

Title VI

CITY OF BISBEE/BISBEE BUS 2020



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Para Información en Español: Lorena Valdez, PW Admin Asst./Transit Coordinator.

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Executive Summary

Since 1998, the City of Bisbee, a rural, former mining town, has operated its transit system thanks to federal financial assistance from the 5311 Grant and the Southeastern Governments Organization.

There was a time when the town boomed with copper, silver and gold mining. When the ore ran out, so did most of the people and their businesses.

When the mines closed in 1975, the town emptied. Later entrepreneurs with their dreams came and bought the homes vacated in Old Bisbee and Warren for a song. The town has been singing ever since. It has become known for its many art galleries, artists, musicians, metal workers, carvers and potters. It went from a forlorn ghost town, to a fun-loving; let's give it a go attitude community.

Now, those 20-something who came in the 1970s, and thought they would never grow old, are in need of the service the Bisbee Bus provides, illustrating why these funds are so essential to Bisbee, The Bisbee Bus needs to continue to assist our elderly and disabled population, so they may get out, socialize and still enjoy life. Accordingly, the Bisbee Bus provides free fares for people over 60, who provide the proper photo identifications and proof of residency. For the disabled, an award letter from the Social Security Administration, acknowledging a disability, a photo ID, and a bill with their home address permits them free passes to get around town.

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

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

To accommodate passengers with mobility issues, the Bisbee Bus offers a 24-hour in advance request system which offers these riders doorstep home service. These requests are handled by the dispatcher of our contracted operational partner, the City of Douglas. This system proves to be effective and efficient, as the drivers are able to pick up these passengers and remain within a few minutes of the schedule.

The Bisbee Bus service provided around 32,325 rides last year and brought in around \$14, 139 66 6. Some Bisbee citizens over 60 prefer to pay the \$1 fare, rather than take advantage of our free pass system. Some also pay for the person behind them. There is no price tag or way to measure what that means to a person barely surviving.

Thanks to the 5311 Grants, the City has been able to fund needed new vehicles. Currently we have a 2014, 2015 and 2018 Starcraft. There are two 2009 Chevy AeroTechs. One is no longer in service, but parts from it can be used to keep the second AeroTech ready for emergencies.

Additionally, the passengers have six shelters that are much larger, 6 feet by 10 feet by 7 feet high. They are a copper-colored, steel mesh with a 4-foot bench and plenty of room for wheelchair and walker accessibility. The Bisbee Bus hopes to add more shelters in the future at Tintown, Copper Queen Hospital and on Naco Highway and Herford Road (at Print and Stitch).

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

The Bisbee Bus Liaison and Transit Coordinator work closely with the Douglas Transit Manager, Finance Director, Mechanic and staff to be sure the buses are running as they should and the drivers are providing the proper care to assist with those on walkers and in wheelchairs. The Douglas Transit Manager ensures that the drivers are screened, tested and trained on all the facets of the bus and their jobs. Complaints and compliments are always addressed as quickly as possible and noted in a file. Bus passes are applied for in Bisbee and Douglas makes them.

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

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

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

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA CITY OF BISBEE/BISBEE BUS

City of Bisbee/Bisbee Bus operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Bisbee/Bisbee Bus.

For more information on the The City of Bisbee/Bisbee Bus agenda's civil rights program, and the procedures to file a complaint, contact Jesus Haro, Public Works Director/Transit Manager 520-432-6002/6016, (TTY 711); email jharo@bisbeeaz.gov; or visit our administrative office at 915 S. Tovreaville Rd, Bisbee, AZ 85603. For more information, visit www.bisbeeaz.gov.

Complaints may be filed directly with the Arizona Department of Transportation (ADOT) Civil Rights Office. ATTN: Title VI Program Coordinator 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 520-432-6002. *Para información en Español llame: Lorena Valdez, PW Admin Asst./Transit Coordinator.

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA The City of Bisbee/Bisbee Bus
The City of Bisbee/Bisbee Bus (*y sus subcontratistas, si cualquiera*) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de The City of Bisbee/Bisbee Bus, y los procedimientos para presentar una queja, contacte a Jesus Haro, Public Works Director/Transit Manager 520-432-6002/6016, (TTY 711); o visite nuestra oficina administrativa en 915 S. Tovreaville Rd, Bisbee, AZ 85603. Para obtener más información, visite www.bisbeeaz.gov.

