

Title VI Plan Cover Page

Regional Transportation Authority of Pima County 2026

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Executive Summary

The Regional Transportation Authority of Pima County (RTA) is the fiscal manager of the \$2.1 billion, 20-year RTA plan, which was approved by Pima County voters on May 16, 2006. Voters also approved a countywide half-cent transaction privilege tax to fund the RTA plan through fiscal year 2026. The RTA is managed by Pima Association of Governments (PAG), the region's metropolitan planning organization.

The RTA maintains operations contracts with transportation providers and engages intergovernmental agreements (IGAs) with local jurisdictions for transit service. Financial and operational transit and transit-related improvement decisions of the RTA are recommended by the PAG/RTA Transit Working Group (TWG) and approved by the RTA Board. Formed in 2005, the TWG is comprised of representatives from PAG member jurisdictions who meet on a monthly basis. The Transit Working Group reports to PAG's Transportation Planning Committee, the Management Committee, and the RTA Board. The RTA is governed by a nine-member board, including representatives from the Cities of South Tucson and Tucson, Pima County, the Towns of Marana, Oro Valley and Sahuarita, the Pascua Yaqui Tribe, the Tohono O'odham Nation and the Arizona State Transportation Board.

In 2009, the RTA initiated a substantial effort toward expanding and unifying the regional transit system with the introduction of the Sun Shuttle fixed-route transit system. The May 2009 launch of the new RTA Sun Shuttle neighborhood transit system fixed routes to Marana, Oro Valley, Catalina, Sahuarita and Green Valley greatly expanded the reach of the regional system. In November 2009, the RTA assumed operations of Pima County Transit (PCT) fixed routes in San Xavier, Tucson Estates and Marana. The RTA also assumed operation of the Ajo-Tucson connector and the Ajo/Why Dial-a-Ride services, formerly operated by PCT. Sun Shuttle provides transportation within communities and connects customers to Sun Tran services, providing an important link to the Tucson metropolitan area from the rural and suburban communities.

The RTA receives 5311 operational and capital funding for the following routes: Route 421X, Route 440, Route 486, Green Valley Dial-a-Ride, Ajo Dial-a-Ride, and Marana Dial-a-Ride. The RTA has been receiving 5311 funding since 2010.

Marana/Avra Valley Dial-a-Ride

Sun Shuttle provides dial-a-ride service in the Towns of Marana and Avra Valley. Passengers can schedule a pick-up or drop-off within the designated service area. Dial-a-ride trips require prior scheduling at least 24 hours before pickup. Additionally, the dial-a-ride service connects residents to Sun Shuttle Route 413, which acts as a commuter service that transports residents of Marana to the Casas Adobes area just north of the City of Tucson. Route 413 also connects to the City of Tucson's Sun Tran bus services if residents want to travel into the city.

Green Valley / Sahuarita Regional Express (Route 421X and Green Valley Dial-a-Ride)

The service provides regional connections between Green Valley, Sahuarita and Tucson for work, medical and shopping trips. The express service provides ten trips per day and serves the Ronstadt Transit Center downtown. A public Dial-a-Ride service is also provided by the RTA. Service coverage includes the large majority of the developed Sahuarita and Green Valley area.

San Xavier Service Area (Route 440)

The route provides service to the San Xavier District of the Tohono O'odham Nation including the San Xavier Mission complex south of Tucson. The route provides fixed-route public transit service between the San Xavier District and the Laos Transit Center in Tucson. The service operates on weekdays and Saturdays, providing 10 round trips per day on weekdays and nine round trips on Saturdays.

Green Valley / Sahuarita Regional Connector (Route 421X and Green Valley Dial-a-Ride)

The service provides regional connections between Green Valley, Sahuarita and Tucson for work, medical and shopping trips. The connector service provides five trips per day and serves the Ronstadt Transit Center.

A Dial-a-Ride service is also provided by the RTA. Service coverage includes the large majority of the developed Sahuarita and Green Valley area.

Ajo/Why/Tucson Service (Route 486)

The community of Ajo is approximately 130 miles west of Tucson. The RTA provides Ajo to Tucson intercity service and fixed-route service between Ajo and Why. This route is designed to provide people with a way to get to shopping, medical, governmental, and other activities and services not available in the community of Ajo. The route traverses the entire length of the Tohono O'odham Indian Reservation and provides residents of the Nation access to Tucson, Ajo, Sells and all points in between. The route operates daily Monday through Friday, departing from Ajo at 6:00 a.m. and arriving in Laos Transit Center in Tucson at 9:05 a.m. The return trip departs the Laos Transit Center at 3:30 pm and arrives back in Ajo at about 6:15 pm. The Ajo to Tucson fare is \$7.50, with lesser fares for connecting trips between the outlying communities such as Why, Sells, and Robles Junction.

Ajo to Why

In October 1998, service to Why was implemented, with three trips per day. The service has been well received by the community and ridership has slowly increased since implementation. This route has been integrated into the Ajo-to-Tucson Route 486.

With funding from the RTA, Ajo Transportation offers two additional services to the Ajo community. The first is an intra-community Dial-a-Ride in Ajo, the second is an Ajo to Gila Bend intercity fixed route funded through a partnership with Valley Metro/RPTA in Phoenix.

