

Casa Grande LINK Transit Service



Title VI Program and Implementation Plan

Due Date September 1, 2022
Effective October 1, 2022 through September 30, 2025



Executive Summary

The City of Casa Grande is an urbanized area in Pinal County located mid-way between the metropolitan areas of Phoenix and Tucson along the I-10 corridor. Casa Grande has a long history of being the crossroads of population movements and commerce and has taken advantage of a western connection via Interstate 8 to Southern California. In 2021 the City of Casa Grande was designated as a Federal Transit Administration (FTA) Section 5307 Small Urban recipient.

The City of Casa Grande is a charter city form of government, managed by a City Manager. The City Council is comprised of a Mayor and six Council members elected by the voters. The City Manager follows the directives of the City Council with a Deputy City Manager. The Transit Manager oversees the purchased transportation of an on-demand transit service, including service planning, safety and security, capital and service procurement, marketing and communications, and FTA, National Transit Database (NTD) and federal grant management, reporting and compliance. The Transit Manager and Director of Finance share responsibility for FTA and National Transit Database (NTD) reporting and purchased transportation reimbursements. The service contractor is responsible for the day-to-day operations and maintenance functions, including the hiring and training of all operations and maintenance employees, knowledge and compliance with FTA, state and City regulations, FTA drug & alcohol testing program, passenger customer service, trip scheduling, staffing and equipment utilization, fare collection, KPI reporting to City and NTD data reporting.

Title VI (codified at 42 U.S.C §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In accordance with the FTA Title VI Circular, the Casa Grande Link transit service is required to submit a Title VI Program triennially. The Title VI Program is a compilation of documents, plans, maps, policies and standards, etc. that demonstrates Casa Grande's LINK transit service compliance with Title VI. Guidance provided by FTA Title VI Circular 4702.1B requires approval of the Casa Grande LINK transit service Title VI Program by the City Council.

Non-Discrimination Policy Statement

The Casa Grande LINK transit service Title VI Program and Implementation Plan (Title VI Plan) policy assures full compliance with Title VI of the Civil Rights act of 1964 as well as the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. In accordance with Title VI and other civil rights statutes, no person shall on the grounds of age, sex/gender, ability, race, color, national origin, gender identify or expression, and sexual orientation be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any public transit service sponsored program or activity. There is no distinction between the sources of funding.

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

Should the City of Casa Grande distribute Federal funds to another entity/person, the City of Casa Grande will ensure all sub-recipients fully comply with the Casa Grande LINK transit service Title VI Non-Discrimination Program requirements. The City Manager and Deputy City Manager have delegated the authority to the Transit Manager, acting as the Title VI Program Coordinator for public transit, to oversee and implement FTA Title VI requirements.

Larry Rains
City Manager, City of Casa Grande

Table of Contents

	<u>Page</u>
General Requirements	
Section 1: Title VI Notice to the Public, Including a List of Locations Where Notices are Posted	4
Section 2: Discrimination Complaint Procedure	8
Section 3: Discrimination Complaint Form	11
Section 4: Discrimination Investigation, Complaints and Lawsuits	12
Section 5: Public Participation Plan	14
Section 6: Limited English Proficiency Plan	16
Section 7: Minority Representation on Planning and Advisory Bodies	20
Section 8: Description of Subrecipient Monitoring	20
Section 9: Title VI Equity Analysis for the Construction of a Facility	20
Section 10: Title VI Training	20
Section 11: Approval of Title VI Program by Governing Entity	21

The Table of Contents was created by following the FTA Title VI Circular 4702.1B, Appendix A, Title VI Program Checklist.

General Requirements

Section 1: Title VI Notice to the Public, including a List of Locations Where Notices are Posted

The following are locations where the Non-Discrimination Notice to the Public is posted for public view.