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (ADOT). Atención: Title VI Program Manager, 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: City Hall, at the bus shelters, garage, buses, the library and several businesses. This notice is also posted online at www.bisbeeaz.gov.

Non Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by The City of Bisbee/Bisbee Bus including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted City of Bisbee/Bisbee Bus will review the complaint form to determine jurisdiction. All Complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City of Bisbee/Bisbee Bus along with the City of Douglas, contractor, or submitted to the State or Federal authority for guidance.

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

- (7) **The City of Bisbee/Bisbee Bus** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **The City of Bisbee/Bisbee Bus** has three (3) business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has three (3) 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 three (3) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with City of Bisbee/Bisbee Bus decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 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.bisbeeaz.gov**.

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

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> 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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> 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?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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:

**Jesus Haro, Public Works Director/Transit Manager
915 S. Tovreaville Rd, Bisbee, AZ 85603
520-432-6002/6016
jharo@bisbeeaz.gov**

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

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

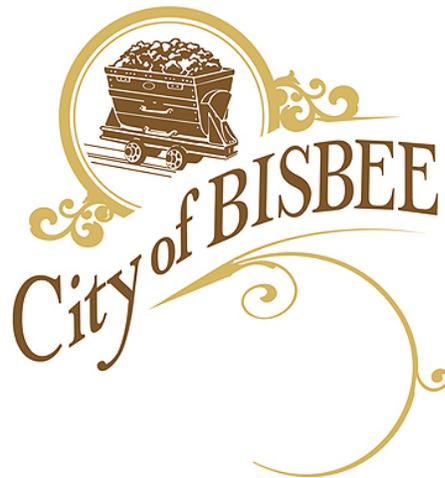
If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

City of Bisbee/Bisbee Bus has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2019**.

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

Public Participation Plan

CITY OF BISBEE/ BISBEE BUS Public Participation Plan



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

As an agency receiving federal financial assistance, **The City of Bisbee/Bisbee Bus** 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 (Please provide a web link here)
- 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 _____

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

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Post the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Pick up and drop off stations
 - Lobby of agency
- 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.
- List other _____

Public hearing on February 4, 2020. Public Notice was published on 01/16/20 and 01/23/2020.

Survey was distributed on January 27, 2020 and collected on February 6, 2020.

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

Transportation Authority Council (TAC) Quarterly Meetings will be held February 19, 2020, May 20, 2020, August 19, 2020 and November 18, 2020.

Customer Survey will be distributed and riders will be asked for their participation throughout May 2020.

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

City of Bisbee/Bisbee submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

Customer Service Survey:

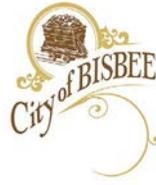
BISBEE BUS - SURVEY QUESTIONS:



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

10) Additional comments:

Thank you for taking the time to complete this survey.



1) ¿Con que frecuencia utiliza el autobús?

- a) Varias veces al día
- b) Diario
- c) Múltiples veces por semana
- d) Ocasionalmente
- e) La primera vez

2) ¿Yo soy? (marque todas que se apliquen)

- a) Adulto
- b) Niño(a)
- c) Anciano
- d) Discapacitado(a)
- e) Estudiante

3) ¿Estas con empleo?

- a) Medico
- b) Empleo
- c) Recreación
- d) Educación
- e) Tienda
- f) Otra razón _____

4) ¿Estas Con Empleo?

- a) Si
- b) No
- c)

5) ¿Cree usted que el servicio cumple con sus necesidades?

- a) Si
- b) No

6) ¿Como Clasificaria el servicio que usted recibe?

- a) Excelente
- b) Bien
- c) Aceptable
- d) Mal

7) ¿El Chofer le fue servicial y cortes?

- a) Si
- b) No

8) ¿ Estuvo a tiempo el autobus?

- a) Si
- b) No

9) ¿ Esta limpio el autobus?

