MARICOPA ASSOCIATION of GOVERNMENTS
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April 2, 2014

TO: Members of the MAG Human Services Technical Committee

FROM: Naomi Farrell, City of Tempe, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF AGENDA

Meeting - 1:30 p.m.
Thursday, April 10, 2014
MAG Office, Second Floor, Chaparral Room
302 North 1st Avenue, Phoenix

The next MAG Human Services Technical Committee (HSTC) meeting will be held at the time and place noted above. Members of the Human Services Technical Committee may attend either in person or by phone. Supporting information is enclosed for your review.

The meeting agenda and resource materials are also available on the MAG website at www.azmag.gov. In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: ftp://ftp.azmag.gov/HumanServicesTechnicalCommittee. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Human Services Technical Committee does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please call the MAG office.

MAG HUMAN SERVICES TECHNICAL COMMITTEE
TENTATIVE AGENDA
April 10, 2014

	COMMITTEE ACTION REQUESTED
1. Call to Order	
2. Call to the Audience An opportunity will be provided to members of the public to address HSTC on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless HSTC requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.	2. Information.
3. Approval of the January 9, 2014 Meeting Minutes The draft minutes for the January 9, 2014 meeting are posted with the meeting materials.	3. Approve the HSTC January 9, 2014 Meeting Minutes.
4. FY 2015 Title VI and Environmental Justice Program MAG undertakes Title VI and Environmental Justice as a sub recipient of federal funds. In compliance with federal regulations, a new program has been developed with feedback from the MAG Title VI liaisons and communities of concern. The purpose of the program is to ensure vulnerable populations have a voice in the regional planning process at MAG and that they share in the benefits of the planning process. The program outlines the roles, method of administration, and analysis that supports equity in regional planning. Please refer to the draft document posted with the meeting materials.	4. Recommend approval of the draft FY 2015 Title VI and Environmental Justice Program.
5. Human Services Per Capita Funding Study	5. Information and discussion.

The MAG Human Services Coordinating Committee and MAG Human Services Technical Committee is conducting a study to develop a regional per capita figure based on municipal per capita data. A survey was distributed to MAG member agencies. A report will be offered on the number of surveys received and next steps in the study.

6. Greater Phoenix Age-Friendly Network

6. Information and discussion.

The Greater Phoenix Age-Friendly Network was formed with the support of a multi-disciplinary team with the goal of better connecting older adults with people of all ages. An update will be offered on the "All Ages, One Region" conference, site visit with Grantmakers in Aging, traffic on Connect60Plus.com, 2014 Age-Friendly Community Competition, and the progress achieved within the pilot communities. A report will also be offered on the 2014 "Best Intergenerational Communities" award the network and region received from Generations United.

7. Request for Future Agenda Items

7. Information and discussion.

Topics or issues of interest that the MAG Human Services Technical Committee would like to have considered for discussion at a future meeting will be requested.

8. Comments from the Committee

8. Information.

An opportunity will be provided for HSTC members to present a brief summary of current events. HSTC is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Adjournment

MINUTES OF THE
MAG HUMAN SERVICES TECHNICAL COMMITTEE
January 9, 2014
MAG Office Building, Chaparral Room
Phoenix, Arizona

MEMBERS ATTENDING

*Mary Berumen, City of Mesa
#Kyle Bogdon, DES/ACYF
Jan Cameron, City of Scottsdale
*Michael Celaya, City of Surprise
*Krista Cornish, Town of Buckeye
Naomi Farrell, City of Tempe, Chair
Jessica Fierro, Town of Gilbert
Donna Bleyle for Laura Guild, Arizona Department of Economic Security
#Ilene Herberg, Arizona Department of Economic Security / Division of Developmental Disabilities
Jeffrey Jamison, City of Phoenix
Michael Hughes for Deanna Jonovich, City of Phoenix
Jim Knaut, Area Agency on Aging
*Margarita Leyvas, Maricopa County
Joyce Lopez-Powell, Valley of the Sun United Way
Steven MacFarlane, City of Phoenix
#Caterina Mena, Tempe Community Council
Christina Plante, City of Goodyear
#Leah Powell, City of Chandler
#Cindy Saverino, Arizona Department of Economic Security
#Stephanie Small, City of Avondale, Vice Chair

*Neither present nor represented by proxy.
#Attended by telephone conference call.
+Attended by videoconference.

OTHERS PRESENT

Brandi Coffland, Department of Economic Security/RSA
#Carrie Erickson
Rachel Brito, MAG
Amy St. Peter, MAG

1. Call to Order

Naomi Farrell, City of Tempe, Chair, called the meeting to order at 1:32 p.m. She welcomed Christina Plante, City of Goodyear, to the Human Services Technical Committee (HSTC). Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the public to address the Committee. No public comments were made.

3. Approval of the December 12, 2013 HSTC Meeting Minutes

A motion to approve the December 12, 2013, meeting minutes was requested. Steve MacFarlane, City of Phoenix, motioned to approve the minutes. Jeffrey Jamison, City of Phoenix, seconded the motion. The motion passed unanimously.

4. Legislative Update

Chair Farrell invited Nathan Pryor to offer a legislative update. Mr. Pryor discussed the government shut-down and advised a compromise was reached and the budget was signed into law on December 26, 2013. He noted the key is that the overall broader bedget numbers are set, but the appropriations have not been addressed. The appropriation budget has to be adopted by January 15, 2015.

Mr. Pryor advised expectations are for budgets to remain the same across agencies' programmatic areas. He noted the approved budget was a compromise budget and there are spending increases anticipated for FY2014 and FY2015 that exceed the sequestration caps previously enacted. He noted the compromise indicates the caps can be extended in FY 2022 and FY 2023 therefore the budget removes the caps in the near term but extends it in the long-term. A lot of work remains to be done within the next two weeks with the potential of a continuing resolution.

A question was raised on whether Congress will review only the overall Department of Health and Human Services (HHS) budget or if they will drill down to specific programs such as the Social Services Block Grant. Mr. Pryor advised HHS may begin to consider individual programmatic budgets, however Congress' influence and whether or not programmatic budgets are affected is unknown at this time. He added that unemployment benefits were not addressed and remain an ongoing issue. There was no further discussion.

5. Social Services Block Grant Ranking Exercise and Draft Allocations

Chair Farrell advised the Committee reviewed two options for the draft SSBG allocations during their last meeting. She provided a brief overview of the two options presented and requested that Amy St. Peter offer an update on input received from public comment period and next steps.

Ms. St. Peter advised that no public comments were received in response to the draft SSBG allocation. She noted at the request of the Committee, a brief explanation was provided during the public comment period describing how the draft recommendations were developed. Ms. St. Peter noted that no services received an increase during this process. However, the lowest ranked services were decreased per the survey results and application of an overall 5.3 percent budget reduction. At the request of the Department of Economic Security, services funded through the

Division for Children, Youth and Families (ADCYF), or Division of Aging and Adult Services (DAAS) where held harmless.

Ms. St. Peter advised next steps include presenting recommendations to the MAG Human Services Coordinating Committee in January and proceeding through the MAG approval process to Regional Council prior to forwarding the recommendations to DES. A motion was requested. Steve MacFarlane motioned to recommend approval of the draft Social Services Block Grant allocation recommendations. Jim Knaut, Area Agency on Aging, seconded the motion. The motion passed.

6. Human Services Per Capita Funding

Vice Chair Small invited Ms. St. Peter to offer an update on the draft Human Services per Capita funding survey tool.

Ms. St. Peter advised that additional recommendations were received and applied to the revised survey tool included in the meeting materials. She noted input received during the pilot indicated the survey tool became problematic and time intensive when trying to identifying different funding sources. This was due to pooled funding. Ms. St. Peter noted the list of services is provided for guidance however, information per individual line item is not necessary. Changes made to the tool included allowing individuals to provide either a total dollar amount for funding or dollar amount by line item. She noted the need to determine per capita funding amount for human services at a regional level which will require city and town data to arrive at a regional figure. The survey tool will be distributed to cities, towns, the County, and Native American Indian communities, and based on input received, staff will then determine the per capita amount by municipality to determine a regional range. Ms. St. Peter noted defining human services has been a long-term need.

A question was raised on whether the list of services could be assigned a grade level based on priority. This may help identify how different cities or towns view different services and offer insight to how and why services are or are not funded. Ms. St. Peter noted another option may be to identify if a service is high, medium or low priority. It was suggested as cities have shifting priorities depending on the needs of the community, more information can be gathered through discussion as opposed to requesting it on a form. Additionally, services may be aligned with goals within a strategic plan.

Mr. McFarlane commented on the service line item for Head Start funding noting funding from the city, the county, and Southwest Human Development. Because these are different geographic areas, he suggested this is a particular funding source that needs to be reviewed separately. Discussion ensured on whether this item falls under education or human services. Mr. McFarlane noted Southwest Human Development funding would be tied in with the city, adding that the county funds the east and west valley. Ms. St. Peter clarified the need to ensure funding from Southwest Human Development is included in the data.

Ms. St. Peter noted the importance of knowing whether or not particular services are being funded. She noted it may be an option for agencies to list services low, medium, or high priority. Mr. Jamison expressed concern over cities having to make budget cuts over the past several months. He noted all services that remain are considered a high priority. He suggested having a baseline to determine where shifts occur over time may be a better option. Additionally, he noted rating some services low priority could cause concerns among staff. There was agreement among the Committee to include a question that inquires if a particular service is funded, but not to inquire about priority levels.

Ms. St. Peter noted there is no particular grant deadline tied to the survey and requested input on the timeframe. Committee members noted cities are beginning their budget preparations and recommended a mid-February deadline. Ms. St. Peter advised once approved by the Human Services Coordinating Committee, the survey tool would be distributed to intergovernmental representatives as well as HSTC members with a February 14, 2014 deadline.

A motion was requested. A motion was made by Christina Plante City of Goodyear, to recommend approval of the draft Human Services Per Capita Funding Study survey tool. Mr. MacFarlane seconded the motion. The motion passed.

7. Regional Age-Friendly Network

Chair Farrell requested an update on the Regional Age-Friendly Network. Ms. St. Peter provided information on the Age-Friendly Community competition. Nominations can be submitted on www.connect60plus.com, or submitted directly to staff. An overview of the competition was shared. Ms. St. peter noted the evaluation panel includes John Feather, Grantmakers in Aging; Leah Bradley, Generations United; Dr. Clarin Collins, Virginia G. Piper Trust; and Jennifer-Wallace Brodeur, AARP National. Additionally, the New York Academy of Medicine along with International Federation on Aging are helping to develop the evaluation tool. The tool will not only be used for nominations, but can be used as self-assessment tool so that communities can to determine if they are age-friendly. The deadline for the competition is January 31, 2014.

Ms. St. Peter proceeded with an update of the All Ages, One Community conference scheduled for March 27, 2014 at the Glendale Civic Center. The conference will offer 14 different workshops with speakers from coast-to-coast. Registration for the event is being developed will be distributed within the next few days. Funding for the event is provided by Grantmakers in Aging, Virginia G. Piper Trust and Arizona Community Foundation.

8. Request for Future Agenda Items

Committee members were given an opportunity to suggest topics or issues of interest they would like to have considered for discussion at a future meeting. No items were requested.

9. Comments from the Committee

Committee members were given the opportunity to share comments or information related to community events. There were no comments.

The meeting adjourned at 2:00 p.m. The next meeting is scheduled for February 13, 2014, at 1:30 p.m.

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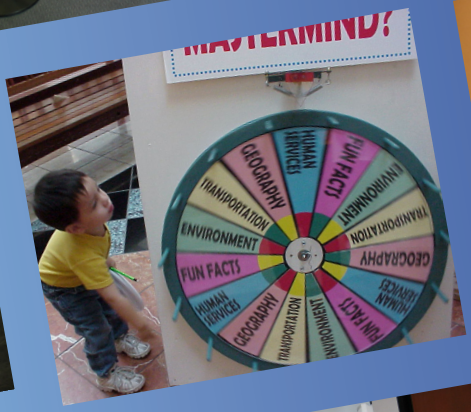

FY 2015 Environmental Justice and Title VI Plan

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Maricopa Association of Governments
FY 2015 Environmental Justice and Title VI Program

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The Maricopa Association of Governments (MAG) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which MAG receives federal financial assistance. Additional protections are provided in other federal and state statutes for religion, sex, disability, and age. Any person who believes they have experienced discrimination under Title VI has a right to file a formal complaint with MAG. Any such complaint must be filed with MAG's Title VI Coordinator within 180 days following the date of the alleged discriminatory occurrence. For more information, or to file a complaint, please contact the Title VI Coordinator at (602) 254-6300.