Ajo Dial-a-Ride

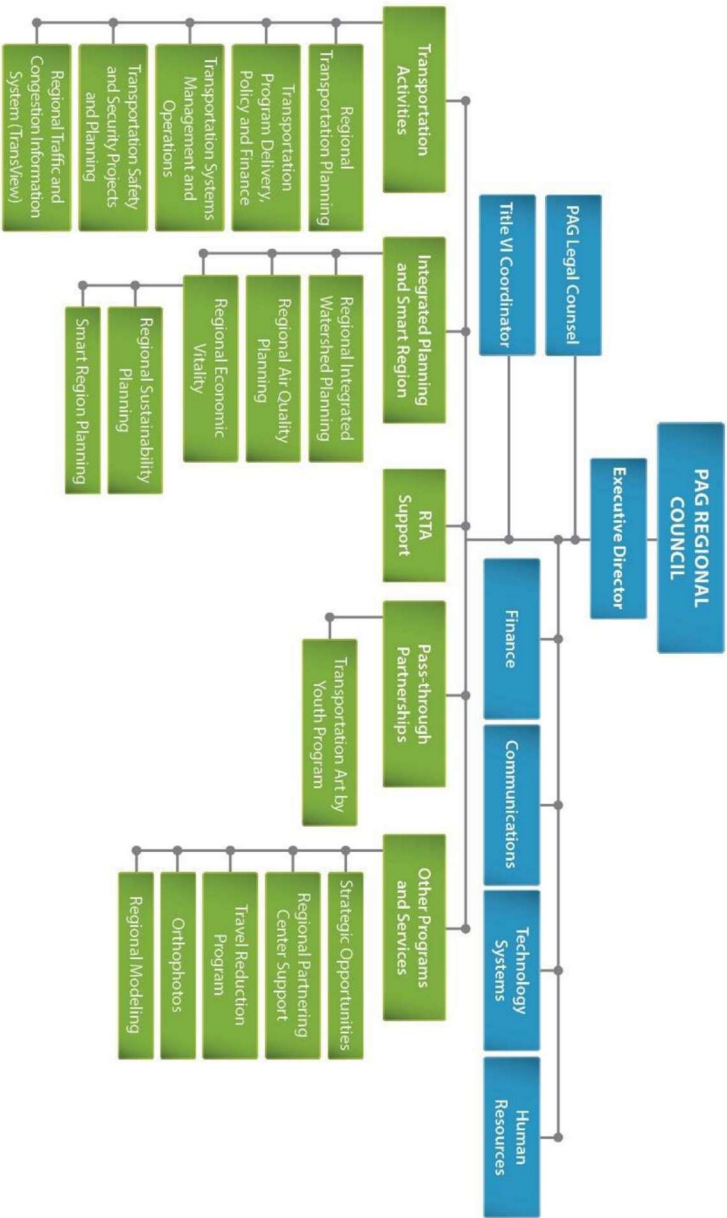
The intra-community service operates Monday - Saturday from 8:00 a.m. to 5:00 p.m., on a demand-response basis. Ajo Sun Shuttle provides the service using a 12-passenger wheelchair accessible van. The current fare for the Dial-a-Ride is \$0 per one-way trip within a six-mile radius of the Ajo Plaza. The Dial-a-Ride service is general public transportation and people are encouraged to use it as an alternative to a personal vehicle. During special community events, which usually occur during the weekend or on a holiday, Ajo Transportation Company is authorized to provide public transit service using a contractor owned bus.