- City Hall Lobby
- Dorothy Powell Senior Center
- City Library – Main and Vista Grande branches
- Community Recreation Center
- City website: www.casagrandeaz.gov/385/transit-advisory-Committee-TAC
- Casa Grande LINK transit buses
- CG LINK Riders Guide
- Local public access Channel 11

On the following pages find the Non-Discrimination Notice to the Public in English and Spanish formats.

Non-Discrimination Notice to the Public



City of
Casa Grande

Notifying the Public of Rights Under Title VI and ADA City of Casa Grande / Casa Grande LINK Transit Service

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

For information on the City of Casa Grande Transit Department's civil rights program, and procedures to file a complaint, contact the Transit Manager, at (520) 509-6903, TDD (520) 421-8604, deborah_brunner@casagrandeaz.gov, 510 E. Florence Blvd, Casa Grande, AZ 85122 or casagrandeaz.gov/343/Casa-Grande-LINK-Transit.

Complaints must be filed within 180 days of the alleged discriminatory act. Please call or write to the Casa Grande Transit Department or submit your complaint in writing to the Transit Manager at (520) 509-6903, TDD (520) 421-8604, email deborah_brunner@casagrandeaz.gov, 510 E. Florence Blvd, Casa Grande, AZ 85122.

Complaints may also be filed directly with the Federal Transit Administration at www.fta.dot.gov, the Arizona Department of Transportation Civil Rights Office at <http://azdot.gov/business/civil-rights>, or Equal Employment Opportunity Commission at www.eeoc.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

If information is needed in another language contact (520) 509-6903.

*Para informacion en Espanol llame: Deborah Brunner,
Casa Grande LINK Transit Manager.

Non-Discrimination Notice to the Public – Spanish



City of
Casa Grande

Aviso Publico Sobre los Derechos Bajo el Titulo VI Y ADA City of Casa Grande / Casa Grande LINK Transit Service

The City of Casa Grande / Casa Grande LINK Transit Service (y sus subcontractistas, si cualquiera) asegura cumplir con el Titulo VI de la Ley de los Derechos Civiles de 1964 Seccion 504 de la Ley de Rehabilitacion de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte seran preveidos sin consideracion a su raza, color, pais de origen, o discapacidad.

Para obtener mas informacion sobre el programa de Derechos Civiles de City of Casa Grande / Casa Grande LINK Transit Service, y los procedimientos para presentar una queja, contacte Deborah Brunner, Transit Manager (520) 509-6903, TDD (520) 421-8604; or visite nuestra oficina administrativa en 510 E. Florence Blvd, Casa Grande, Az 85122. Para obtener mas informacion, visite casagrandeaz.gov/343/Casa-Grande-LINK-Transit.

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (ADOT). Atencion: Title VI Program Manager, 206 S. 17th Avenue, MD 155A, Phoenix, Az 85007 o con la Administracion Federal de Transporte (FTA). Atencion: Title VI Coordinator, 1200 New Jersey Ave, SE, Washington, DC 20590.

If information is needed in another language contact (520) 509-6903.

*Para informacion en Espanol llame: Deborah Brunner,
Casa Grande LINK Transit Manager.

Section 2: Discrimination Complaint Procedure

Complaint Process

The Casa Grande LINK public transit service is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin (including Limited English Proficiency), as provided by Title VI of the Civil Rights Act of 1964, as amended, or on the basis of age, sex/gender, ability, gender identity or expression, and sexual orientation as provided by other civil rights statutes. Casa Grande transit service objective is to:

- Ensure that the level and quality of transportation service is provided without regard to age, sex/gender, ability, race, color, national origin, gender identify or expression, and sexual orientation.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring 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 subject to discrimination under any program or activity receiving federal financial assistance.” Title VI does not address age, ability, sex/gender, gender identity or expression, or sexual orientation discrimination. It only covers race, color and national origin. Other civil rights laws, including state and local regulations, prohibit these forms of discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

For more information

To request additional information on the Casa Grande transit service Title VI Program or if information is needed in languages other than English, contact the Casa Grande Transit Department at:

Phone	(520) 509-6903
TTY	(520) 421-8604
Email	deborah_brunner@casagrandeaz.gov

How do I file a complaint?