Section One: Introduction

Transportation is a lifeline that connects people with employment, medical care, education, and their surrounding community. All people benefit from accessing viable transportation solutions. In order to develop transportation plans that are responsive to the needs and priorities of a diverse population, it is essential to have a process in place that effectively engages the public, fully integrates their feedback, analyzes the benefits and burdens of various alternatives, and recommends the most equitable solutions. With an intentional focus, vulnerable populations are assured equal access to this planning process and to the products of such planning. The Maricopa Association of Governments (MAG) maintains a robust Title VI and Environmental Justice program to ensure all people have a meaningful role in the planning process. This program outlines the roles, method of administration, and analysis that supports equity in regional planning.

For more than 40 years, MAG has fully integrated the voices of vulnerable populations into regional planning activities. MAG is the Metropolitan Planning Organization (MPO) and Council of Governments (COG) for the region, comprising 27 cities and towns, three Native American Communities, Maricopa County, Pinal County, and the Arizona Department of Transportation. The Citizens Transportation Oversight Committee is also represented on the MAG Regional Council. As the MPO for the region, MAG develops plans and programs and facilitates activities related to transportation, the environment, and human services, and is charged with developing socioeconomic projections. While a significant portion of the work is funded by federal dollars, this region provides significant funding through a regional transportation tax put in place through Proposition 400. The 20-year life of the tax is expected to raise $8.5 billion for regional transportation projects. Passage of Proposition 400 by the voters demonstrates a strong commitment to improving mobility throughout the region.

As the groundwork was being laid for Proposition 400, extensive community outreach engaged a diverse spectrum of people. Their needs and feedback were considered as an important part of the planning process. As a result, funding for transit increased from less than two percent in Proposition 300 to 33 percent in Proposition 400. This is an example of the

impact communities of concern have on regional planning at MAG. Community engagement activities are continuing and provide elements that are important to responsive planning.

The previous Title VI and Environmental Program was approved by the MAG Regional Council on July 27, 2011. In compliance with federal justice regulation, this new program was developed within the required three-year timeframe. The *FY 2015 MAG Environmental Justice and Title VI Program* includes changes based on federal legislation introduced through Moving Ahead for Progress in the 21st Century Act (MAP-21) and the most current federal circular, Federal Transit Administration (FTA) Circular 4702.1B, published on October 1, 2012. Other changes have originated as local initiatives, such as the revision of the agency's awareness survey to identify those in need of assistance to access transportation. This joint effort between the MAG Communications and Human Services divisions goes beyond the role of providing not only information, but also assistance to those most in need. New partnerships have been forged with nonprofit agencies and places of worship to supplement the region's traditional transit system with innovative solutions that swiftly and creatively meet previously unmet needs.

Since the last Environmental Justice and Title VI Program was approved in 2011, MAG has reached out to thousands of people in all corners of the region to ensure the planning process at MAG reflects the voices and visions of our diverse population. Title VI and Environmental Justice (EJ) activities are mandated by the federal government to ensure that people of all races, income levels, ages, and abilities have an equal voice in the planning process and receive equal benefit from the results of such planning. MAG is actively engaged in Title VI and Environmental Justice activities as a subrecipient of federal funding. In order to facilitate a thorough understanding of these activities, the definitions are provided in *Attachment A*. MAG's plan will be reviewed annually and updated as needed. The Environmental Justice and Title VI Program will be developed no less than every three years in accordance with federal regulation.

The activities listed in this document respond directly to the guidance provided by the FTA Circular 4702.1B. Chapter three outlines the requirements for every Title VI Program. Chapter six addresses the requirements that are specific to metropolitan planning organizations, such as MAG. Requirements include the development of a demographic profile identifying the locations of Title VI and EJ groups and a planning process that identifies the transportation needs of people with low incomes and the needs of minority populations. The guidance additionally requires an analytical process that identifies the benefits and burdens of transportation system investments for different socioeconomic groups, identifies imbalances, and responds to the analysis produced. The content of the Title VI Program for metropolitan planning organizations is described in the following section.

Section Two: Overview of Roles

A. Federal Guidance for Metropolitan Planning Organizations

On October 1, 2012, FTA published Circular 4702.1B. Chapter three outlines the general requirements and chapter six provides the requirements specific to metropolitan planning organizations as follows:

General Requirements

- Prepare and submit a Title VI Program that has been approved by the board.
- Include a copy of the agency's public notice with a list of where the notice is posted.
- Include instructions for how to file a complaint with a copy of the complaint form.
- Include a list of any Title VI investigations, complaints or lawsuits.
- Include a Public Participation Plan and list of outreach activities conducted since the last submission.
- Include a Limited English Proficiency Plan for providing language assistance.
- Include a table depicting the racial composition of transit-related committee, boards, and advisory councils.

Requirements Specific to Metropolitan Planning Organization

- Provide a demographic profile that identifies locations of minority populations.
- Describe the process by which the mobility needs of minority populations are identified and considered.
- Provide demographic maps that overlay the minority and non-minority populations and tables that analyze the impacts of the distribution of state and federal funds in the aggregate for public transportation purposes.
- Identify and analyze disparate impacts on the basis of race, color, or national origin, and if so, determine if there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if alternatives could be employed that would have a less discriminatory impact.

B. Signed Policy Statement

The following policy statement supports the implementation of these activities:

The Maricopa Association of Governments (MAG) is committed to ensuring that no person is discriminated against on the grounds of color, race, or national origin as provided by Title VI of the Civil Rights Act of 1964 and related legislation. Specifically, Title VI asserts that, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Additional protections are provided in other federal and state statutes for religion, sex, disability, and age.

MAG strives to ensure nondiscrimination in all of its programs and activities, whether those programs

and activities are federally funded or not. As a sub-recipient of federal funding, MAG is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by the U.S. Department of Justice per 28 Code of Federal Regulations (CFR) § 42.401 et seq. and 28 CFR § 50.3. The U.S. Department of Transportation Title VI implementing regulations can be found at 49 CFR part 21.

Dennis Smith, Executive Director

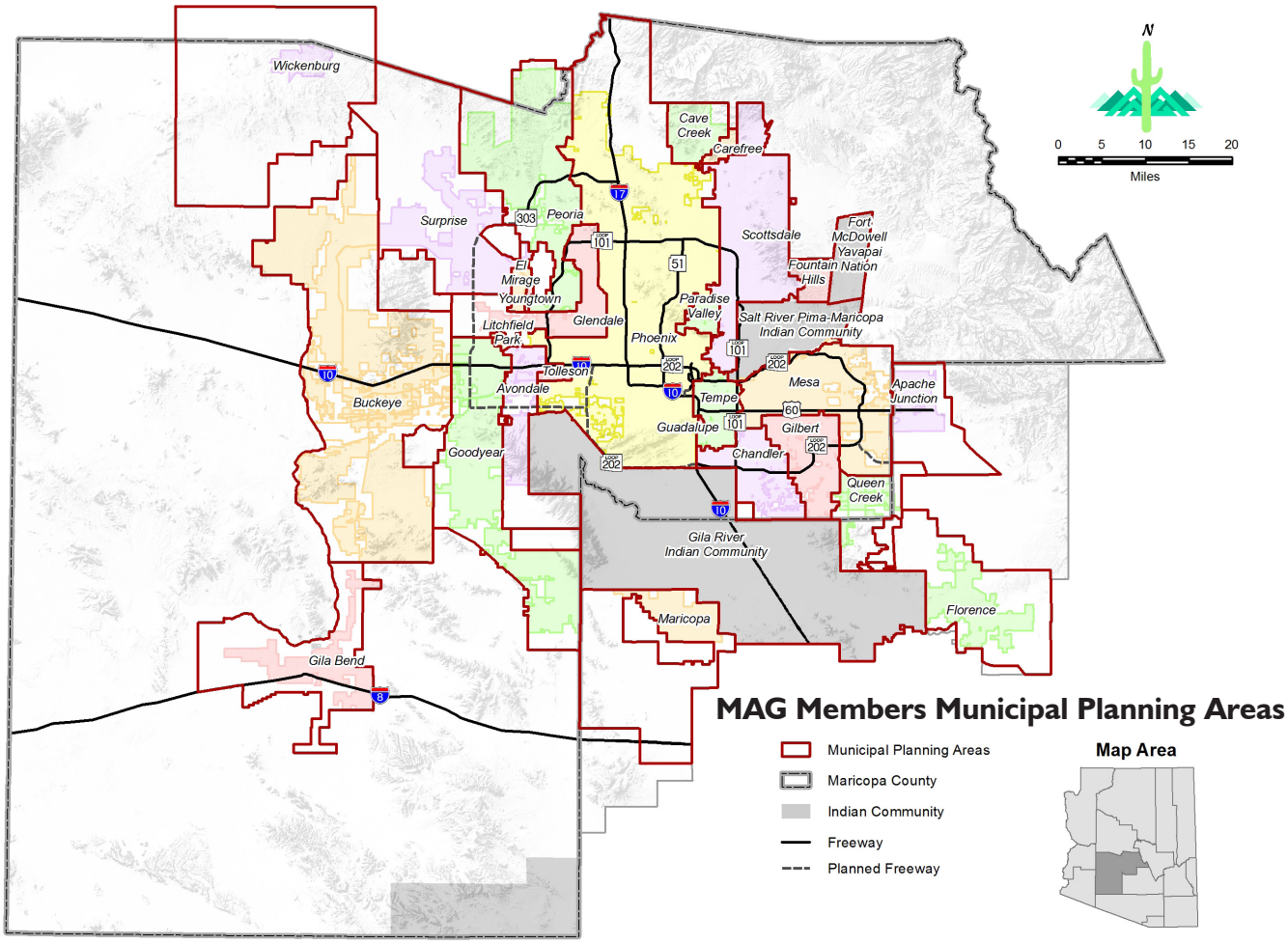
3/31/14

Date

C. Primary Partners

MAG's work in this area is impacted and supported by a number of partners. Title VI and Environmental Justice (EJ) activities are undertaken by partners working closely together to ensure that all people in the region have a voice in and benefit from investments made in transportation. Each agency involved in this collaboration addresses facets important to Title VI and contributes to a robust regional response.

- As the MPO, MAG has primary responsibility for EJ and Title VI analysis at the regional planning level. This includes regional plans, studies, and analyses of data to support the work of the MPO.



Mapping tools at MAG allow the general public and member agencies to identify geographic areas with varying concentrations of communities of concern.

- The cities, towns, Native American Indian communities, Pinal County, and Maricopa County have primary responsibility for Title VI and EJ analysis under the National Environmental Policy Act (NEPA) for arterial and local construction projects.

- The Arizona Department of Transportation (ADOT) conducts Title VI and EJ analysis for highway construction projects.

- The City of Phoenix, as the designated recipient for Federal Transit Administration (FTA) funds, transit operators, and subrecipients of FTA funds have primary responsibility for Title VI and EJ analysis for transit service and for transit projects under the National Environmental Policy Act (NEPA). All regionally significant transportation projects and activities for the region are included in the MAG Regional Transportation Plan (RTP).

- The RTP provides a policy framework to guide regional transportation investments and establishes performance measures for regional transportation facilities and services that will allow the region to better monitor and improve the system in the future. It also identifies and prioritizes specific transportation facilities needed to achieve the congestion, mobility, safety, environmental and other goals of the plan. These projects are detailed in the maps and texts of the RTP document and in major elements of the RTP including:
  - Proposition 400 projects in the three life cycle programs: Freeway, Arterial, and Transit.
  - The MAG federally funded program.
  - Locally sponsored projects.

Participating agencies include the Arizona Department of Transportation, 27 cities and towns, Pinal County, Maricopa County, MAG, and transit providers in the MAG region (Valley Metro/RPTA, City of Phoenix, City of Scottsdale, City of Peoria, and City of Glendale). For more information about the RTP, please visit the following link located on the MAG website:
http://www.azmag.gov/Projects/Project.asp?CMSID2=1126&MID=Transportation.

A new planning agreement among the Maricopa Association of Governments (MAG), the Regional Public Transportation Authority (RPTA), Valley Metro Rail, and the City of Phoenix outlines the roles and responsibilities in transit planning, programming and fund allocation. A section on Title VI further defines the various roles in regard to communities of concern and the outreach needed to fully engage vulnerable populations in the regional planning process.

Section Three: Method of Administration

This Title VI Program is implemented through the assistance of a Title VI Coordinator and MAG division liaisons. The role of the Coordinator is to be responsible for reviewing and updating the plan in collaboration with the division liaisons. The liaisons in each of the MAG divisions are the main point of contact for both the public and the Coordinator on Title VI issues. For a full listing of the liaisons, please refer to *Attachment B*.

The planning process to support Title VI activities may be summarized by three main categories of data, dialogue, and decisions. The process begins by developing a demographic profile for the communities of concern.