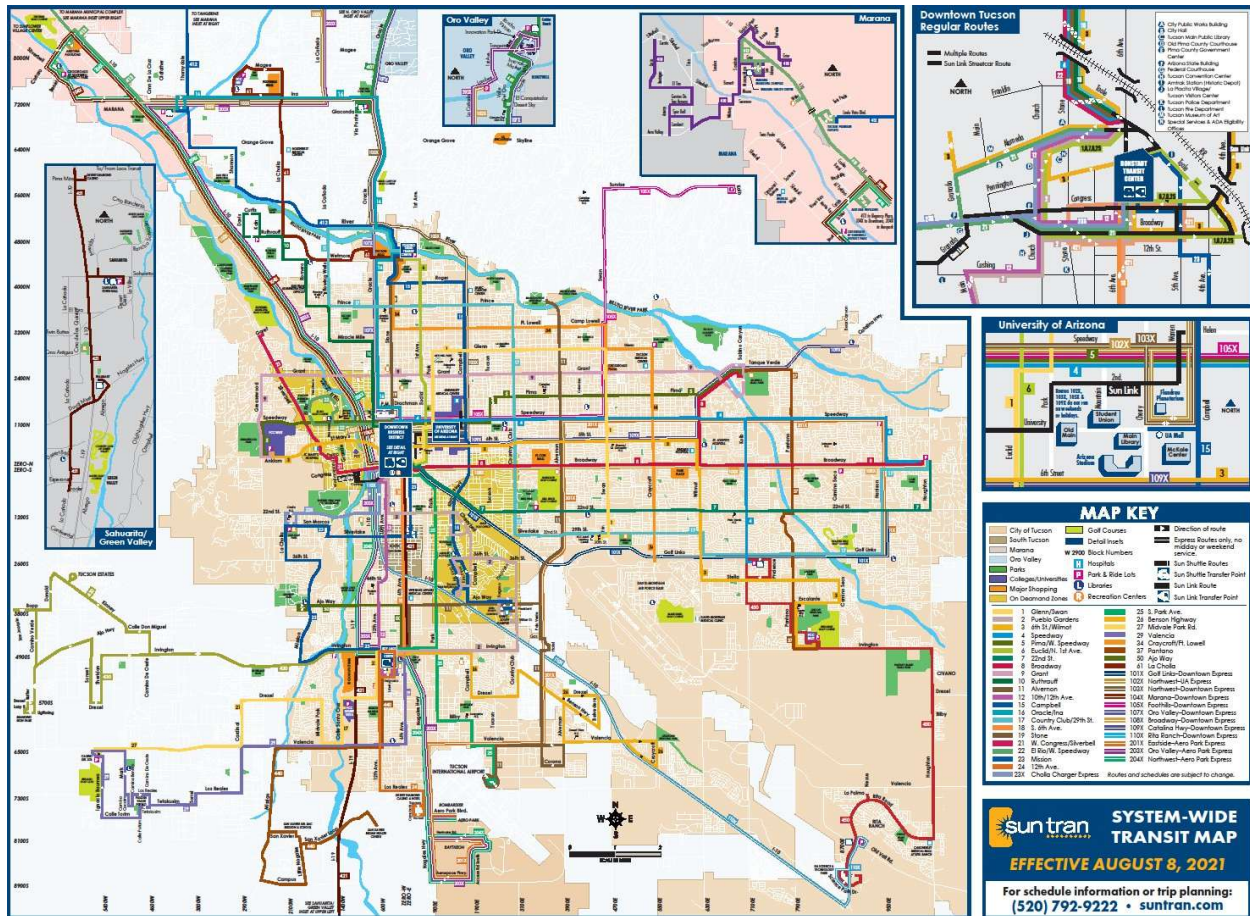
Ajo to Gila Bend

The RTA provides partial funding for the Route 685 Ajo to Phoenix service through Gila Bend. More details about this route can be found by contacting Valley Metro/RPTA, the administrator and manager of the service. The one-way fare between Ajo and the Desert Sky Mall in Phoenix is \$7.00. Passengers can transfer for free into the Valley Metro system in the Phoenix area.

Route	Route Type	Service Area
Marana/Avra Valley Dial-a-Ride	Dial-a-Ride	Town of Marana, Avra Valley
421X	Fixed Route	Green Valley/Sahuarita
440	Fixed Route	San Xavier
486	Fixed Route	Ajo/Tucson
Green Valley /Sahuarita DAR	Dial-a-Ride	Green Valley/Sahuarita
Ajo Dial-a-Ride	Dial-a-Ride	Ajo

Route	Monday-Friday	Saturday
Marana/Avra Valley Dial-a-Ride	6:00 am – 7:00 pm	N/A
421X	5:00 am – 6:00 pm	N/A
440	5:10 am – 7:30 pm	9:10 am – 6:30 pm
486	6:00 am – 6:00 pm	N/A
Green Valley /Sahuarita DAR	6:00 am – 7:00 pm	9:00 am – 3:00 pm
Ajo Dial-a-Ride	8:00 am – 5:00 pm	8:00 am – 5:00 pm





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) Other-Capital- Preventative Maintenance

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 Regional Transportation Authority of Pima County

Regional Transportation Authority of Pima County 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 **Regional Transportation Authority of Pima County**.

For more information on the **Regional Transportation Authority of Pima County's** civil rights program, and the procedures to file a complaint, contact **Dr. Philana A. Jeremiah Transportation Planning Coordinator, 520-792-1093, (TTY 520-792-1093); email pjeremiah@pagregion.com**; or visit our administrative office at **1 East Broadway Blvd, Suite 401 Tucson, AZ 85701**. For more information, visit **www.RTAmobility.com**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 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 **520-792-1093**. *Para información en Español llame: **Zonia Kelley 520-792-1093 zkelley@pagregion.com**

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Regional Transportation Authority of Pima County

Regional Transportation Authority of Pima County (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 **Regional Transportation Authority of Pima County**, y los procedimientos para presentar una queja, contacte **Dr. Philana A. Jeremiah Transportation Planning Coordinator 520-792-1093, (TTY 520-792-1093)**; o visite nuestra oficina administrativa en **1 East Broadway Blvd, Suite 401 Tucson, AZ 85701**. Para obtener más información, visite **www.RTAmobility.com**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A 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: **PAG/RTA office lobby, contractor offices and facilities, all off-site meetings at the sign-in table, RTA website, stations and stops shared with Sun Tran, and transit vehicles.**

This notice is posted online at **www.RTAmobility.com**

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 **Regional Transportation Authority of Pima County** 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 **Regional Transportation Authority of Pima County** 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 **Regional Transportation Authority of Pima County** or submitted to the State or Federal authority for guidance.

- (7) **Regional Transportation Authority of Pima County** 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) **Regional Transportation Authority of Pima County** has **60** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **60** 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 60 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 **Regional Transportation Authority of Pima County** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: 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.RTAmobility.com**.

If information is needed in another language, contact **520-792-1093**. *Para información en Español llame: **Zonia Kelley 520-792-1093 zkelly@pagregion.com**

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:

**Regional Transportation Authority of Pima County
Dr. Philana A. Jeremiah Transportation Planning Coordinator
1 East Broadway Blvd, Suite 401 Tucson, AZ 85701
520-792-1093
pjeremiah@pagregion.com**

A copy of this form can be found online at **www.RTAmobility.com**

If information is needed in another language, contact 520-792-1093. *Para información en Español llame: Zonia Kelley 520-792-1093
zkelley@pagregion.com

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

If no investigations, lawsuits, or complaints were filed select the option below.