If you believe you have been discriminated against on the basis of race, color, national origin, or disability may file a discrimination complaint by completing and submitting the Casa Grande Transit Department *Discrimination Complaint Form*. 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 when there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

Methods to file a Complaint

The preferred method is to file a complaint in writing using the *Discrimination Complaint Form*, and sending it to:

City of Casa Grande
Attn: Transit Manager
510 E. Florence Blvd,
Casa Grande, AZ 85122

Or by email to deborah_brunner@casagrandeaz.gov

Complaints must be in writing and signed by the complainant(s) and must include the complainant's name, address and phone number. For complaints submitted via email, the email address and complainant's name will be treated as the complainant(s) signature.

Allegations received by telephone will be transcribed into a written format by the Transit Manager. To make a verbal complaint, call (520) 509-6903. Complainants will receive a copy of the transcribed complaint for verification and the complainant(s) must return a signed copy to initiate an investigation.

Complaints may also be filed with external entities: the Federal Transit Administration at www.fta.dot.gov; the Arizona Department of Transportation Civil Rights Office at <http://azdot.gov/business/civil-rights/contact-us-new>; or Equal Employment Opportunity

Commission at www.eeoc.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

Shall a complaint be filed with the Casa Grande Transit Department and an external entity simultaneously; the external complaint shall supersede the Casa Grande complaint and the Casa Grande Transit Departments complaint procedures will be suspended pending the external entity's findings.

Investigations

Once submitted, the Casa Grande Transit Department will review the complaint form to determine jurisdiction. All complainants will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Casa Grande Transit Department or submitted to the FTA authority for guidance.

The Casa Grande Transit Department has ten (10) business days to investigate the complaint. If additional information is needed to resolve the case, the Casa Grande Transit Department may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the Casa Grande Transit Department can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

The investigation will be completed within 60 days of receipt of the formal complaint.

Once the case has been investigated, an investigation report will be written by the Transit Manager. The complainant will receive one of two letters: a Closure Letter or 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. A LOF summarizes the allegations and case interviews regarding the alleged incident(s), and explains whether any disciplinary action, additional training of the staff member or other action will be taken.

If the complainant wishes to appeal against the decision, she/he has ten (10) days after the date of the final decision letter to do so.

The complainant shall be notified of his/her right to appeal against the decision. Appeals may be made to the Federal Transit Administration, the Arizona Department of Transportation, or the Equal Employment Opportunity Commission.

A copy of these procedures can be found online at casagrandeaz.gov/343/Casa-Grande-LINK-Transit.

Section 3: Discrimination Complaint Form

Discrimination Complaint Form
 Casa Grande LINK Transit Service

The Casa Grande LINK transit service is committed to ensuring that no person is excluded from participation in or denied the benefits of its service on the basis of race, color, or national origin (including Limited English Proficiency), as provided by Title VI of the Civil Rights Act of 1964, as amended, or on the basis of age, sex/gender, ability, gender identity or expression, and sexual orientation as provided by other civil rights statutes. Complaints must be filed within 180 days of the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the City of Casa Grande Transit Manager by calling (520) 509-6903. The completed form must be returned to the City of Casa Grande, Attn: Transit Manager, 510 E. Florence Blvd, Casa Grande, Az 85122 or by email to deborah_brunner@casagrandeaz.gov.