A. Data: Demographic Profile for Communities of Concern

Communities of concern describe populations that have been determined by the federal government or the MPO as benefiting from protections to ensure their meaningful involvement in planning and services. These vulnerable populations have been identified through the Civil Rights Act of 1964, Executive Order 12898, and Executive Order 13166 to end discrimination and ensure equal access to all federally funded services.

To assist with the identification of Title VI neighborhoods, the presence of Title VI populations is compared against the regional average for each community of concern. Linguistic isolation follows federal guidance at five percent within a census block or 1,000 people or more within a neighborhood. Based on the 2008 to 2012 American Community Survey five-year estimates, the threshold for each mandated community of concern is as follows:

- Linguistic isolation: five percent or higher
- Minority population: 41 percent or higher
- Population in poverty: 14.7 percent or higher
- Disability: 18 percent or higher

The U.S. Census Bureau is the source of data used for determining the environmental justice communities of concern. The unit of analysis is the census tract. Census tracts tend to remain relatively stable, and when they do change, the exact nature of the change is published. Census tracts are drawn up by local committees, and accordingly, are more likely to reflect the community's view of where one neighborhood ends and another begins. Census tracts also are comparable in population size.

Communities of concern are identified as those census tracts where the identified group represents a percentage of the population equal to or greater than that of the county average. Federal guidelines state that minority populations should be identified where either (a) the minority population of the affected area exceeds 50 percent, or (b) the minority population percentage of the affected area is measurably greater than the minority population percentage in the general population or other appropriate unit of geographic analysis.

The following chart indicates the number of people represented by communities of concern and the percentage they represent of the total population in the region. Definitions and maps for each of the communities of concern are provided in *Attachment F.*

Population and Households			Census Units [h]			
	MPO		Number of units >= MPO Percentage	% Units	Affected [f] Population	% of Affected Population Captured in Census units
Category	Total	Percent				
Population Base (Defined Census Geography)	4,054,972	100.0%	962	100%	------	------
Household Base (Defined Census Geography)	1,488,937	100.0%	962	100%	------	------
Minority [a]	1,662,381	41.0%	377	39%	1,087,708	65.4%
Age 60+ [a]	693,416	17.1%	320	33%	411,230	59.3%
Age 65+ [a]	490,863	12.1%	290	30%	298,926	60.9%
Age 75+ [a]	217,228	5.4%	276	29%	145,429	66.9%
Below Poverty Level [b]	628,312	15.7%	365	38%	450,503	71.7%
Population With a Disability [c]	399,426	9.9%	424	44%	240,483	60.2%
Families With Female Head of Household [d]	184,092	12.4%	452	47%	115,134	62.5%
Linguistically Isolated Households [e]	77,431	5.2%	319	33%	60,437	78.1%
Speak English Less Than "Very Well" [g]	385,853	10.2%	323	34%	283,834	73.6%

Sources: U.S. Census Bureau, 2008-2012 American Community Survey (ACS) 5-Year estimates and 2010 Decennial Census

ACS data are based on a sample and are subject to sampling variability

a Minority includes total population less White (Non Hispanic). Data for minority and population groups by age are from 2010 Census data.

b Percent of the population for whom poverty status is determined does not include institutionalized persons or persons under 5 years of age. Total population in the Census defined area for whom poverty status is determined is 4,008079. Data from 2011 ACS 5-Year estimates (Table B17021).

c Disability status from the 2008-2012 ACS 5-year estimates. Disability status is not available at the Block Group level in the 2008-2012 ACS 5-year estimates or the 2010 Census. All percentages are based on Census Tracts only for the MPO area, or 960 tracts. Disability status is determined for the civilian noninstitutionalized population based on six types of difficulty: hearing, vision, cognitive, ambulatory, self-care, and independent living difficulty (Table B18135).

d Female Head of Household includes number of families with female householder, no husband present. Percent is a percent of total households. Data from 2010 Decennial Census (Table P0180006)

e A linguistically isolated household is one in which no member 14 years and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members of the household 14 years and over have at least some difficulty with English. Data from 2012 ACS 5-Year estimates (Table B16002). 2012 estimate of total households for the defined geography is 1,478,470

f Affected population is the total of people or households (depending on the data "universe") that fall into the specified category for all Census units that have greater than or equal to the percentage for the MPO area (as defined by the Census geography).

g The guidance for Limited English Proficiency (LEP) for DOT recipients refers to persons age five years and over who speak English less than "very well." See http://www.lep.gov/guidance/guidance_Fed_Guidance.html Data from 2012 ACS 5-Year estimates (Table B16004). 2012 estimate of total persons age 5 years and over for the defined Census geography is 3,772,372.

h The Census Units used in this analysis include all 916 Census tracts within Maricopa County plus 43 full Census Tracts and 3 Census Block Groups in Pinal County. Within Pinal County the Metropolitan Planning Area (MPA) boundary does not follow Census geography, thus a spatial analysis was performed to determine the best match based on the distribution of population within Census Tracts and Census Block Groups along the MPA boundary within Pinal County. The base numbers for all 2010 and 2011 values in this table are for this Census-based defined area. Total Census Units = 962.

The MAG Information Services Division maintains the demographic profile as a resource for MAG staff to use when determining the presence of Title VI and EJ populations. This information will be considered when conducting planning activities for the Unified Planning Work Program, the MAG Regional Transportation Plan, and the Programming Handbook for the Transportation Improvement Program. This information is also considered for transportation planning projects.

Based on the data, staff will determine the presence of Title VI and affected communities as well as the potential to impact them through the planned activity. Appropriate outreach and analysis will be incorporated into all relevant activities from the beginning. The Title VI Coordinator may assist staff as needed in determining the potential impact of planning activities on Title VI populations. The Coordinator will also provide training opportunities to ensure staff develops a thorough understanding of Title VI issues and responsibilities.

B. Dialogue: Process to Identify Needs

Regardless of the audience, the need for transportation commonly arises as a key concern. People rely on a range of transportation services to earn a living, secure education, and access medical care. Limited access to safe, affordable, reliable transportation options significantly impairs one's ability to live independently. Vulnerable populations are more deeply affected due to scarcity of alternatives and the depth of need for assistance.

For example, people with disabilities cite an ongoing need for paratransit services. MAG helps to address this need by staffing the application process for Section 5310, Elderly and Individuals with Disabilities Transportation Program. This federal funding source makes vehicles and other forms of support available to agencies that transport older adults and people with disabilities.

The MAG Transportation Ambassador Program (TAP) connects Title VI populations to standard and alternative transportation options. The MAG Human Services Coordination Transportation Plans provide an inventory of transportation services, analyze the gaps that exist, and prioritize strategies to improve the mobility of older adults, people with disabilities, and people with low incomes. Additional opportunities to serve Title VI and EJ populations through the Human Services Coordination Transportation Plans and TAP will be more fully explored and maximized in the future.

This will serve to identify and meet the transportation needs of Title VI and EJ populations.

In addition to funding and training, MAG is establishing innovative partnerships with local governments, nonprofit agencies, and places of worship to supplement the traditional transit system with a human services approach. The MAG Regional Age-Friendly Network works closely with individual communities to customize strategies to meet the transportation needs of older adults. This is resulting in travel training programs being developed for specific areas, specialized transportation information and referrals being provided to community groups, van programs that provide door through door service, and a new model that features a membership-based transportation program and mobility management. The goal is to support the development of community-driven initiatives that address unmet needs by working with nonprofit agencies. The approach better utilizes existing resources through the formation of new partnerships that leverage assets. Community engagement is the cornerstone of this work and is integral to its success.

In order to ensure that all people can fully participate in this community engagement, MAG addresses potential language barriers as described below.

Limited English Proficiency

Needs for the communities of concern are identified through public outreach. In order to ensure the public receives and understands information vital to their participation in the planning process, a four-factor analysis is used to identify the needs of people with Limited English Proficiency (LEP).

Section Five of the U.S. Department of Transportation guidance on LEP prescribes a four-factor analysis to determine the need for translation services in order to fully engage LEP populations in the planning process. The end result is that people receive information and can communicate their perspectives in the language most comfortable to them.

The four factors are as follows:

1. *Demography:* The number and/or proportion of LEPs served and languages spoken in the service area.
2. *Frequency:* Rate of contact with service or program.
3. *Importance:* Nature and importance of program/service to people's lives.
4. *Resources:* Available resources, including language assistance services varying from limited to wide ranging with varying costs.

The results of the four-factor analysis for this region are as follows:

1. *Demography:* According to the 2008 to 2012 American Community Survey (ACS) five-year estimates, 26 percent of the region's population speaks a language other than English. ACS reports that 10.2 percent of persons five years old and over speak English less than "very well." The predominant language for this group is Spanish. The FTA standard is to translate material when five percent or more people in an area speak English less than "very well." If assessing one neighborhood, the standard is 1,000 or more within a neighborhood speak English less than "very well." According to this standard, LEP neighborhoods are present throughout the region, especially in the central areas along I-17 and I-10.

2. *Frequency:* Agencies providing direct service, such as transit service, translate all public materials into Spanish due to daily contact with LEP populations. People come into contact with MAG as a planning agency less frequently. Vital materials are translated into Spanish. Additional translation and interpreter services are offered.

3. *Importance:* Transportation is an important element to people's independence. Inclusive community engagement is critical to ensuring that transportation planning is responsive to the needs of all residents.

4. *Resources:* Resources to translate materials and interpret for individuals are available but finite. The investment is made to translate vital materials. MAG maintains a standing offer to translate additional materials into additional languages and provide alternative formats such as Braille or large print. At least one person in nearly every MAG organization division is bilingual and available to assist with interpretation. At a minimum, there is a bilingual staff member who can assist with interpretation at every policy meeting and at other public meetings as needed.

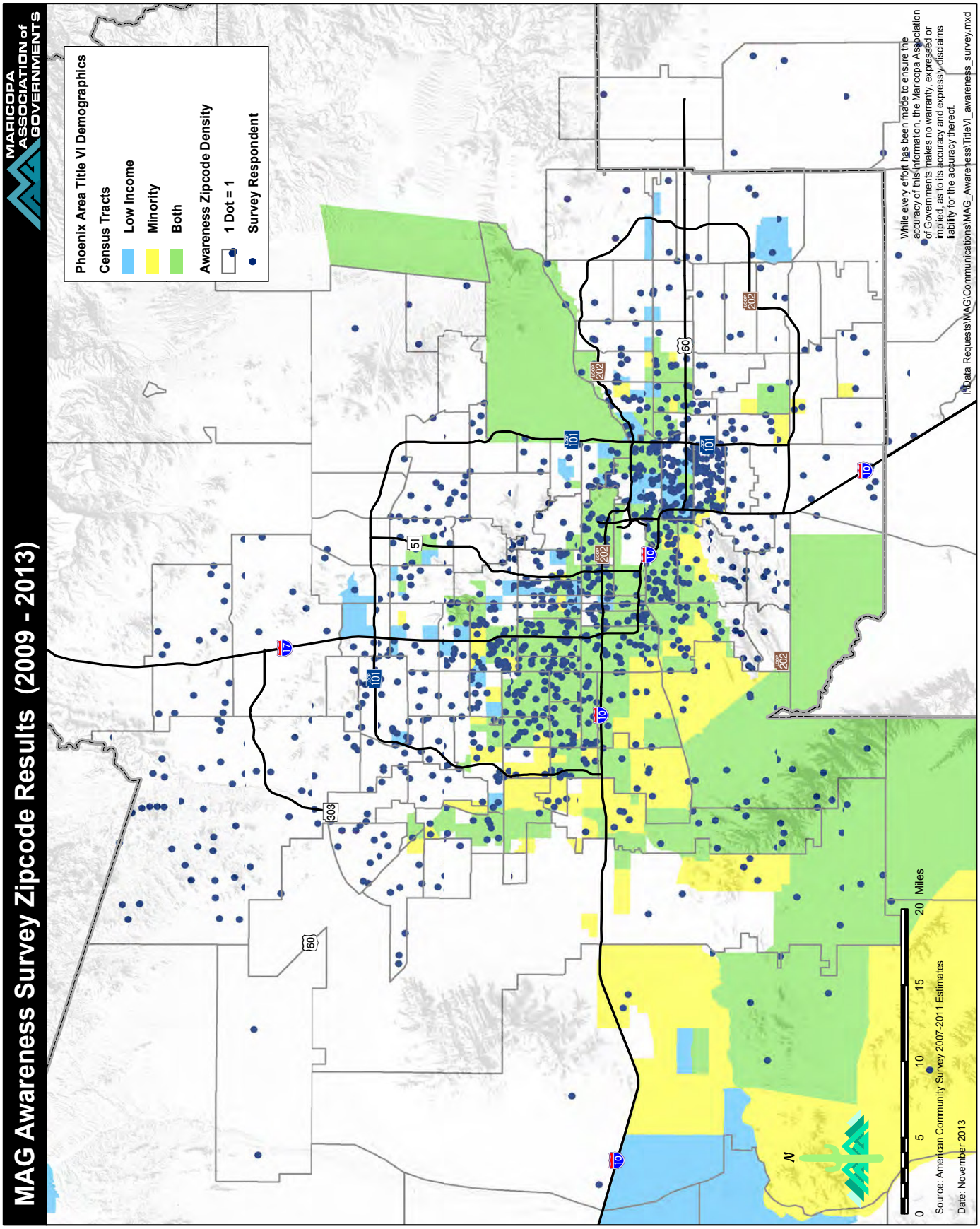
On the basis of this four-factor analysis, MAG maintains vital materials about the agency in Spanish and will translate into other languages upon request. Spanish-speaking staff is available at policy committee meetings and as needed for other public meetings to interpret for LEP populations. Additional materials and interpreters will be made available for areas with high concentrations of linguistically-isolated individuals. MAG Title VI division liaisons have been

trained to utilize bilingual staff when needing translation assistance. If fluency in the needed language is not found among MAG staff, assistance may be acquired through Language Line Solutions.