☒ **Regional Transportation Authority of Pima County** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2026**.

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

Regional Transportation Authority of Pima County 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, **Regional Transportation Authority of Pima County** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations 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
- ☒ Partnered with other local agencies to advertise services provided
- ☒ Hosted public information meetings and or hearings (Please insert the dates these meetings occurred below)
- ☒ Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities
<https://pagregion.com/>
<https://rtamobility.com/>
<https://www.suntran.com/sunshuttle/>
- ☒ Hosted an information booth at a community event (Please insert the date of the event below)
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☐ List other _____

Regional Transportation Authority of Pima County 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
- ☒ Partner with other local agencies to advertise services provided.
- ☒ 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.
- ☒ Host an information booth at a community event
- ☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

Examples of Public Participation Methods that include:

- Online notices
- Physical notices placed on transit vehicles
- Online surveys
- In-Person public input meetings
- Targeted flyers mailed to residents living near transit services

Sun Shuttle Survey And Public Input Meetings 412 & 413

JUNE 2, 2023

The Regional Transportation Authority (RTA) will host two public input meetings to gather feedback and ideas from the community on improving and shaping the future of local transportation services. The meetings will provide residents the opportunity to voice their opinions and actively participate in the development of Sun Shuttle routes 412 and 413 serving Marana and Pima County.

The public input meetings will serve as a platform for community members to share their thoughts, concerns and suggestions on the routes. Residents, commuters, business owners are invited to participate. The meetings will feature open discussions and interactive activities to encourage collaboration. Participants can provide feedback on various aspects, such as route optimization, frequency of service and connectivity.

For those unable to attend a meeting, an online survey is available to gather feedback and can be accessed here surveymonkey.com/r/SS0623.

The public is encouraged to take a few minutes to provide comments, to ensure their voices are heard and considered in the decision-making process.

Details for the upcoming public input meetings are as follows:

Friday, June 9 at 5 p. m. Nanini Library 7900 N. Shannon Road

Thursday, June 15 at 5 p.m. Wheeler Taft Abbett Library 7800 N. Schisler Drive

Sun Shuttle is committed to ensuring accessibility for all residents. Accommodation for individuals with disabilities and translation services can be provided upon request in advance of the meeting(s) by calling 520-628-1565 or pmclaughlin@pagregion.com.



Sun Shuttle Picture Rocks 414P Survey Is Now Live!

MARCH 23, 2023

Sun Shuttle launched its pilot service in Picture Rocks, and now your feedback and input on the route is needed! There are two ways you can provide your input. Join us in person, April 6th at 5:30p at the Picture Rocks Community Center located at 5615 N. Sanders Rd. or by taking the survey online now until April 23 by clicking the link below.

Sun Shuttle 414p Survey



The meeting room is accessible to persons with disabilities. In compliance with the Americans with Disabilities Act (ADA), those requiring special assistance, such as large-type face print, sign language or other reasonable accommodations, may request those through the administrative offices at: 1. E Broadway Blvd., Suite 401, Tucson, Ariz., 85701, (520) 792-1093, at least 24 hours before the meeting. Si necesita ayuda con traducción, llame por favor al (520) 792-1093 y comuníquese con Zonia Kelly.

The RTA has adopted and utilizes PAG's public involvement plans, which provide full and fair participation for all potentially affected communities. These plans can be found on the PAG website. Identifying these communities requires close coordination between the development and implementation of the public involvement effort and the data collection and analysis phases of the planning process, all of which are subject to Title VI and Environmental Justice provisions. The data collection phase provides information on the protected populations, which are often synonymous with the underserved/under-represented populations and, therefore, may need particular attention in the public involvement effort. The analysis phase provides information on the potential level of impact to the various populations which will need to be integrated into those public involvement efforts seeking input on alternative development, alternative preferences, and/or mitigation.

The RTA addresses Title VI requirements both quantitatively and qualitatively with extensive public involvement and data analysis techniques. Federal regulations define specific groups as "protected populations." Title VI procedures are followed whenever major service changes or routing recommendations are made to ensure they do not disproportionately affect any protected population.

To foster public participation, staff ensure that information is readily accessible and ensure that the people likely to be affected by and/or interested in a program are identified and made aware of opportunities to participate. The following sections address each of these practices in detail.

Access to RTA Information

The RTA's documents, data and information, with few exceptions, are a matter of public record. As such, any request from a member of the public for an RTA document is responded to in a timely manner. At a minimum, a written response is provided within one week of the receipt of a public information request.

Stakeholder Analysis

RTA staff analyze who will be affected and/or interested in the planning issue or policy being developed. This involves identifying both internal and external stakeholders. Internal stakeholders typically include RTA member jurisdictions and tribal nations, RTA staff involved in related activities, and other governmental agencies with jurisdiction or interest in the activity. External stakeholders typically include those non-governmental parties who may be affected by the activities and/or have an interest in them. This includes Title VI and Environmental Justice populations.

Many of the RTA's program areas have compiled their own lists of external stakeholders. For each new activity, or over the course of longer activities, these lists are reviewed to ensure they are up to date and reflect the broadest range of stakeholders reasonably possible. A common method for identifying additional stakeholders is to interview existing stakeholders to determine who else needs to be involved.