Your Name:	Phone:
Street Address:	Alt Phone:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City+G6:H10, State & Zip:	
Date of Incident:	
Which of the following best describes the reason for the alleged discrimination? <i>(Check all that apply)</i>	
<u>Title VI Protections</u>	<u>Other Civil Rights Statutes</u>
Race: _____	Age: _____
Color: _____	Ability : _____
National Origin (LEP): _____	Sex/Gender: _____
	Sexual Orientation: _____
	Gender Identity/Expression: _____

Discrimination Complaint Form

Please describe the alleged discriminatory incident. Provide the names and titles of all transit service employees and/or others involved, if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Have you filed a complaint with any other federal, state or local agency? *(Circle one)* YES NO
If YES, list agency(s) and contact information below:

<i>#1 Agency</i>	<i>Contact Name</i>
<i>Street Address, City, State & Zip</i>	<i>Phone</i>
<i>#2 Agency</i>	<i>Contact Name</i>
<i>Street Address, City, State & Zip</i>	<i>Phone</i>

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

<i>Complainant's Signature</i>	<i>Date</i>
<i>Print or Type Name of Complainant</i>	

CG Link Office Use Only:
Date Received: _____
Received By: _____

Section 4: Discrimination Investigations, Complaints and Lawsuits

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

Description / Name	Month, Date & Year	Summary (include basis of complaint: race, color, national origin or disability)	Status	Actions Taken/ Final Findings?
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

Casa Grande LINK Transit Service



Public Participation Plan

The Casa Grande LINK transit service will engage the public and decision-making processes, as well as its marketing and outreach efforts. The public will be invited to participate in activities whether through meetings or surveys. As an agency receiving federal assistance, the City of Casa Grande transit service will launch a new service in 2023.

Community outreach efforts will include:

- Public meetings to review the service plan: a daytime meeting will be held at a City facility (Dorothy Powell Senior Center, Library or Recreation Center); and, at an evening meeting at a City Council meeting.
- Meetings will be advertised in the City website, social media, inside transit vehicles, local newspaper and notices will be posted at City Hall, City Libraries, Recreation Center, Dorothy Powell Senior Center and via PSA on the local Channel 11.
- Meetings will be held within the Casa Grande LINK transit service area.
- Important, vital announcements will be prepared in English and Spanish.

Transit Advisory Committee

The City of Casa Grande holds regular meetings of the Transit Advisory Committee (TAC). These meetings are held in the City Council Chamber, at 3:30 pm, on the second Wednesday quarterly (January, April, July and October). The public is invited to attend and participate in items on the agenda. A public comment period is available during every meeting and the public has 5 minutes to speak on any topic not on the agenda. The public comment period is at the beginning of every meeting.

Public Meetings

Public meetings are scheduled to increase the opportunity for attendance by the general public and stakeholders for public input. All formal action will be taken at public meetings. 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 efforts will be made not to conflict meetings with other major community activities.

When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing will be held within the geographic area or jurisdiction.

Public meetings will be held at locations accessible to people with disabilities.

Riders Guide

The Casa Grande LINK transit services Riders Guide valuable information for riders: the days and hours of operation, service area map, fare information, bus rules, dispatch phone number, Title VI explanation with information as to how to file a complaint and CART regional connectivity information. Riders Guide will be available in English and Spanish and will also be available at www.casagrandeaz.gov/343/casa-grande-LINK-transit and available to download.

Limited English Proficiency Plan

Casa Grande LINK Transit Service



Limited English Proficiency Plan

The Casa Grande LINK transit service has developed the following Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the Casa Grande LINK transit service as required by Executive Order 13166. A Limited English Proficiency person 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 LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Casa Grande LINK transit service extent of obligation to provide LEP services, the Casa Grande LINK transit service undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

1. Demography. According to the U.S. Census Bureau, 8.11 percent of Casa Grande’s population speak English less than “Very Well”. This represents 4,354 residents of Casa Grande speaking various languages who speak English less than “Very Well”. Under the U.S. Department of Justice’s Safe Harbor Provision, it is necessary to translate materials when five (5) percent or 1,000 persons, whichever is less, speaks English less than “Very Well”. The City of Casa Grande is above the U.S. DOJ’s Safe Harbor Provision. As a courtesy to potential transit riders, we also post the Title VI Notice to the public in Spanish.