Public Participation Activities

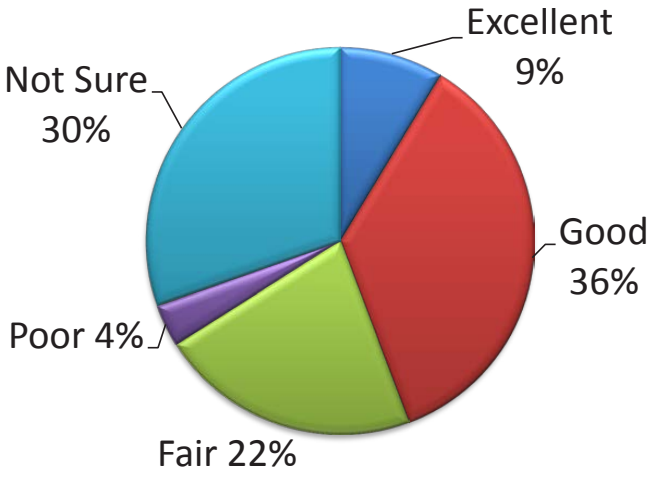
The general public, as well as Title VI, EJ, and LEP populations, is engaged in the planning process through ongoing public outreach activities. More intensive tools, such as focus groups, are used to identify Title VI transportation needs for specific planning activities that may impact Title VI populations. On an ongoing basis, the full or abbreviated Title VI public notice will be featured on the MAG website and in all significant MAG publications. This includes information about the complaint process described in section three.

One measure of MAG's success in outreach is distribution of the awareness surveys. These surveys measure people's perceptions of the agency, as well as the improvements they most want in the region's transportation system. The demographic map below shows predominately low-income populations in blue, minority populations in yellow, and green for areas that have both. The map illustrates the distribution of surveys captures responses from a broad range of individuals representing all areas of the Valley and all segments of the population.


MAG Awareness Survey Zipcode Results (2009 - 2013)
MARICOPA ASSOCIATION of GOVERNMENTS
Phoenix Area Title VI Demographics
Census Tracts
Low Income
Minority
Both
Awareness Zipcode Density
1 Dot = 1
Survey Respondent
While every effort has been made to ensure the accuracy of this information, the Maricopa Association of Governments makes no warranty, expressed or implied, as to its accuracy and expressly disclaims liability for the accuracy thereof.
I:\Data Requests\MAG\Communications\MAG_Awareness\TitleVI_awareness_survey.mxd
0 5 10 15 20 Miles
Source: American Community Survey 2007-2011 Estimates
Date: November 2013

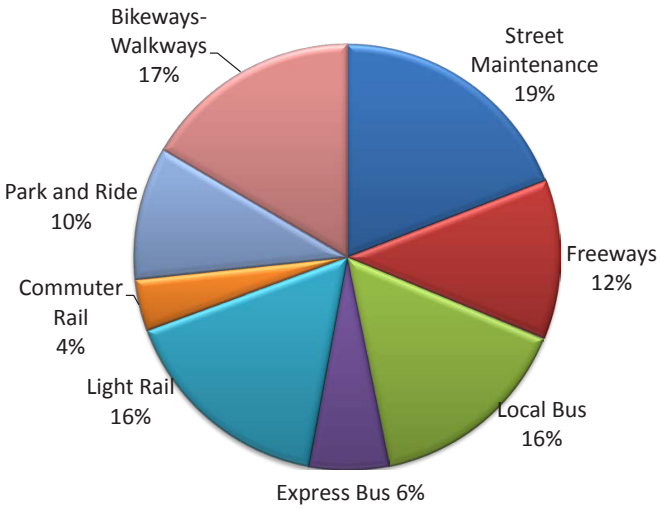
MAG's community outreach efforts are having an impact. The chart below indicates the public has a favorable impression of MAG as evidenced by responses from 1,187 survey respondents.

Public Impression of Maricopa Association of Governments



The chart below shows results from 1,945 awareness surveys completed between 2010 and 2013 regarding their priorities in transportation.

Transportation Priorities



These results were shared with decision makers in the regional planning process at MAG and have helped to identify priorities for the transportation system.

MAG employs a range of tools to facilitate this dialogue. The following tools are used on a consistent basis to facilitate an exchange of information and to fully engage communities of concern. Outreach materials contain the Title VI public notice. Vital materials are translated into Spanish. Additional materials are translated and offered in alternative formats upon request. MAG maintains a disability associate to advise on issues related to people with disabilities and to perform outreach to the disability community. Visual aids in public involvement planning are considered essential to assisting public understanding of transportation plans and programs. MAG's description of visualization techniques in its Public Participation Plan was cited by the Federal Highway Administration (FHWA) as a notable practice among Metropolitan Planning Organizations (MPOs) throughout the nation.

- *Events:* It is a priority to engage communities of concern in public, openly accessible events. Going to where people are instead of requiring them to attend meetings at MAG increases the level of participation and the diversity of people offering feedback. MAG public involvement staff routinely participates in more than 10 events each year focused on Title VI populations. MAG coordinates efforts with the Arizona Department of Transportation (ADOT), the Regional Public Transportation Authority, Valley Metro Rail, and with the largest transit provider in the Valley, the City of Phoenix Public Transit Department. Visualization techniques in public involvement planning

are considered essential to assisting public understanding of transportation plans and programs. Consequently, MAG utilizes videos, maps, graphics, printed, web and other forms of visual aid to help event attendees better understand the transportation network of the future. Participation in events also enables MAG staff to better inform the public on the implementation and planning of the Regional Transportation Plan.

- *Public hearings:* MAG conducts up to two public hearings each year as part of the process when the MAG Transportation Improvement Program and Regional Transportation Plan are being updated. The first hearing provides residents an opportunity to comment on initial draft plans and programs. This hearing is usually held with MAG member agency elected officials, the State Transportation Board, Citizens Transportation Oversight Committee, and representatives from Valley Metro, and the City of Phoenix Public Transit Department. The second hearing provides residents the opportunity to comment on final draft plans and programs prior to adoption by MAG policy committees. MAG, ADOT, Valley Metro, and City of Phoenix Public Transit Department staff conducts the hearing. After each public hearing, an input opportunity report is compiled and distributed to MAG policy committee members for review and consideration prior to taking any action.

- *Surveys:* MAG staff distributes awareness surveys at a variety of events in order to gauge public awareness of MAG and its plans and programs. The results from the surveys are a positive indicator of MAG's efforts to pursue public awareness and involvement in the transportation planning process. The surveys also ask respondents about their transportation priorities and participation in the MAG planning process. Recently, the survey was revised to gather more information about people who need transportation assistance. The survey will also track what forms of transportation they currently use and what barriers they face when trying to access transportation. This information will help identify the need for pilot projects in new areas and to inform regional planning activities. The survey continues to offer opportunities for engagement through MAG's various committees, events, and publications. The surveys

will be distributed at MAG Human Services Division events, which typically draw a significant Title VI attendance. This will supplement the significant outreach conducted by the MAG Communications Division.

- *Focus groups and stakeholder group meetings:* Focus groups and stakeholder group meetings offer opportunities for small groups of communities of concern to offer detailed feedback on specific topics. These focus groups and stakeholder group meetings are conducted as needed. For example, the MAG Human Services Division routinely conducts focus groups with various vulnerable populations to gauge emerging needs, including those related to transportation. Significant planning activities, within the MAG Human Services Division and throughout the agency, are complemented by a stakeholders group. Meetings are held with communities of concern and the agencies serving them to inform planning activities as they move forward. Feedback from the communities of concern is provided to the appropriate MAG committees on the summary transmittal that is sent with the meeting materials on each topic on the agenda.

- *Newsletters:* The *MAGAZine* newsletter, MAG Transportation Policy Committee (TPC) E-News Update, and MAG Human Services newsletters are produced and distributed via print, online (including through the GovDelivery subscription service), and direct mailing, resulting in greater awareness of MAG's responsibilities and activities. Residents also benefit from timely notice of MAG events and a better understanding of how to participate in planning activities. The translation of publications is made available upon request. The MAG Human Services Division also releases an electronic newsletter on at least a quarterly basis to a distribution list of more than 1,200 nonprofit agencies, faith-based organizations, and community groups serving communities of concern. All significant publications feature the Title VI public notice.

MAGAZine

A Quarterly Newsletter Focusing on Regional Excellence

February 2014—April 2014 Vol. 19: No. 1

Joint Planning Advisory Council Examines Opportunities for Megaregion

Elected officials and planning experts from throughout the Sun Corridor met in December to continue collaborative planning efforts through the work of the Joint Planning Advisory Council (JPAC), which comprises members from the Central Arizona Governments (CAG), the Maricopa Association of Governments (MAG), the Pima Association of Governments (PAG), and the recently-formed Sun Corridor Metropolitan Planning Organization (SCMPO). More than 100 participants discussed a variety of topics, including improving trade relations with Mexico, the importance of state land to future growth and development, and how the three most populous counties in Arizona can work together to improve transportation and the economy.

"The JPAC has a shared vision to jointly coordinate planning efforts to enhance the competitiveness of the regions and the state of Arizona," said MAG Chair Scott Smith, mayor of Mesa. "I believe that one of the great accomplishments in the MAG region—and with its leadership—is a real change in the conversation, not only in the Valley and in our region, but in the state. There is no question that we must think differently today than we have over the past 10, 15 or 20 years," said Mayor Smith. "Five years ago, we did not talk about working together to create corridors. We didn't have the vision that truly accepted the fact that we are growing into one big region. Our long-term goal is simple: we want to build a strong, healthy economy to be globally competitive."

The event began with the welcome of the newest member of the JPAC,

Continued on page 6

Mayor Scott Smith
City of Mesa

From left to right: Avondale Mayor Marie Lopez Rogers; Chandler Vice Mayor Jack Sellers; Queen Creek Mayor Gail Barney; Mesa Mayor Scott Smith; Apache Junction Vice Mayor Robin Barker; Fountain Hills Mayor Linda Kavanagh; City of Maricopa Mayor Christian Price; Eloy Mayor Joseph Nagy; Sahuarita Mayor Duane Blumberg; Nogales, Sonora Mayor Ramón Guzmán; Litchfield Park Mayor Thomas Schoaf; Youngtown Mayor Michael LeVault; El Mirage Mayor Lana Mook; Buckeye Mayor Jackie Meck; Nogales, Arizona Mayor Arturo Garino; Carefree Councilmember Michael Farrar; and Globe Mayor Terry Wheeler.

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MARICOPA ASSOCIATION of GOVERNMENTS

- *MAG Transportation Ambassador Program (TAP):* This programs offers training, information, and networking opportunities to communities of concern and the agencies that serve them. Training meetings are held on a quarterly basis for more than 420 participants in mainstream venues such

as libraries and community centers. Three of the meetings are held with a subregional focus to nurture close collaboration within the East Valley, West Valley, and Phoenix. The fourth quarterly meeting is a regional meeting to facilitate regional cooperation and cross fertilization of ideas and best practices. TAP is also an extremely valuable source of feedback. Participants provide the information needed to complete the gaps analysis required in the MAG Human Services Coordination Transportation Plans. These plans are required through federal legislation, previously under SAFETEA-LU and continuing under MAP-21, to help coordinate human services transportation. Strategies to address the gaps analysis are provided with each plan and implemented with the support of the TAP participants and communities of concern.