The RTA works with PAG's public involvement staff, who maintain a large database of stakeholders and members of the general public identified through a variety of public involvement initiatives over the years. This database includes civic and community organizations serving Title VI and Environmental Justice populations, neighborhood and homeowner associations, environmental and business groups, elected officials, RTA member jurisdiction staff at various levels, and other public groups. Public involvement staff are available to assist other agency staff in conducting stakeholder analyses and in accessing the public participation database upon request.

Public Notification of RTA Activities and Services

Promotion of inclusive and accessible public involvement includes regular efforts within each PAG program area to notify a wide range of stakeholders and the general public regarding the information, data, funding, policy and planning issues being addressed.

Public information is presented in formats that are accessible to the intended audiences. Communications staff are available for consultation in determining what information is appropriate to publicize and in what form.

For reaching the general public, the website and media outreach (e.g., press releases) are encouraged. For reaching stakeholder groups, distribution of public information documents such as reports and newsletters via direct mail, e-mail, and social media also may be an effective communication method. The use of other methods is considered to promote equal access to information for targeted audiences. In particular, efforts to overcome barriers to accessing information among underserved populations, youth, and other individuals who may not have Internet access or read newspapers are undertaken.

Spanish Translations

As indicated in the RTA's Language Access Plan (LAP) Plan, Spanish is the predominant language spoken by those in the PAG Service area who speak English "less than very well".

Public information documents written in English, including meeting notices, include a tagline affirming that PAG will make reasonable accommodations to translate any materials in Spanish.

As a rule, Spanish-speaking staff are on hand at public meetings intended for gathering input.

General public who call the RTA and require over-the-phone Spanish interpretation can be directed to a Spanish-speaking RTA staff.

Spanish translations are used for activities specifically targeted to the general public even without a request. Examples of materials to be translated include meeting notifications (e.g., flier or Web posting). Additional information that is translated upon request includes any public meeting handouts, such as fact sheets, newsletters, and executive summaries of planning documents under review.

Task Force Composition

Efforts are made to assess the composition of the RTA's task forces to ensure that invited members represent a cross section of key stakeholder groups.

Geographic Analysis of Underserved Populations

Staff within each RTA program area periodically perform a basic assessment to identify the location of protected Title VI and Environmental Justice populations in relationship to the provision of information and planning products and services. The RTA's online regional data provide program staff with maps showing the location of protected Title VI and Environmental Justice populations for any specific geographic areas. ZIP Code maps are used to show locations of people in databases. The maps of protected populations and mailing list ZIP Codes are compiled as one way to demonstrate that protected populations are being notified and/or involved. This documentation is important for demonstrating compliance with Title VI and Environmental Justice provisions.

Meeting Scheduling, Location and Access

Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general 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.

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 RTA region, the meeting or hearing is held within that geographic area or jurisdiction. Appropriate elected officials as identified in the stakeholder analysis are consulted and/or informed of relevant outreach activities within their jurisdictions.

Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

Title VI information on the RTA Website

In August 2016, the RTA added a Title VI section to the RTA website where the public can learn about the RTA's Title VI commitments, Non-Discrimination Policy, and Language Access Plan (LAP), as well as download the Title VI complaint process and complaint form.

At the same time, a Spanish-language version of the Title VI webpage was added to the RTA website, with all the same information and documents. A "Google Translate" button was also added to the Title VI

webpage to allow users to translate the entire RTA website into over 50 languages. The public can access the English and Spanish versions of the Title VI web pages from RTA's homepage.

Federal Transit Administration Section 5311 funding provides grant dollars to pay for rural transit service and capital expenses. Every two years, the RTA applies for this funding via the Arizona Department of Transportation. A public hearing was held as part of the FY 2026 grant application process, and public notices were published in the newspaper and on the RTA website.

PAG has developed maps showing the concentration distribution of "protected" classes (as defined by federal regulation) within the region. These maps, along with official population statistics, current estimates and projections, and other household data in the RTA region, assist in analyzing the potential disparate impacts of RTA projects and programs on these groups.

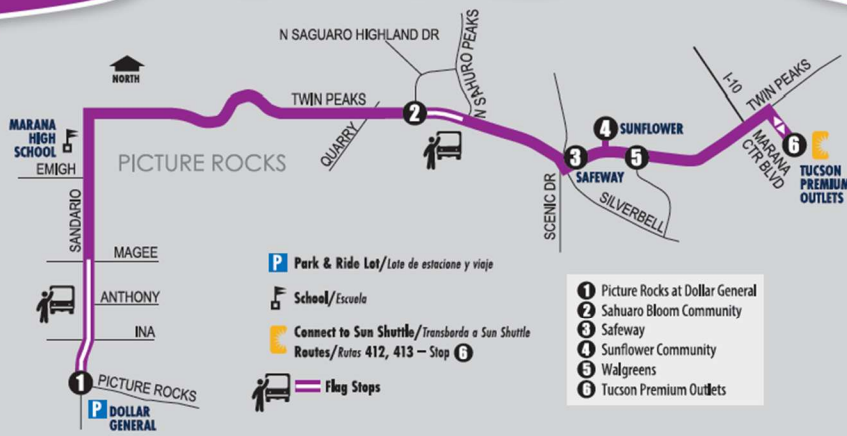
Below is a table containing the demographic composition of the RTA region's population and is taken from data from the 2023 American Community Survey.