Casa Grande LINK Transit Service – Limited English Proficiency Plan Demographic Table

The following demographic information was obtained from the U.S. Census Bureau, C16001 Language Spoken at Home for the Population 5 Years and Over (2020: ACS 5-Year Estimates Detailed Tables)

Language Spoken At Home	Estimate	Percent
Total	53,708	100%
Speak English Only	39,296	73.2%
Spanish	12,950	24.1%
Spanish – speak English less than ‘Very Well’	3,907	30.2%
French, Haitian or Cajun	77	.01%
French - speak English less than ‘Very Well’	10	13.0%
German or other West Germanic languages	59	.11%
Russian, Polish or other Slavic languages	29	.05%
Russian - speak English less than ‘Very Well’	8	27.6%
Other Indo-European languages	281	.52%
Other Indo-European - speak English less than ‘Very Well’	182	64.8%
Korean	59	.11%
Chinese	7	.013%
Vietnamese	85	.16%
Vietnamese - speak English less than ‘Very Well’	77	90.6%

Tagalog (including Filipino)	434	.81%
Tagalog - speak English less than 'Very Well'	161	37.1%
Other Asian and Pacific Island languages	17	.032%
Arabic	16	.03%
Other and unspecified languages	398	.74%
Other and unspecified - speak English less than 'Very Well'	9	2.3%

American Community Survey

C16001 | LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

2020: ACS 5-Year Estimates Detailed Tables | Universe: Population 5 years and over

Casa Grande city, Arizona		
Label	Estimate	Margin of Error
✓ Total:	53,708	±641
Speak only English	39,296	±1,866
✓ Spanish:	12,950	±1,800
Speak English "very well"	9,043	±1,557
Speak English less than "very well"	3,907	±742
✓ French, Haitian, or Cajun:	77	±101
Speak English "very well"	67	±86
Speak English less than "very well"	10	±22

This is a partial display of detailed table source.

2. **Frequency.** The general public comes in contact with the Casa Grande LINK transit service on an infrequent basis, but all residents are encouraged to attend Transit Advisory Committee (TAC) or City Council meetings or contact the Casa Grande LINK transit service. To facilitate public participation, all transit service notices are available in English and Spanish (in bus notices, City Hall, City Libraries, Community Recreation Center, City Hall, City website and Dorothy Powell Senior Center).

The Casa Grande LINK transit service will monitor the LEP Plan by conducting an annual survey that is distributed to passengers, transit drivers, frontline employees, and LEP serving agencies/organization in order to evaluate the service and its LEP program.

All transit personnel will provide free language assistance services to LEP individuals they encounter or whenever an LEP individual requests language assistance services. Personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that transit service personnel will provide these services to them. Due to a large percentage of Hispanic population in Casa Grande, the Casa Grande LINK transit service will

provide Spanish versions of all vital documents and the Riders Guide.

3. Importance. Transit services provide an important link to connect residents with trips for medical, shopping, services, jobs and school, recreation and more within our community. It assists certain individuals maintain independence and provides transportation for disabled individuals that would not otherwise have travel options available to them. Community engagement on transit needs and issues ensures that our services are of value to our residents.
4. Resources. The Casa Grande LINK operates within a limited marketing and outreach budget designed to maximize its efforts. All residents, including Spanish speaking LEP individuals, are included in all service planning efforts. The City of Casa Grande has a high percentage of Spanish speaking LEP residents; therefore, the Casa Grande LINK transit service will ensure that our limited resources include information in Spanish formats.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. The City has available Spanish speaking employees and vendors to translate or offer assistance. Notices regarding any service change and/or announcements will be posted in both English and Spanish inside all transit vehicles, City website and posted at public places.

Safe Harbor Provision

The Casa Grande LINK will comply with the Safe Harbor Provision, as evidenced by documents available in the Spanish language. With respect to Title VI information, the following shall be in Spanish: Title VI Notice to the Public, Complaint Procedures and Complaint Form.

