via sign-in sheets and make better use of social media. Many of the larger projects make use of Kaneen or Gordley Public Relations consulting firms which allow us to leverage their resources and impact a greater stakeholder group. We have scheduled follow-up meetings with both firms to ensure they are using our internal guidelines and are aware of our expectations for public meetings.

GOALS FOR FISCAL YEAR 2024

As a result of our data collection and program review, the City of Tucson Department of Transportation & Mobility's goals for 2024 include:

- Schedule training once a year in October for all internal staff responsible for Title VI compliance, including administrative staff. This training will be the initial training for new staff and refresher training for existing staff. Include a refresher on use of the Language Line System for all front-line personnel.
- Increase staff Title VI Training by attending webinars.
- Increase our outreach efforts to increase participation in public meetings, particularly to minority groups.
- Improve our public outreach efforts to provide information for the community in an equitable manner.
- Improve the use of social media in our outreach efforts.
- Increase the number of self-identification survey cards returned at each public meeting via online or in-person.
- Display a QR Code at in-person meetings for the community to electronically fill out the self-identification card via Microsoft Forms
- Provide translated documents in more instances.
- Monitor the use of the Public Meeting Form which acts as a checklist and data collection mechanism to ensure all Program Managers are consistently following the procedures.
- Document translations and requests for interpretations to improve Limited English Proficiency access.
- Develop a process to conduct reviews of pre-awards and post-awards of City contracts to ensure FHWA Title VI Assurance language is included.
- Develop a process to regularly collect and analyze FHWA Title VI demographic data from all internal program areas.
- Develop a process to identify community profiles and include techniques that incorporate a census demographic language interaction with the public to proactively assess language access, Environmental Justice, and Title VI considerations.
- Continue to implement all stated components of existing Title VI plan.