Jurisdiction	Total Population	White Alone	Black or African American	Native American or Alaska Native		Asian	Native Hawaiian and other Pacific Islanders	Some Other Race	Hispanic	Two or More Races
Pima County (PAG Planning Area)	1,049,947	51.2%	3.3%	2.0%		2.9%	0.1%	0.4%	36.1%	2.9%
City of Tucson	543,348	43.7%	4.6%	1.4%		3.0%	0.2%	0.3%	42.7%	3.1%
City of South Tucson	4,601	8.4%	3.1%	12.5%		0.2%	0.0%	0.3%	74.8%	1.7%
Town of Marana	54,487	61.1%	3.0%	1.0%		4.2%	0.0%	0.6%	26.2%	3.2%
Town of Oro Valley	47,595	76.3%	1.4%	0.1%		3.6%	0.1%	0.3%	14.6%	2.5%
Town of Sahuarita	35,012	56.0%	2.8%	0.1%		1.0%	0.1%	0.8%	36.0%	3.4%
Tohono O'odham Nation	9,561	3.5%	0.2%	85.5%		0.0%	0.0%	0.0%	9.3%	1.4%
Pascua Yaqui Tribe	3,466	1.0%	0.2%	72.6%		0.0%	0.1%	0.1%	24.5%	1.5%
Unincorporated Pima County	365,904	57.9%	1.6%	3.5%		2.5%	0.0%	0.4%	30.2%	2.8%

Source: 2023 American Community Survey 5-year Estimates

NEW! Sun Shuttle Pilot service Picture Rocks 414P with connections to additional Sun Shuttle routes to Marana and Tucson.

¡Nuevo! Servicio Piloto de Sun Shuttle Picture Rocks 414P con conexiones a rutas adicionales de Sun Shuttle a Marana y Tucson.



Download the Trip Shot app!



@SunTran_Tucson

@SunTranTucson

suntran.com/sunshuttle

Local Postal
Customer

New! Sun Shuttle service: 414P to Picture Rocks.

This is a pilot program in Picture Rocks that is currently in service and free until October 2023. We need your feedback on this service. Scan the QR code to take the survey or join April 6th at 5:30 PM at the Picture Rocks Community Center, 5615 N Sanders Rd, Tucson, AZ 85743.

¡Nuevo! Servicio Sun Shuttle: 414P a Picture Rocks.

Este es un programa piloto en Picture Rocks que actualmente está en servicio y es gratuito hasta octubre de 2023. Necesitamos sus comentarios sobre el servicio. Escanee el código QR para realizar la encuesta o únase a nosotros el 6 de abril a las 5:30 PM en el Centro Comunitario Picture Rocks, 5615 N Sanders Rd, Tucson, AZ 85743.



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Arizona Bilingual Newspaper

April 15, 2021 · 🌐



Pima Association of Governments invites you to attend a virtual open house to learn how federal, state and local transportation dollars will be spent in the Tucson metropolitan area for the next five years. Learn how the five-year transportation improvement program, or TIP, is developed and your role in the process at one of two virtual open houses April 20 and April 21. You can view the draft plan and comment at PAGregion.com/TIP.



Tuesday, April 20, 2021 • 10 a.m. - noon
Wednesday, April 21, 2021 • 4:30 - 6:30 p.m.

REGISTER



1

1 Share



Like



Comment



Share

Public Input



Transportation Virtual Open Houses



Register at: PAGregion.com

Learn how your transportation dollars will be programmed for the next five years for roadways, transit, safety, interstate interchanges, bicycle and pedestrian facilities, and more.

Pima Association of Governments (PAG), the greater Tucson region's metropolitan planning organization, invites you to join us for open house presentations and the opportunity to review and comment on PAG's draft Transportation Improvement Program (TIP) for FY 2022-2026.

Draft FY 2022-26 TIP materials will be posted for review at PAGregion.com at least 24 hours prior to the first open house.

Tuesday, April 20, 2021
10 a.m. - noon

Presentations start at
10 a.m. and 11 a.m.

Wednesday, April 21, 2021
4:30 - 6:30 p.m.

Presentations start at
4:30 p.m. and 5:30 p.m.

*For questions or reasonable accommodations,
call 792-1093 or email info@pagregion.com.*

*Si necesita ayuda con traducción, llame por favor
al 792-1093 y comuníquese con Nathan Barrett.*



Pima Association of Governments

Buscando la opinión



Casas Abiertas Virtuales sobre transportación



Regístrate en: [PAGregion.com](https://pagregion.com)

Aprende cómo se programarán sus dólares de transporte durante los próximos cinco años para carreteras, tránsito, seguridad, intercambios interestatales, instalaciones para bicicletas y peatones, y más.

La Asociación de Gobiernos de Pima (PAG), la organización de planificación metropolitana de la región metropolitana de Tucson, lo invita a unirse a nosotros para las presentaciones de puertas abiertas y la oportunidad de revisar y comentar sobre el borrador del Programa de Mejora del Transporte (TIP) de PAG para los años fiscal 2022-2026.

Los materiales para el TIP provisional para los años fiscales 2022-2026 se publicarán para tu revisión en [PAGregion.com](https://pagregion.com) al menos 24 horas antes de la primera jornada de puertas abiertas.

**Martes, 20 de abril de 2021,
10 a.m. - mediodía**

Las presentaciones comienzan a las
10 a.m. y a las 11 a.m.