- a) Si
- b) No

10) Comentarios:

Gracias por tomar su tiempo para contestar esta encuesta

COMMENT/INTEREST FORM

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

Optional:

Name: _____

Address: _____

Phone Number: _____ E-Mail Address: _____

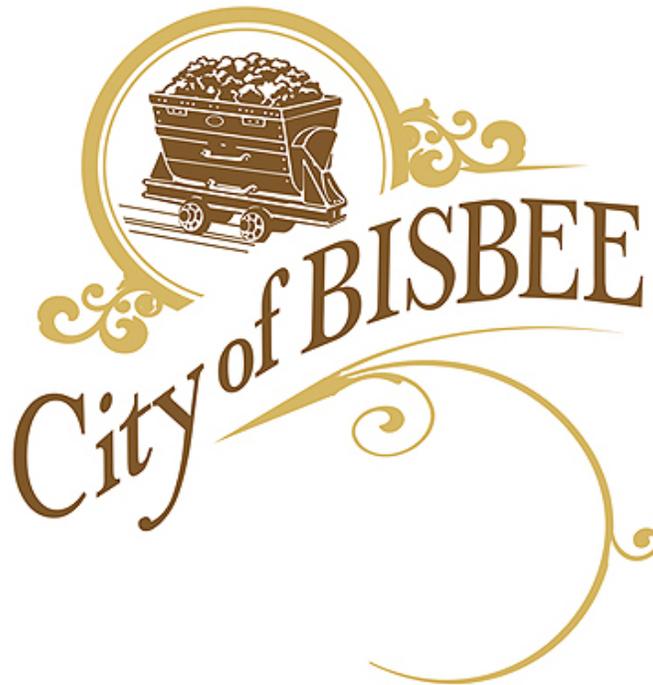
Jesus Haro – Public Works Director/Transit Manager
City of Bisbee/Bisbee Bus
915 S. Tovreaville Rd, #4601, Bisbee, AZ 85603
520-432-6002 Fax: 520-432-6069
jharo@bisbeeaz.gov

Español: lvaldez@bisbeeaz.gov

Limited English Proficiency Plan

CITY OF BISBEE / ***BISBEE BUS***

Limited English Proficiency Plan



City of Bisbee/Bisbee Bus has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Bisbee/Bisbee Bus services 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 City of Bisbee/Bisbee Bus**'s extent of obligation to provide LEP services, **The City of Bisbee/Bisbee Bus** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

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

CITY OF BISBEE/BISBEE BUS FOUR FACTOR ANALYSIS

Persons with Limited English Proficiency (LEP)	Estimate	% of Persons 5 yrs. & Over	% of Persons 5 yrs. & Over with LEP
Total Person 5 yrs. & Over	5164	100.00%	-
English Speaking Only	3642	70.50%	-
Limited English Proficiency	342	6.60%	100%
Spanish	1444	28.00%	6.20%
Other Indo-European Languages	40	0.80%	0.00%
Asian & Pacific Island Languages	13	0.30%	0.30%
Other Languages	17	0.30%	0.20%

- 2) The frequency with which LEP individuals come in contact with an **The City of Bisbee/Bisbee Bus** services;

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

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

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

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

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

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

Safe Harbor Provision for written translations

The City of Bisbee/Bisbee Bus complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

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

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

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

All our employees are bi-lingual and are able to assist with Spanish translation.

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

Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.

Instructions are provided to customer service staff and other **The City of Bisbee/Bisbee Bus** staff who regularly take phone calls from the general public on how to respond to an LEP 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 LEP person.

Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

Use of "I Speak" cards.

Bilingual or multilingual versions of:

"How to ride" brochures

System maps and timetables

Safety and security announcements

Service change announcements

List other _____

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

The City of Bisbee/Bisbee Bus will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **The City of Bisbee/Bisbee Bus** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **The City of Bisbee/Bisbee Bus** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translating. **The City of Bisbee/Bisbee Bus** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **The City of Bisbee/Bisbee Bus** provides notice to LEP 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 LEP individuals of the Recipients' services, including the availability of language assistance services
- Announcements at community meetings
- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at stations
- Agency websites
- Customer service lines

4) **The City of Bisbee/Bisbee Bus** monitors, evaluates and updates the LEP plan through the following process:

The City of Bisbee/Bisbee Bus will monitor the LEP 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. **The City of Bisbee/Bisbee Bus** will make changes to the language assistance plan based on feedback received. **The City of Bisbee/Bisbee Bus** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **The City of Bisbee/Bisbee Bus** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **The City of Bisbee/Bisbee Bus** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

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

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

- A summary of **The City of Bisbee/Bisbee Bus** responsibilities under the DOT LEP Guidance;
- A summary of **The City of Bisbee/Bisbee Bus** language assistance plan;
- A summary of the number and proportion of LEP persons in **The City of Bisbee/Bisbee Bus** service area, the frequency of contact between the LEP 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 City of Bisbee/Bisbee Bus** cultural sensitivity policies and practices.