In addition, the Casa Grande LINK will conduct our marketing, including using Spanish materials, in a manner that reaches this LEP group. Vital documents include the following:

- Notices of free language assistance for persons with LEP
- Notice of Non-Discrimination and Reasonable Accommodation
- Outreach materials
- Riders Guide
- Public Hearings

Section 7: Minority Representation on Planning and Advisory Bodies

The City of Casa Grande does not select the membership of any transit related committees, planning boards or advisory councils.

Section 8: Description of Subrecipient Monitoring

The City of Casa Grande does not have subrecipients and thus does not monitor subrecipients for Title VI compliance.

Section 9: Title VI Equity Analysis for the Construction of a Facility

A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, national origin, against person who may, as a result of the construction, be displaced from their home or business. "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 a facility construction is financed with non-FTA funds, if the subrecipient organization received any FTA dollars, it must comply with this requirement.

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

Section 10: Title VI Training

City of Casa Grande LINK city transit staff and contractor personnel are trained on Title VI Requirements at various levels of training. The City of Casa Grande Transit Manager serves as the Title VI Officer. Staff and contractor personnel are trained in:

- Drug and alcohol training for employees (1 hour) and supervisors (2 hours minimum).
- Personnel must also be "trained to proficiency" in the use of accessible vehicles and equipment, and the proper way to treat and assist individuals with different types of disabilities.

- Drivers will be trained annually on the requirements of Title VI and other civil rights statutes. Drivers are instructed to treat all passengers and the general public fairly and respectfully. Drivers are also trained on how and reasons when refusal of service, if necessary, is appropriate as a result of being a violation of the Casa Grande LINK bus rules as defined in the Riders Guide.
- Supervisors and Managers receive the same training as a bus Driver plus additional training on taking/documenting a complaint and when to escalate complaints to the City Transit Manager if required. Supervisors and Manager receive training on how to investigate complaints and service refusals to ensure that no customer is refused service other than for violations of the Casa Grande LINK bus rules.
- Maintenance personnel receive the same training as Drivers.
- The City Transit Manager will receive the same training as Drivers. In addition, the City Transit Manager will be trained (external training) on receiving and responding to complaints to ensure the public is aware of policies and procedures and to ensure complaints are routed to the Deputy General Manager.

Section 11: Approval of Title VI Program by Governing Entity

The City of Casa Grande will provide a copy of the City Council Resolution, meeting minutes and other appropriate documentation showing City Council (the governing entity for policy decisions) has reviewed and approved the Casa Grande LINK transit services Title VI Program and Implementation Plan.

On the following pages find City Council Ordinance No. 5443.

RESOLUTION NO. 5443

A RESOLUTION OF THE COUNCIL OF THE CITY OF CASA GRANDE, ARIZONA, AUTHORIZING THE SUBMISSION OF GRANT APPLICATIONS TO THE FEDERAL TRANSIT ADMINISTRATION, ARIZONA DEPARTMENT OF TRANSPORTATION, OR OTHER TRANSPORTATION FUNDING; AUTHORIZING THE CITY MANAGER TO ACCEPT GRANT FUNDS FROM THE FEDERAL TRANSIT ADMINISTRATION ON BEHALF OF THE CITY OF CASA GRANDE INCLUDING FOR THE PURPOSE OF THE FFY 2020 FEDERAL SECTION 5307-6 CARES ACT GRANT; AUTHORIZING THE CITY MANAGER TO EXECUTE A GRANT AGREEMENT WITH THE FEDERAL TRANSIT ADMINISTRATION; AUTHORIZING THE CITY FINANCE DIRECTOR TO ACCEPT AND DISBURSE FUNDS AS NECESSARY; AUTHORIZING THE TRANSFER OF BUDGET AUTHORITY; AND AUTHORIZING OTHER ACTIONS IN SUPPORT OF THE GRANT