**Miércoles, 21 de abril de 2021
4:30 - 6:30 p.m.**

Las presentaciones comienzan a las
4:30 p.m. y a las 5:30 p.m.

*Si necesita ayuda con traducción, llame por favor
al 792-1093 y comuníquese con Nathan Barrett.*

*For questions or reasonable accommodations,
call 792-1093 or email info@pagregion.com.*



Language Access Plan (LAP)

Regional Transportation Authority of Pima County has developed the following Language Access Plan (LAP) to help identify reasonable steps to provide language assistance for LAP persons seeking meaningful access to **Regional Transportation Authority of Pima County** services as required by Executive Order 13166. A Language Access Plan 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 LAP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Regional Transportation Authority of Pima County's** extent of obligation to provide LAP services, the **Regional Transportation Authority of Pima County** 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 the **Regional Transportation Authority of Pima County** service area who may be served or likely to encounter by **Regional Transportation Authority of Pima County** program, activities, or services;

Languages Spoken at Home in Pima County by LAP Persons who speak English "less than very well"						
	Total Population (excluding those under 5 years old)	LAP Population	% Total Non-LAP Population	% Total LAP Population	% Total LAP Population that Speaks Spanish	% Total LAP Population that Speaks Language Other Than Spanish
Pima County	988,748	73,579	92.6%	7.4%	69.9%	30.1%
2023 American Community Survey 5-Year Estimates--Table ID: C16001 *Data for this table excludes individuals under the age of 5						

The Top Three Languages Spoken at Home in Pima County
by LAP Persons who speak English "less than very well"
(US Census Bureau's 2023 American Community Survey)

LAP Persons who Speak Spanish		LAP Persons who Speak Chinese		LAP Persons who Speak Arabic	
Total	Percent of Total	Total	Percent of Total	Total	Percent of Total
64,178	78.7%	2,949	3.6%	1,613	2.0%

- 2) The frequency with which LAP individuals come in contact with an Regional Transportation Authority of Pima County services;

Regional Transportation Authority of Pima County's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LAP persons for 2026 . Regional Transportation Authority of Pima County averages 0 contacts per month.

- 3) The nature and importance of the program, activities or services provided by the Regional Transportation Authority of Pima County to the LAP population.
- 4) The resources available to Regional Transportation Authority of Pima County and overall costs to provide LAP assistance. A brief description of these considerations is provided in the following section.

Regional Transportation Authority of Pima County provides a statement in Spanish and will for additional languages specific to the LAP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LAP individuals in the language requested.

Safe Harbor Provision for written translations

Regional Transportation Authority of Pima County 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 each LAP group. Vital documents include the following:

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

1) **Regional Transportation Authority of Pima County** 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 **Regional Transportation Authority of Pima County** staff who regularly take phone calls from the general public on how to respond to an LAP caller.
- ☒ 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 an LAP person.
- ☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LAP customer.
- ☒ Use of “I Speak” cards.
- ☒ Bilingual or multilingual versions of:
 - ☒ “How to ride” brochures
 - ☒ System maps and timetables
- Agency training
 - All staff members will receive training regarding the RTA’s responsibilities for providing LAP services and the resources that the RTA has available in fulfilling these responsibilities.
 - Staff will receive instruction on what to do when individuals with limited English proficiency seek to participate in an RTA process or utilize an RTA service.
 - The RTA’s Human Resource Director shall maintain a list of RTA employees who speak or write additional languages other than English.
 - Identify individuals who need language assistance
 - The RTA utilizes the Census “Language Identification Flashcards” to identify potential future needs. These cards have been enhanced to include O’odham and Yaqui, as these are the predominate Native American languages spoken in the RTA region.
 - The RTA will examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine the extent to which language assistance might be needed at future events.

- When the RTA sponsors an event, there will be a staff person to greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- Front-office staff and other staff members who speak directly with the general public will be surveyed annually on their experience concerning any contacts with LAP persons during the previous year.
- Outreach techniques
- RTA agendas contain a footnote in English and Spanish that translations are available upon request.
 - *The Meeting Room is accessible to persons with handicaps. In compliance with the Americans with Disabilities Act (ADA), those requiring special assistance, such as large-type face print, sign language or other reasonable accommodations, may request those through the administrative offices at: 1 E. Broadway, Suite 401, Tucson, Arizona 85701 (520) 792-1093, at least twenty-four hours before the meeting. Si necesita ayuda con traducción, llame por favor al 792-1093 y comuníquese con Nathan Barrett.*
- The RTA website provides a link to program summary materials translated into Spanish.
- Public notices and advertisements to public meetings include a footnote, in Spanish, that translation is available upon request.
- RTA member jurisdictions include the Pascua Yaqui Tribe and Tohono O'odham Nation. Some members of both the Tribe and the Nation have greater proficiency with their own tribal languages than with English. When RTA events take place on Tribal or Nation Lands, efforts are made to work with the respective jurisdictional staff to make accommodations for cultural and language assistance as the hosting jurisdiction deems appropriate.