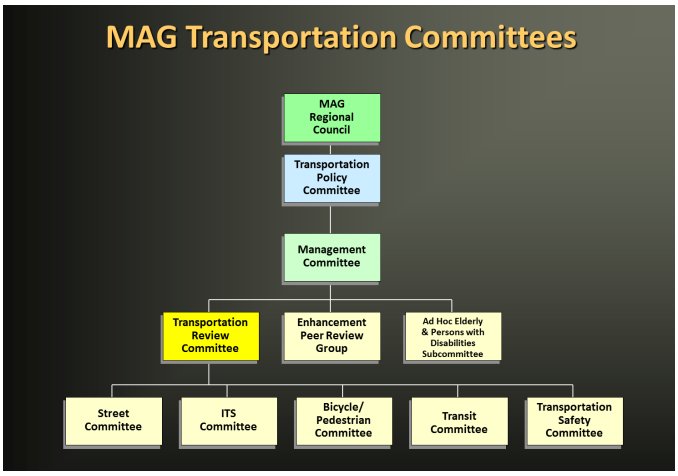
C. Decisions: Analysis of Benefits and Burdens

An analysis of benefits and burdens is a critical component of the Environmental Justice and Title VI Plan. Staff analyzes the feedback reported by communities of concern to determine the potential benefits and burdens of the activity on the population. In addition, proposed transportation improvements, such as those in the Regional Transportation Plan, are analyzed and documented to determine if the improvements impose a disproportionate burden on the communities of concern. This analysis, as well as the communities of concern input, is presented as the planning activity moves through the MAG committee process for approval. The results of decisions are reported back to affected communities of concern in a timely manner. The impact of Title VI populations' input is documented and offered to the Title VI Coordinator. Feedback from Title VI populations is used to assess any enhancements to the Title VI on a biennial basis.

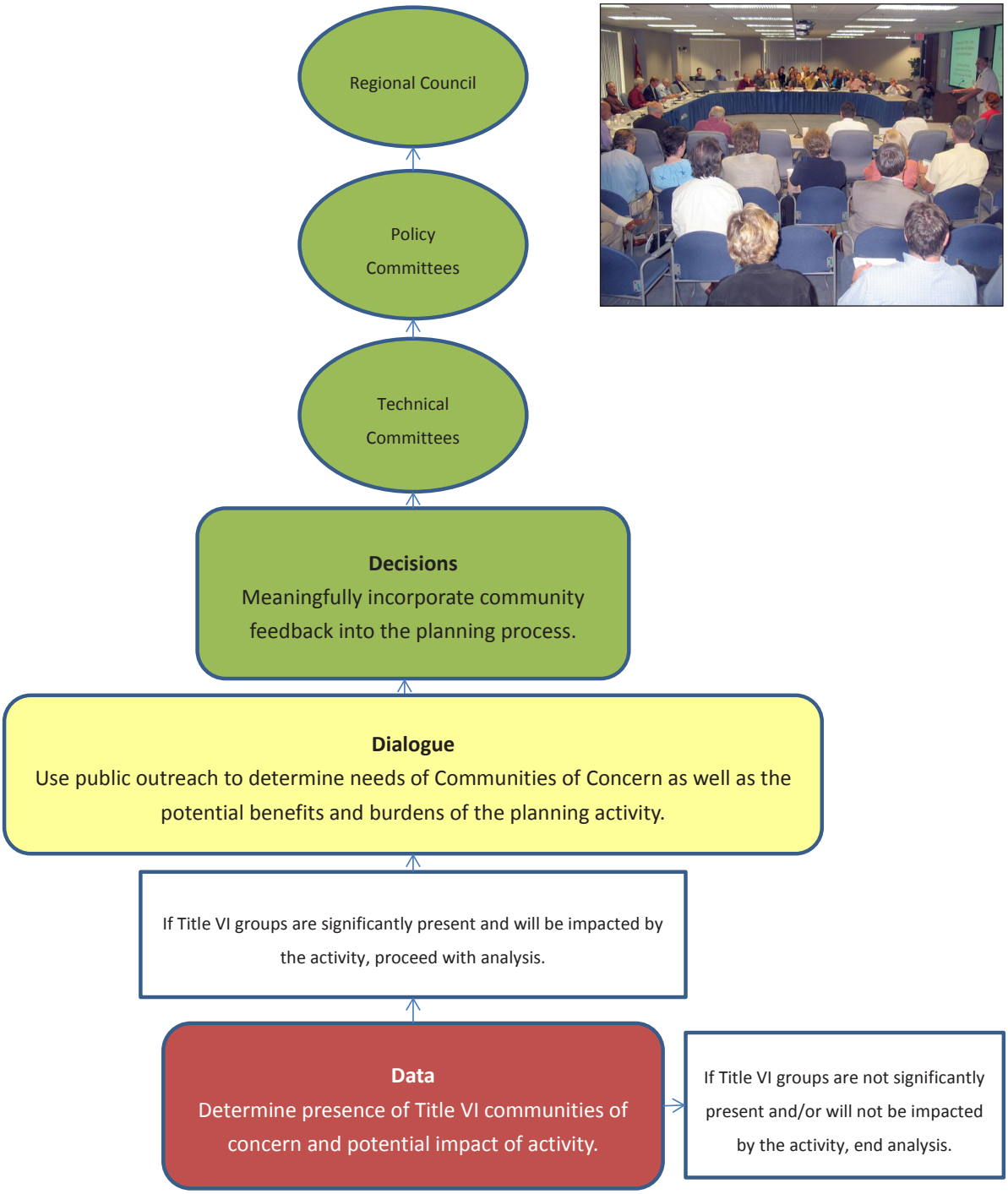
Committee Process

Title VI and EJ issues are communicated and considered as the planning activity moves through the MAG committee process. This generally originates with technical committees, proceeds through policy committees, and concludes with final approval or disapproval by the MAG Regional Council. In this way, the concerns and community input that have been addressed throughout the planning of the activity impact decisions in a meaningful way.

Transit-related committees include the MAG Transit Committee, Ad Hoc Elderly and Persons with Disabilities Transportation Program Committee, Transportation Review Committee, Management Committee, Transportation Policy Committee, and Regional Council. MAG member agencies designate the representatives who serve on MAG committees. This process was established by the MAG By-Laws and has been reinforced by the MAG Committee Policies and Procedures.



The chart below portrays the flow from one activity to another.



Complaint Procedure

The intent of MAG's Title VI and EJ work is to preclude discrimination and ensure all people have a voice in the planning process. If someone perceives they have suffered from discrimination, they are encouraged to address the matter with the Title VI Coordinator. According to 49 CFR Section 21.9(b), complaints may be filed if the matter cannot be resolved. In such cases, the following steps may be followed:

1. Within 180 days of the alleged infraction, complainants will submit to the Title VI Coordinator a complaint in writing or verbally with the complainant's name, race, ethnicity, national origin, sex, the nature of the complaint, the dates of the complaint, requested action, and contact information. Complaints received verbally will be documented in writing by staff.
2. The Title VI Coordinator and MAG Executive Director will review the complaint and determine its jurisdiction and need for additional information.
3. Additional information will be solicited from the complainant as needed. If additional information is requested and not received within 15 business days, the case may be administratively closed. The case also may be closed if the complainant no longer wishes to pursue their case.
4. A complaint log will be kept by MAG containing the name of the complainant, nature of the complaint, and date of submission.
5. If the complaint is outside the jurisdiction of MAG, MAG will notify the complainant by certified letter, including the name and contact information for the appropriate agency with jurisdiction, if applicable.
6. If the complaint falls within the jurisdiction of MAG, it will be handled within a maximum of 90 days of receipt depending on the nature of the complaint and complexity of investigation.
7. MAG will send a certified letter notifying the complainant that a preliminary inquiry is underway to determine the need for an investigation.
8. If the preliminary inquiry by MAG indicates that an investigation is warranted, then the complainant will be notified and scheduled to offer their statement.
9. If the preliminary inquiry indicates an investigation is not warranted, a certified letter will be sent to the complainant with the reasons why and factors considered.
10. MAG will conduct an investigation. The results of the investigation will be provided to MAG's general counsel for review. The investigation results will be reviewed and returned within 10 business days.
11. The results of the investigation will be sent to the complainant by certified mail. The results will include the scope of the investigation, factors considered, and the final outcome. A closure letter will be sent if it has been determined there was not a Title VI violation and the case will be closed. A letter of finding will be sent if the allegations are substantiated and an action plan with a timeline to offer redress will be provided.
12. The result of the preliminary inquiry or investigation will be sent to FTA's regional civil rights officer (through the designated recipient).
13. Records and investigative files will be kept for three years.

Maricopa Association of Governments (MAG)

TITLE VI / ADA COMPLAINT FORM

(Este formulario está disponible en Español.)

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
*If you answered "yes" to this question, go to Section III.		
If you answered "no" to this question, please supply the name and relationship of the person for whom you are complaining.		
If you are filing on behalf of a third party, please explain why.		
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 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 write out on extra paper and submit with the form.

_____

This form is for use by customers that wish to complete a hard copy form and is available on the MAG website at www.azmag.gov.

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
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 and fill in agency's name: [ ] 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:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint. Your authorized signature and date of the complaint are required below.

_____ _____

Signature Date

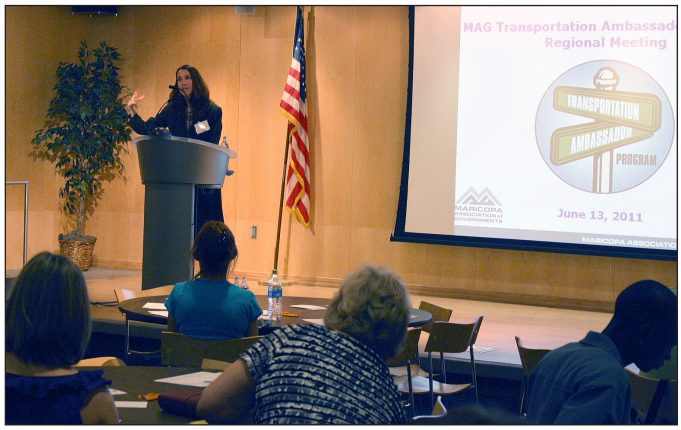
Please submit this form in person or mail to:
Attention: Title VI Coordinator
Maricopa Association of Governments
302 North First Avenue, Suite 300
Phoenix, AZ 85003

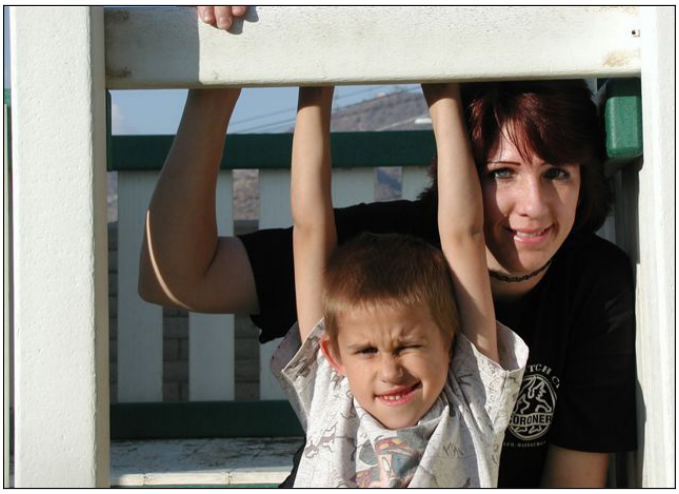
Section Four: Conclusion

The goal of this plan is to document and enhance opportunities for Title VI and EJ populations to have a meaningful voice, and to receive equal benefits from MAG planning activities without shouldering a disproportionate share of burdens. The plan itself is considered a work in progress that will evolve as people's needs and participation in the planning process change.

For more information, please contact the Title VI Coordinator at (602) 254-6300.

Thank you for your interest and support in MAG's regional planning efforts.





Section Five: Attachments

Attachment A: Definitions and Background

Arizona Department of Transportation (ADOT): A multimodal transportation agency serving one of the fastest growing areas of the country. ADOT is responsible for planning, building and operating a complex highway system in addition to building and maintaining bridges and the Grand Canyon Airport. A major component of the organization is the Motor Vehicle Division, which provides title, registration and driver license services to the general public throughout the state of Arizona. ADOT is the designated recipient for Section 5310 funds for the rural and small urban areas outside of the Phoenix/Mesa Urbanized boundaries of the region.

City of Phoenix: As the largest city in the region, the City of Phoenix is the designated recipient for federal transportation funding from a number of sources, including Federal Transit Administration funding. It is also the designated recipient for federal funding to support agencies transporting people with low incomes and people with disabilities in urban areas through Section 5310 and Job Access and Reverse Commute eligible projects under Section 5307 Programming for the Phoenix/Mesa Urbanized Area.