Bisbee Bus

Public Bus Service in Bisbee

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

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

Bus Stops

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



Deviations from the Route

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

Fares

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

For More Information

Bisbee Bus (520) 508-1936

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

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

For information in languages other than English, contact: Lorena Valdez or Jesus Haro, 520-432-6002, lvaldez@bisbeeaz.gov or jharo@bisbeeaz.gov.



Servicio público de autobuses en Bisbee

Bisbee Bus es un servicio público de autobuses para todas las personas. Los autobuses prestan servicio de lunes a sábado en:

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

Paradas

Los pasajeros pueden abordar o descender de los autobuses en las paradas señaladas en cada ruta. Las ubicaciones de las paradas se muestran en el mapa y en el horario incluidos en esta guía.



Desviaciones de la ruta

Los conductores pueden desviarse una corta distancia de la ruta regular para recoger o dejar pasajeros, como el horario permite. Para este servicio se requiere un aviso de 1 día previo y se cobrará un cargo adicional de 50 centavos por persona.

Tarifas

La tarifa de Bisbee Buses es de sólo \$1.00 por viaje. Se encuentran disponibles tarifas especiales y pases para estudiantes, personas de la tercera edad y personas con discapacidades. Consulte el cuadro completo de tarifas junto al mapa.

Más información:

Bisbee Bus (520) 508-1936

Es la política de la Ciudad de Bisbee y la Ciudad de Douglas para cumplir con el Título VI del Acta de Derechos Civiles de 1964. Los servicios de transporte se proporcionarán sin importar raza, color, origen nacional, edad, género o discapacidad.

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

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



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

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

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

Non-elected Committees Membership Table

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

The City of Bisbee/Bisbee Bus does not select the membership of any transit-related committees, planning boards, or advisory councils.

***Table Depicting Membership of Committees, Councils, Broken Down by Race**

Body	African American/ Black	American Indian/Alaskan Native	Native Hawaiian/ Other Pacific Islander	Asian	Hispanic/ Latino	White
Population	1.1%	.048%	0%	0%	39.1%	59.3%
Transit Advisory Committ	10%	10%	0%	0%	40%	40%

Monitoring for Subrecipient Title VI Compliance

The Public Works Director/Bisbee Bus Grant Administrator and Transit and Financial Managers in Bisbee stay in touch with each other by phone, email and in person on every day matters and in meetings. A relationship has built a solid foundation for the continuance of the excellent service provided by the Bisbee Bus.

Both entities share new rules and laws and work to understand and implement them.

The Public Works Director/Bisbee Bus Grant Administrator has reviewed the following for Bisbee:

- Title VI 2020
- Training Compliances
- Postings of Title VI Public Notices and Complaint Procedures on the buses and the City of Bisbee website.
- Posting of Title VI Implementation Plan on City of Bisbee website.
- Participation in the drug and Alcohol Program Manager Refresher Training and understanding the new Part 40 Regulation Updates.
- Participated in the City of Douglas' & City of Bisbee's on site Drug and Alcohol Compliance review by ADOT in the Fall of 2019.
- Use of DOT's Revised Federal Drug Testing Custody and Control Form (CCF) by July 1, 2019.
- Review of the City of Bisbee's MIS reporting for 2019.

Douglas provides superior management of Bisbee's System. The drivers are well trained, as well as well-liked by Bisbee's riders. Documentation thorough and updated quickly. When Bisbee's City Hall burned down October of 2017, in the midst of all of Bisbee's lost documentation, there was reassurance knowing much of it could be covered in a current and complete state through the City of Douglas.

There have been no deviations from the federal regulations reported.

Title VI Equity Analysis

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

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

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

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

Fixed Route Transit Provider Analysis

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

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

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

1) Vehicle Load for Each Mode

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

2) Vehicle Headway for Each Mode

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

3) On Time Performance for Each Mode

The Bisbee Bus defines a bus as late if it departs the “time point” five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure.

4) Service Availability for Each Mode

The Bisbee Bus will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service.

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

5) Transit amenities for each mode

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

6) Vehicle assignments for each mode

All buses have the same level of amenities (i.e., air conditioning, Wheelchair lift) available to riders. Buses are assigned for specific routes.

Board Approval for the Title VI Plan

City Council approval for the 2020 Title VI Plan will be submitted after ADOT approves our plan.