2) Regional Transportation Authority of Pima County has a process to ensure the competency of interpreters and translation service through the following methods:

Regional Transportation Authority of Pima County 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. Regional Transportation Authority of Pima County will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. Regional Transportation Authority of Pima County 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 translator. Regional Transportation Authority of Pima County 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) Regional Transportation Authority of Pima County provides notice to LAP 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 LAP individuals of the Recipients' services, including the availability of language assistance services
- ☒ Information tables at local events
- ☒ Signs and handouts available in vehicles and at stations
- ☒ Agency websites

4) **Regional Transportation Authority of Pima County** monitors, evaluates and updates the LAP plan through the following process:

Regional Transportation Authority of Pima County will monitor the LAP 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. **Regional Transportation Authority of Pima County** will make changes to the language assistance plan based on feedback received. **Regional Transportation Authority of Pima County** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Regional Transportation Authority of Pima County** 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. **Regional Transportation Authority of Pima County** will consider new language assistance needs when expanding transit service into areas with high concentrations of LAP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Regional Transportation Authority of Pima County** trains employees to know their obligations to provide meaningful access to information and services for LAP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Regional Transportation Authority of Pima County** will implement processes for training of staff through the following procedures:

Regional Transportation Authority of Pima County will identify staff that are likely to come into contact with LAP persons as well as management staff that have frequent contact with LAP persons in order to target training to the appropriate staff. **Regional Transportation Authority of Pima County** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Regional Transportation Authority of Pima County** 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 LAP persons. **Regional Transportation Authority of Pima County** will implement LAP training to be provided for agency staff. **Regional Transportation Authority of Pima County** staff training for LAP to include:

- A summary of the **Regional Transportation Authority of Pima County** responsibilities under the DOT LAP Guidance;
- A summary of the **Regional Transportation Authority of Pima County** language assistance plan;
- A summary of the number and proportion of LAP persons in the **Regional Transportation Authority of Pima County** service area, the frequency of contact between the LAP population 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 the **Regional Transportation Authority of Pima County** cultural sensitivity policies and practices.

Language Identification Flashcard

2004 Census Test	United States Census 2010	LANGUAGE IDENTIFICATION FLASHCARD
☐	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐	Խաղաղամ' եւք 'նչում' կատարեք այս քանակաւորում, եթե խաղաղամ' կամ' կարողամ' եք հայկերէն:	2. Armenian
☐	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐	ឈ្មោះបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐	Motka i kahhon ya yangin ñntüñgnu' manitai pat ñntüñgnu' kumentos Chamorro.	5. Chamorro
☐	如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
☐	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐	Mark this box if you read or speak English.	11. English
☐	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

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☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ຕາມໃສ່ຊ່ອງນີ້ ຖ້າສາມາດອ່ານຫຼືເປົ່າພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

D8-3309

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U.S. CENSUS BUREAU

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ລາຍເລັກຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືເຫມາະສາດ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

09-3309

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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.

☒ **Regional Transportation Authority of Pima County** does not select the membership of any transit-related committees, planning boards, or advisory councils.

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

☒ **Regional Transportation Authority of Pima County** does not monitor subrecipients for Title VI compliance as it does not have any FTA subrecipients.

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 subrecipient organization receives any FTA dollars, it must comply with this requirement.

☒ **Regional Transportation Authority of Pima County** has no current or anticipated plans to develop new transit facilities covered by these requirements

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

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

1) Vehicle Load for Each Mode

The Sun Shuttle fleet comprises a mix of 22', 26', and 30' foot cut-away transit vehicles. The average load factor for vehicles operating all day will not exceed 1.25 for all routes. The RTA's vehicles are not designed for passenger standing room. Our contractors ensure that if vehicles are at capacity that a back-up vehicle is provided.

2) Vehicle Headway for Each Mode

Sun Shuttle routes operate primarily as neighborhood circulators or intercity connectors. These service types typically operate less frequently than urban core services. As such, Sun Shuttle routes maintain a scheduled headway of 1.5 hours or better. Sun Shuttle routes operate at the same frequency all day. RTA's contractors maintain headway according to the posted schedule and to allow for passenger transfers and sufficient break time for drivers.

3) On Time Performance for Each Mode

The on-time performance standard for the Sun Shuttle fixed-route system is up to five (5) minutes late, but less than one (1) minute early relative to the printed time-point in the Ride Guide.

4) Service Availability for Each Mode

RTA's contractors ensure that vehicles are available and ready to provide scheduled service on each route.

5) Transit amenities for each mode

The RTA provides transit amenities for its customers in partnership with Sun Tran. These items include seating, shelters, canopies, and signage at bus stops, as well as signage, maps, schedules, and waste receptacles at transit centers. All bus stops and transit centers are ADA accessible. The distribution of amenities is determined by Sun Tran, and transit centers are shared with Sun Tran routes. The Sun Shuttle fleet operates seamlessly within the larger Sun Tran transit system. In many cases, Shuttle buses are able to take advantage of existing Sun Tran bus stop infrastructure. In areas served only by Sun Shuttle, transit amenities are based on the number of passenger boardings per stop.

6) Vehicle assignments for each mode

Vehicles operated in the Sun Shuttle service fleet will not exceed an average age of five years. All vehicles are similarly equipped with standard equipment including air-conditioning and ADA accessibility. Buses are assigned to routes that match the characteristics of the vehicles. Larger 36-foot buses are operated primarily on high ridership intercity routes. Smaller 22-foot vehicles are operated in the general public dial-a-ride areas. Vehicle assignments are determined by RTA's contractor and vehicles are assigned based on capacity and maintenance schedules, ensuring all passengers are served equally.

Board Approval for the Title VI Plan

The Plan will be taken to the RTA Board at their scheduled September 2026 meeting. Board minutes will be inserted here.