Communities of Concern: Federal legislation has identified vulnerable populations that receive protection to end discrimination and ensure equal access to all federally funded services. This includes the Civil Rights Act of 1964, Executive Order 12898, and Executive Order 13166. These mandated populations include minorities, people with low incomes, people with Limited English Proficiency (LEP), and people with disabilities.

Council of Governments (COG): COGs are regional planning bodies that exist throughout the United States. A typical council is defined to serve an area of several counties, and they address issues such as regional planning, water use, pollution control, and transportation. The council membership is drawn from the county, city, and other governmental bodies within its area.

Environmental Justice: In 1994, President Bill Clinton signed Executive Order 12898 that mandated equitable treatment of minorities and people with low incomes by requiring federal agencies and recipients of federal funding "to identify, and address, as appropriate, disproportionately high and adverse human health and environmental effects of its programs, policies, and activities on minority populations and low income populations…"

Limited English Proficiency: In 2000, President Clinton signed Executive Order 13166, which mandated that people with limited English proficiency (LEP) have meaningful access to services. This requires federal agencies and recipients of federal funding to examine their services and establish guidance on how populations with limited English proficiency can access services, prepare a plan to overcome barriers, and ensure people with limited English proficiency have adequate opportunities for input. A person with limited English proficiency is described as a person

who does not speak English as a primary language and has a limited ability to read, write, speak and understand English. A population is defined as LEP when five percent or more of the people living in a geographic area fit this definition.

Maricopa Association of Governments (MAG): MAG serves the regional planning agency and Council of Governments for the metropolitan Phoenix area. When MAG was formed in 1967, the elected officials recognized the need for long-range planning and policy development on a regional scale. They realized that many issues such as transportation, air quality and human services affected residents beyond the borders of their individual jurisdictions. MAG is the designated metropolitan planning organization (MPO) for transportation planning in the Maricopa metropolitan region, including Maricopa County and portions of Pinal County. MAG has also been designated by the Governor to serve as the principal planning agency for the region in a number of other areas, including air quality, water quality and solid waste management. In addition, through an Executive Order from the Governor, MAG develops population estimates and projections for the region.

Metropolitan Planning Organization: Federally-mandated and federally-funded transportation policy-making organizations in the United States that are made up of representatives from local government and governmental transportation authorities. Federal funding for transportation projects and programs are channeled through this planning process. Congress created MPOs in 1962 to ensure that existing and future expenditures of governmental funds for transportation projects and programs are based on a continuing, cooperative, and comprehensive planning process. Statewide and metropolitan transportation planning processes are governed by federal law (23 U.S.C. §134–135). Transparency through public access to participation in the planning process and electronic publication of plans now is required by federal law.

Title VI: The Civil Rights Act of 1964 is a comprehensive U.S. law intended to end discrimination based on race, color, religion, or national origin. It guarantees a number of protections, including nondiscrimination in the distribution of funds under federally assisted programs, or Title VI. Specifically, it states, "No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance." (42 USC 2000d).

Valley Metro: Valley Metro is the common identity for the Regional Public Transportation Authority (RPTA), which operates the regional transit system for the area. Valley Metro Board member agencies include Avondale, Buckeye, Chandler, El Mirage, Gilbert, Glendale, Goodyear, Maricopa County, Mesa, Peoria, Phoenix, Scottsdale, Surprise, Tempe, Tolleson, and Wickenburg.

Valley Metro Rail, Inc.: Valley Metro Rail, Inc. is a nonprofit, public corporation formed in 2002 and charged with the design, construction and operation of the region's 57-mile high-capacity transit system. Valley Metro Rail board member cities include Phoenix, Tempe, Mesa, Glendale and Chandler. This board establishes overall policies and provides general oversight of the agency and its responsibilities.

Attachment B: Title VI Coordinator and Liaison Descriptions

- *Title VI Coordinator:* Under the supervision of the MAG Executive Director, the Coordinator is responsible for the overall administration of the Title VI Plan, including EJ and LEP activities. This includes the following:
  - Integrate data and feedback received from the liaisons into the Title VI Plan.
  - Oversee responses to complaints and ensure issues are resolved.
  - Review the plan on a biennial basis and update the plan as needed.
  - Communicate significant Title VI issues with the Executive Director.
  - Receive periodic training related to Title VI and update liaisons and key staff as needed.

- *Title VI Communications Liaison:* The MAG Public Participation Plan (PPP) is available in Attachment C. The PPP applies to all populations and is an integral part of the MAG planning process. Activities specific to Title VI are as follows:
  - Ensure communications and public involvement efforts assist the agency in complying with Title VI and encourage input from Title VI communities of concern.
  - Develop and distribute information on Title VI and agency programs to the general public.
  - Maintain a list of staff members and external sources who can provide translation and interpreter services.
  - Advertise the availability of translation and interpreter services to the public in all materials. Connect bilingual staff with members of the public needing assistance.
  - Maintain a mail list of Title VI stakeholders, including nonprofit agencies, community organizations, faith-based groups, and advocates.
  - Disseminate information to the Title VI stakeholders and minority media to help ensure all social, economic, and ethnic interest groups in the region are represented in the planning process.
  - Include the abbreviated Title VI Notice to the Public in all public notices, the MAG newsletter, and on the agency website as specified in *Attachment E.*
  - Notify affected, protected groups of public hearings regarding proposed actions, and make the hearings accessible to all residents. This includes the use of interpreters when requested, or when a need for their use has been identified.
  - Biennially assess and improve the strategies and resources available to assist people with limited English proficiency (LEP) to ensure they are able to access and understand MAG materials, fully participate in the planning process, and that their feedback is understood and considered by policy makers.
  - Routinely conduct surveys evaluating the level of awareness and participation in MAG activities. Report the results on a biennial basis.
  - In collaboration with the MAG Transportation Liaison, identify and respond to the transportation needs, benefits, and burdens of Title VI communities of concern through public interaction and tools such as focus groups and surveys.

- *Title VI Program Liaisons:* Liaisons representing environmental quality, human services, Native American Indian communities, and transportation are responsible for the following:
  - Ensure planning complies with Title VI.
  - Serve as the central point of contact for the public on Title VI concerns and respond to questions and concerns in a timely manner. The liaisons notify the Title VI Coordinator of any unresolved issues and complaints.
  - Analyze the impacts of MAG planning activities on protected Title VI groups and determine if there will be burdens, or a disproportionately high and adverse impact, and/or benefits to the Title VI communities of concern.
  - Report Title VI data analysis and community feedback through the MAG Committee process and document the impact. Report the impact to the relevant community of concern as needed.
  - Participate in Title VI training as needed.

- *Title VI Information Services Liaison:*
  - Collect and analyze data related to the communities of concern as they pertain to demographics and geographic characteristics. Collaborate with the MAG Transportation Liaison to collect and analyze data related to Title VI transportation needs. These data will be provided to the Title VI Coordinator for inclusion in the plan updates.
  - Develop and update maps indicating the residency locations of the communities of concern.
  - Participate in Title VI training as needed.

- *Title VI Contracts Liaison:*
  - Ensure contracts and procurement comply with Title VI.
  - Include Title VI language in all contracts as specified in Attachment D.
  - Include Title VI language in public postings for Requests for Proposals and Requests for Qualifications as specified in *Attachment E.*
  - Comply with the Disadvantage Business Enterprise requirements specified in the contract with the Arizona Department of Transportation.
  - Participate in Title VI training as needed.

Attachment C: Public Posting Language for Title VI—Full and Abbreviated

According to FTA C 4702.1A, subrecipients of federal funding must post notices informing the public of the agency's Title VI obligations and of the protections afforded to the public through Title VI. The following text will appear in all significant publications of MAG and on the agency's website. The full text will be used when space is available. The abbreviated text will be used when space is limited. The public notice is posted on the MAG website and on the bulletin board on the third floor of the MAG office where all public meeting notices are posted.

Full Title VI Notice to the Public

The Maricopa Association of Governments (MAG) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which MAG receives federal financial assistance. Additional protections are provided in other federal and state statutes for religion, sex, disability, and age.

Any person who believes they have experienced discrimination under Title VI has a right to file a formal complaint with MAG. Any such complaint must be filed with MAG's Title VI Coordinator within 180 days following the date of the alleged discriminatory occurrence. For more information, or to file a complaint, please contact the Title VI Coordinator at (602) 254-6300.

Abbreviated Title VI Notice to the Public

MAG fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information on rights afforded under Title VI, relevant activities at MAG, or if you feel these rights have been violated, please visit the agency website at www.azmag.gov or call (602) 254-6300.

Attachment D: Demographic Profiles and Maps for Communities of Concern

The following definitions are the basis for the calculations related to the outcome measures provided in this plan.

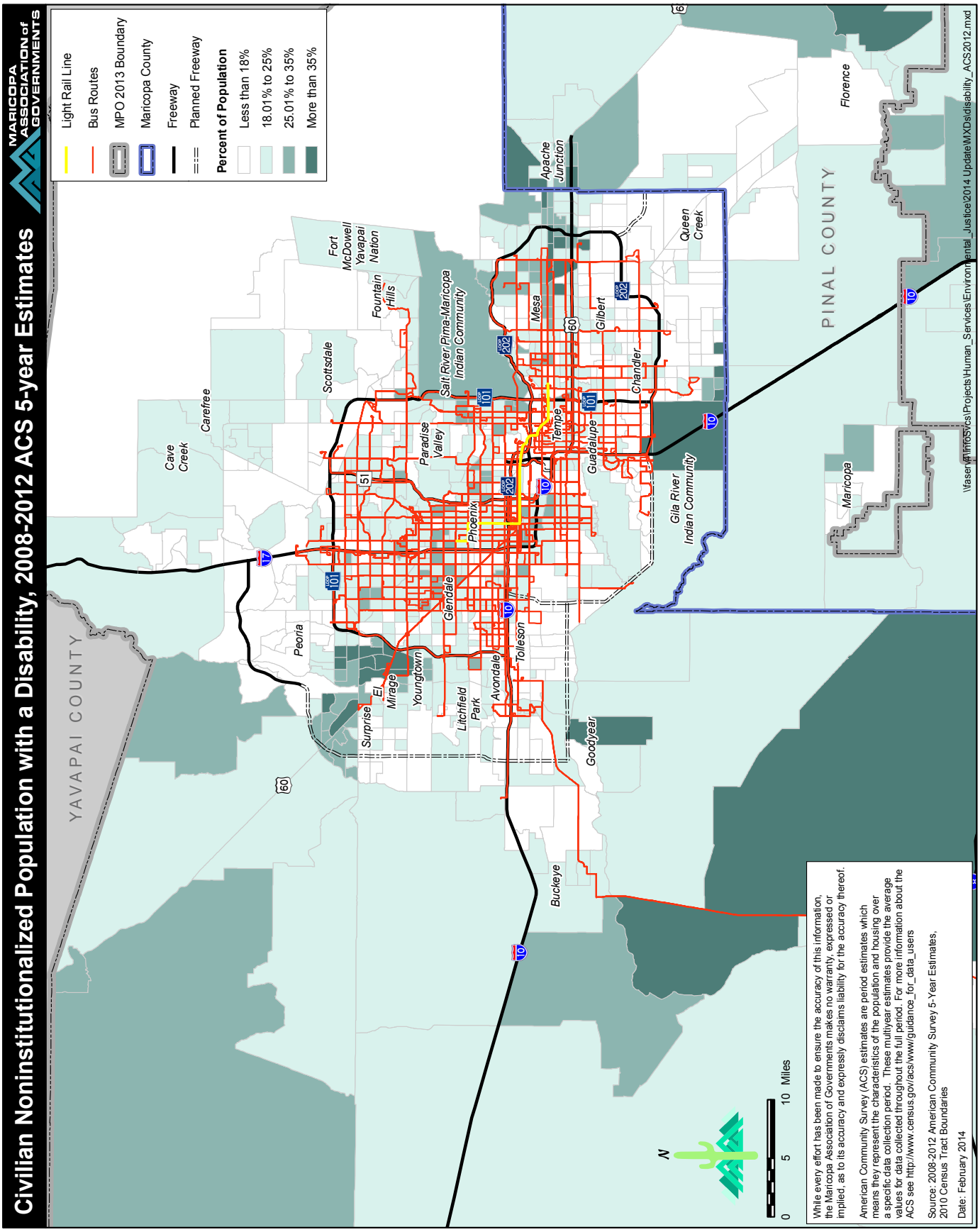
People with disabilities: Under the conceptual framework of disability described by the Institute of Medicine (IOM) and the International Classification of Functioning, Disability, and Health (ICF), disability is defined as the product of interactions among individuals' bodies; their physical, emotional, and mental health; and the physical and social environment in which they live, work, or play. Disability exists where this interaction results in limitations of activities and restrictions to full participation at school, at work, at home, or in the community. The U.S. Census Bureau creates estimates of people with disabilities using results from the American Community Survey (ACS). Disability status is determined for the noninstitutionalized population based on six types of difficulty: hearing, vision, cognitive, ambulatory, self-care, and independent living difficulty.