WHEREAS, the City of Casa Grande is a direct recipient of Federal Transit Administration (FTA) financial assistance, receiving the FFY 2020 Federal Section 5307-6 Coronavirus Aid, Relief, and Economic Security (CARES) Act Grant funds to provide the City of Casa Grande funding for on-demand public transit services; and

WHEREAS, in January 2022, the City Council approved the Near-Term Transit Implementation Plan which approved the implementation of a new transit service, hiring a Transit Manager, and issuance of a transit contractor/vendor request for bids or proposals; and

WHEREAS, FTA transportation coordination with the City supports and promotes the increased availability and accessibility of transportation, providing more options for end users and serving more people and regions through streamlined policies that encourage collaboration; and

WHEREAS, FTA transportation coordination also increases efficiency by allowing states, local communities, and other funding agencies to share resources, save funds, and reduce the redundancy within the Federal programs that can fund human services transportation, and further develops and implements innovation for future transportation models, which leads to improved customer services for the City's community and citizens; and

WHEREAS, the City Manager's Office requests that Mayor and City Council authorize the submission of the grant application and authorize the acceptance and use of the grant funds that have been approved for the City of Casa Grande; and

WHEREAS, the City of Casa Grande is committed to providing the best possible services to its citizens, including seeking funding and cooperation from other agencies to best utilize limited resources, and as a result the Mayor and Council find that authorizing the grant application submission and acceptance of the FFY 2020 Federal Section 5307-6 Coronavirus Aid, Relief, and

Economic Security (CARES) Act Grant Program award funds is in the best interest of the City of Casa Grande.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Casa Grande, Arizona, as follows:

Section 1. Authorization to Submit a Grant Application

The Mayor and Council of the City of Casa Grande hereby authorize the City Manager and/or City Transit Manager to submit a grant application or applications to the Federal Transit Administration, the Arizona Department of Transportation, or other available transportation funding, all for the purpose of furthering public transportation within the City or for its residents and workforce; and

Section 2. Authorization to Accept Grant Funds

The Mayor and Council of the City of Casa Grande hereby authorize the City's acceptance of any grants awarded pursuant to Section 1 of this Resolution; and

Section 3. Authorization to Execute Contract

The Mayor and Council of the City of Casa Grande hereby authorize the City Manager or his designee to execute a grant or similar agreement, with terms and conditions acceptable as to form by the City Attorney, on behalf of the City for any grants awarded as a result of the application authorized by Section 1 of this Resolution; and

Section 4. Authorization to Accept and Disburse Funds

The Mayor and Council of the City of Casa Grande hereby authorize the City Finance Director to accept and disburse all funds needed toward the accomplishment of the purpose for any grant awards and agreements for the grants awarded as a result of the applications authorized by Section 1 of this Resolution; and

Section 5. Authorization for Budgetary Transfer

The Mayor and Council of the City of Casa Grande hereby authorize the City Finance Director to transfer budget authority within the Grants Fund as reasonably necessary or required to account for the receipt and expenditure of grant funds.

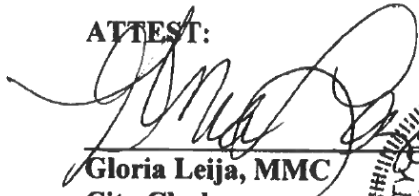
Section 6. Authorization to Take Other Actions in Support of the Grant.

The Mayor and Council of the City of Casa Grande hereby authorize the City Manager and his designees to take all actions and do all things necessary in order to carry out the projects contemplated by the application and awards of grant funding set forth in Sections 1 and 2 of this Resolution.

PASSED AND ADOPTED by the Mayor and Council of the City of Casa Grande, Arizona, this **6th day of September, 2022.**

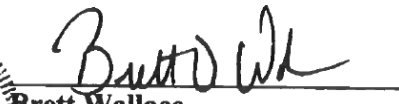

Craig H. McFarland
Mayor

ATTEST:


Gloria Leija, MMC
City Clerk

APPROVED AS TO FORM:




Brett Wallace
City Attorney