Disability Status	
	Estimate
Civilian Noninstitutionalized Population	4,030,836
With a Disability	399,426
Percent With a Disability	9.9%

Source: U.S. Census Bureau, American Community Survey (ACS) 2008-2012, 5-year estimates

Disability status from the 2008-2012 ACS 5-year estimates. Disability status is not available at the Block Group level in the 2008-2012 ACS 5 year estimates or the 2010 Census. All percentages are based on Census Tracts only for the MPO area. Disability status is determined for the civilian noninstitutionalized population based on six types of difficulty: hearing, vision, cognitive, ambulatory, self-care, and independent living difficulty.

The following map indicates the location and density of persons with disabilities in the region.


Civilian Noninstitutionalized Population with a Disability, 2008-2012 ACS 5-year Estimates
MARICOPA ASSOCIATION of GOVERNMENTS
Light Rail Line
Bus Routes
MPO 2013 Boundary
Maricopa County
Freeway
Planned Freeway
Percent of Population
Less than 18%
18.01% to 25%
25.01% to 35%
More than 35%
YAVAPAI COUNTY
PINAL COUNTY
Cave Creek
Carefree
Scottsdale
Fort McDowell Yavapai Nation
Fountain Hills
Salt River Pima-Maricopa Indian Community
Paradise Valley
Peoria
El Mirage
Surprise
Youngtown
Glendale
Phoenix
Litchfield Park
Avondale
Tolleson
Goodyear
Buckeye
Mesa
Tempe
Guadalupe
Gilbert
Chandler
Apache Junction
Queen Creek
Gila River Indian Community
Florence
Maricopa
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American Community Survey (ACS) estimates are period estimates which means they represent the characteristics of the population and housing over a specific data collection period. These multiyear estimates provide the average values for data collected throughout the full period. For more information about the ACS see http://www.census.gov/acs/www/guidance_for_data_users
Source: 2008-2012 American Community Survey 5-Year Estimates, 2010 Census Tract Boundaries
Date: February 2014
0 5 10 Miles
N

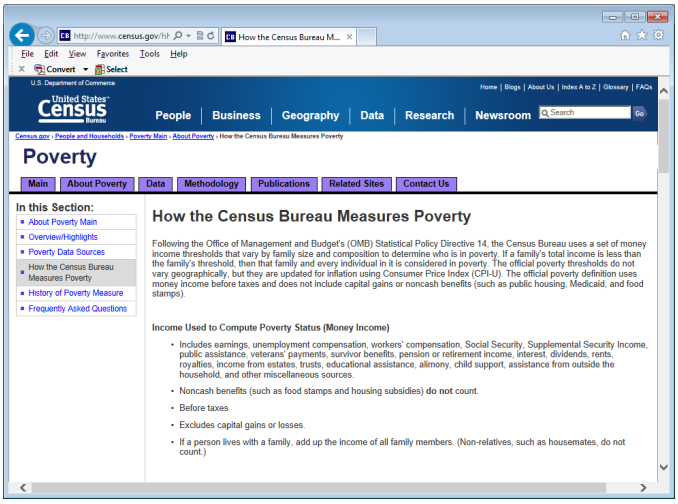
People with low incomes: Poverty status is determined by comparing annual income to a set of dollar values called thresholds, which vary by family size, number of children, and age of householder. If a family's before-tax income is less than the dollar value of their threshold, then that family and every individual in it are considered to be in poverty. For people not living in families, poverty status is determined by comparing the individual's income to his or her threshold. The poverty thresholds are updated annually to allow for changes in the cost of living using the Consumer Price Index (CPI-U). They do not vary geographically. For more information, please refer to the following section, "How Poverty Is Calculated in the ACS," at http://www.census.gov/hhes/www/poverty/about/overview/measure.html.

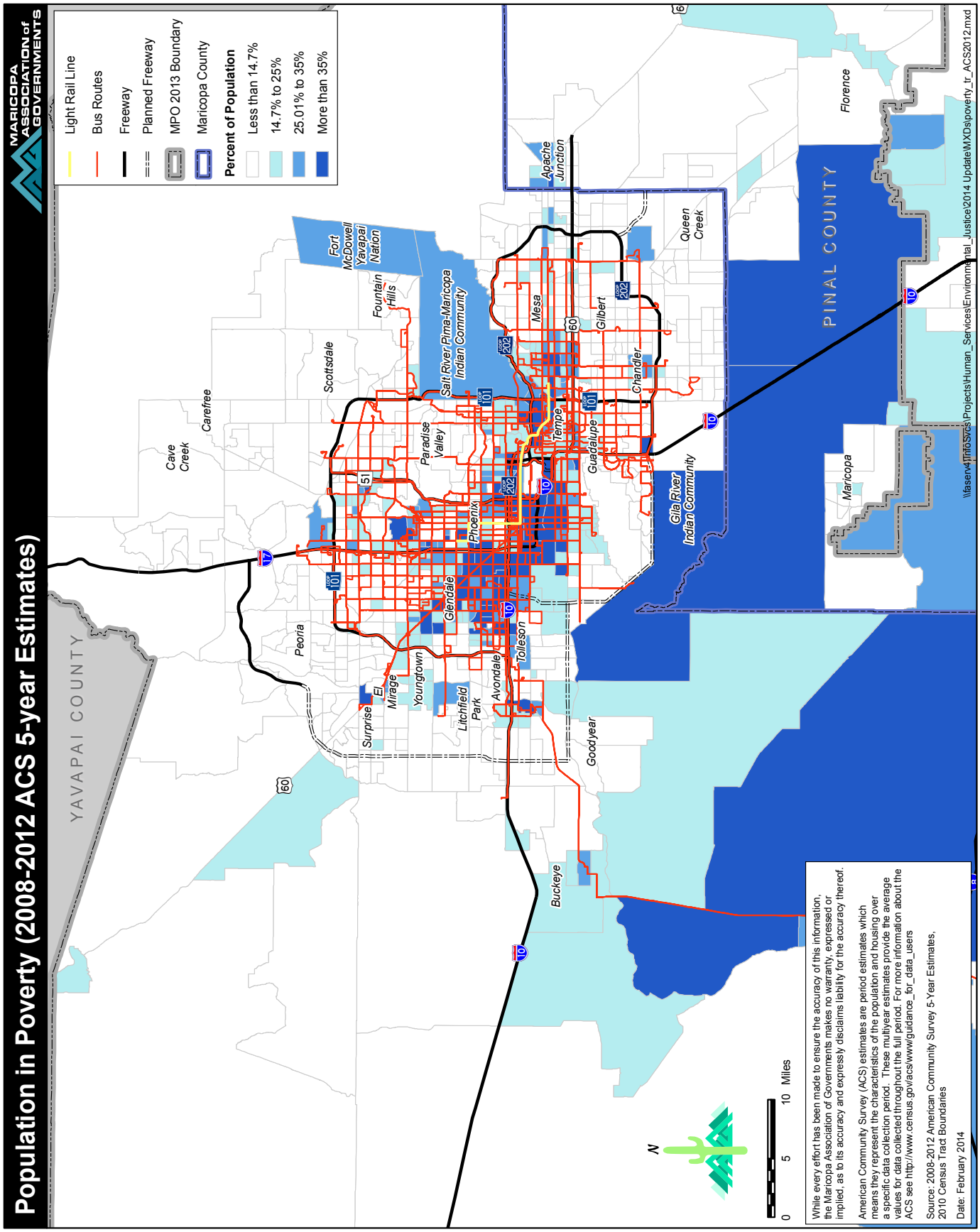
Poverty Status For MAG MPO	
	Estimate
Population for Whom Poverty Status Is Determined	4,008,079
Population Below Poverty Level	628,312
Percent Below Poverty	15.7%

Source: U.S. Census Bureau, 2008-2012 American Community Survey (ACS) 5-Year estimates

ACS data are based on a sample and are subject to sampling variability Table B17021

The following map indicates the location and density within the region of persons with income below the federal poverty level.




Population in Poverty (2008-2012 ACS 5-year Estimates)
MARICOPA ASSOCIATION of GOVERNMENTS
Light Rail Line
Bus Routes
Freeway
Planned Freeway
MPO 2013 Boundary
Maricopa County
Percent of Population
Less than 14.7%
14.7% to 25%
25.01% to 35%
More than 35%
YAVAPAI COUNTY
PINAL COUNTY
Cave Creek
Carefree
Scottsdale
Fort McDowell Yavapai Nation
Fountain Hills
Salt River Pima-Maricopa Indian Community
Paradise Valley
Phoenix
Mesa
Apache Junction
Queen Creek
Gilbert
Chandler
Tempe
Guadalupe
Gila River Indian Community
Florence
Maricopa
Peoria
Glendale
Tolleson
Avondale
Youngtown
El Mirage
Surprise
Litchfield Park
Goodyear
Buckeye
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Source: 2008-2012 American Community Survey 5-Year Estimates, 2010 Census Tract Boundaries
Date: February 2014
0 5 10 Miles
N
\\faserv4\InfoSvcs\Projects\Human_Services\Environmental_Justice\2014 Update\MXD\poverty_tr_ACS2012.mxd

Minorities: In 1998, the Federal Highway Administration published actions to address EJ in minority populations and low-income populations. They defined minority as the following:

- Black (having origins in any of the black racial groups of Africa).
- Hispanic (of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race).
- Asian American (having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands).
- American Indian and Alaskan Native (having origins in any of the original people of North America and who maintains cultural identification through tribal affiliation or community recognition).

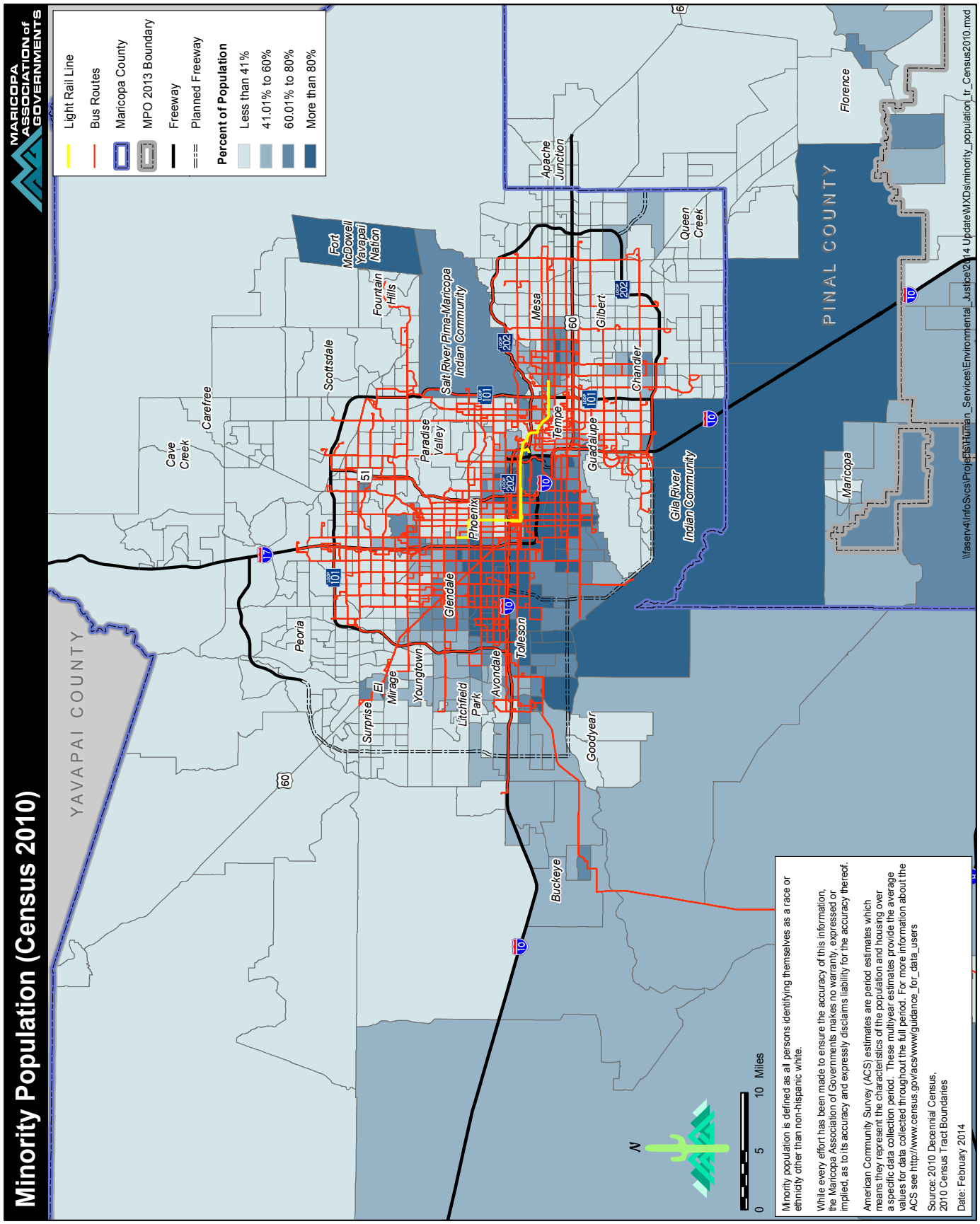
In addition, MAG includes the following groups as defined by the U.S. Census:

- Black or African American alone—not Hispanic or Latino.
- American Indian and Alaska Native alone—not Hispanic or Latino.
- Asian alone - not Hispanic or Latino.
- Native Hawaiian and Other Pacific Islander alone —not Hispanic or Latino.
- Some other race alone—not Hispanic or Latino.
- Persons of two or more races—not Hispanic or Latino.
- Hispanic or Latino.

The following map indicates the location and density of the minority population in the region.

Population by Race and Hispanic Origin		
	MAG MPO	
	Census 2010	Percent of Total
Total Population	**4,054,972**	**100.0%**
White alone, Not Hispanic or Latino	2,392,591	59.0%
Minority (includes the groups listed below)	1,662,381	41.0%
Black or African American alone, Not Hispanic or Latino	188,031	4.6%
American Indian and Alaska Native alone, Not Hispanic or Latino	72,126	1.8%
Asian alone, Not Hispanic or Latino, Not Hispanic or Latino	132,514	3.3%
Native Hawaiian and Other Pacific Islander alone, Not Hispanic or Latino	7,150	0.2%
Some Other Race alone, Not Hispanic or Latino	5,813	0.1%
Two or More Races, Not Hispanic or Latino	75,780	1.9%
Hispanic or Latino	1,180,967	29.1%

Source: U.S. Census Bureau, 2010 Census, Table P5.


Minority Population (Census 2010)
MARICOPA ASSOCIATION of GOVERNMENTS
Light Rail Line
Bus Routes
Maricopa County
MPO 2013 Boundary
Freeway
Planned Freeway
Percent of Population
Less than 41%
41.01% to 60%
60.01% to 80%
More than 80%
YAVAPAI COUNTY
PINAL COUNTY
Fort McDowell Yavapai Nation
Salt River Pima-Maricopa Indian Community
Gila River Indian Community
Cave Creek
Carefree
Scottsdale
Fountain Hills
Paradise Valley
Phoenix
Glendale
Peoria
El Mirage
Surprise
Youngtown
Litchfield Park
Avondale
Tolleson
Goodyear
Buckeye
Mesa
Tempe
Guadalupe
Gilbert
Chandler
Queen Creek
Apache Junction
Florence
Maricopa
N
0 5 10 Miles
Minority population is defined as all persons identifying themselves as a race or ethnicity other than non-hispanic white.
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American Community Survey (ACS) estimates are period estimates which means they represent the characteristics of the population and housing over a specific data collection period. These multiyear estimates provide the average values for data collected throughout the full period. For more information about the ACS see http://www.census.gov/acs/www/guidance_for_data_users
Source: 2010 Decennial Census, 2010 Census Tract Boundaries
Date: February 2014
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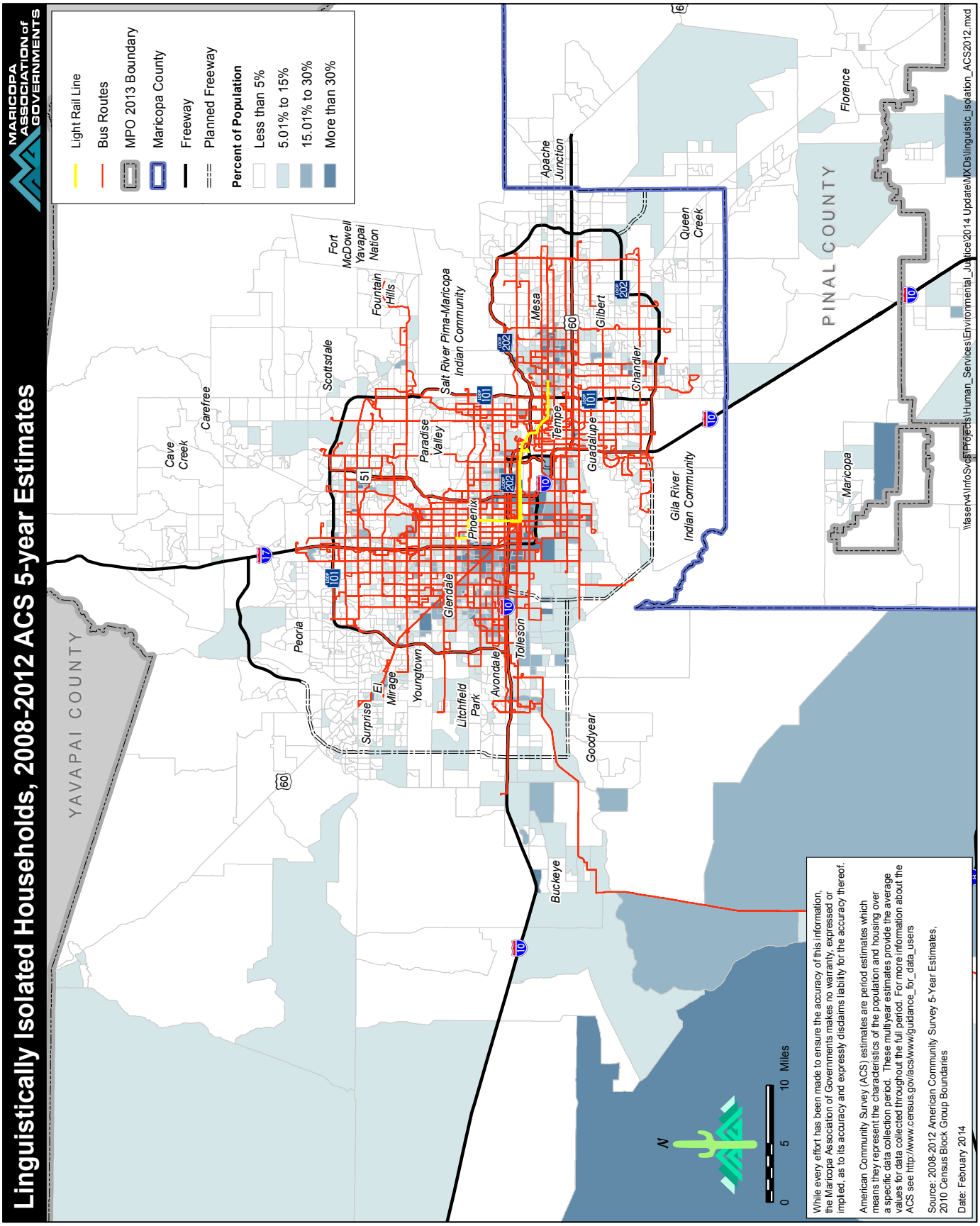
Limited English Proficient (LEP) households: A person with limited English proficiency is described as a person who does not speak English as a primary language and has a limited ability to read, write, speak and understand English. An area is identified as LEP when five percent or more of the population, or 1,000 people within a neighborhood, fit this definition. The Census Bureau further defines households as linguistically isolated when there are no members aged 14 years and over who speak only English or who speak a non-English language and speak English "very well." In other words, all members of the household ages 14 years and over have at least some difficulty with English.

The following map indicates the location and density of linguistically isolated households within the region.

MAG MPO Households			
	Estimate	Percent	Percent of Linguistically Isolated Households
Total Households	1,478,470	100.0%	--
English Speaking Only	1,107,324	74.9%	--
Spanish Speaking	266,207	18.0%	--
Linguistically Isolated [a]	77,431	5.2%	100.0%
Spanish	61,014	4.1%	78.8%
Other Indo-European languages	5,874	0.4%	7.6%
Asian and Pacific Island languages	7,514	0.5%	9.7%
Other languages	3,029	0.2%	3.9%

Source: U.S. Census Bureau, 2008-2012 American Community Survey (ACS) 5-Year estimates
ACS data are based on a sample and are subject to sampling variability

[a] A linguistically isolated household is one in which no member 14 years and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members of the household 14 years and over have at least some difficulty with English. (Table B16002)


Linguistically Isolated Households, 2008-2012 ACS 5-year Estimates
MARICOPA ASSOCIATION of GOVERNMENTS
Light Rail Line
Bus Routes
MPO 2013 Boundary
Maricopa County
Freeway
Planned Freeway
Percent of Population
Less than 5%
5.01% to 15%
15.01% to 30%
More than 30%
YAVAPAI COUNTY
PINAL COUNTY
Cave Creek
Carefree
Scottsdale
Fort McDowell Yavapai Nation
Fountain Hills
Salt River Pima-Maricopa Indian Community
Paradise Valley
Phoenix
Glendale
Peoria
El Mirage
Surprise
Youngtown
Litchfield Park
Avondale
Tolleson
Buckeye
Goodyear
Apache Junction
Mesa
Tempe
Guadalupe
Gilbert
Chandler
Queen Creek
Gila River Indian Community
Florence
Maricopa
0 5 10 Miles
N
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Source: 2008-2012 American Community Survey 5-Year Estimates, 2010 Census Block Group Boundaries
Date: February 2014
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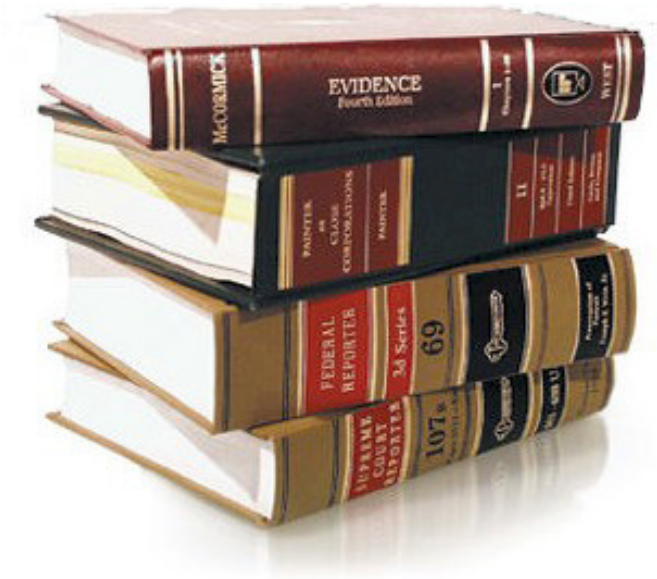
Attachment E: List of Investigations, Complaints and Lawsuits since Last Submission



There have not been any investigations, complaints or lawsuits.

Attachment F: Summary of Outreach Efforts Since Last Submission

Summary of Title VI outreach from July 1, 2011 to January 31, 2014

July 1, 2011 to August 1, 2012

Planning Activities

- Incorporated Title VI and Environmental Justice (EJ) concerns into the Northwest and Southwest Valley Local Transit System Studies. This work has been supported by collaborating with community organizations serving Title VI and EJ populations, such as Benevilla, a private nonprofit agency, to provide vital services such as transportation with the support of more than 700 volunteers.

- Engaged nonprofit agencies serving Title VI populations to participate in the Designing Transit Accessible Communities Study.

- Continued to work with domestic violence and homeless shelters to develop transportation solutions for their Title VI clients. This includes mapping shelter locations with transit overlays, organizing travel training for their clients, and researching the feasibility of new programs to meet their transportation needs.

- Integrated the transportation needs of adults over the age of 65 years into the MAG Municipal Aging Services Project. This included engaging more than 1,375 people through interviews, focus groups, and a survey to determine the current transportation needs, projected transportation needs, preferred transportation modes, and preferred ways to provide input to MAG and local governments. The information is being used to ascertain the most effective role and activities for local governments when meeting the needs of older adults.

- Developed a new *Title VI and Environmental Justice Plan* approved by the MAG Regional Council on July 27, 2011.

- Provided demographic data to Valley Metro for potential use in the fare change analysis.

- Continued communication with the region's Designated Recipient, (the City of Phoenix) on the 2012 Title VI update, subrecipient's requirements for submitting updates to the Designated Recipient, and a study to determine the effects of changing the fare for transit.

- Provided support to staff from the City of Tolleson regarding transit and human services.

- Held the first *Federal Fund—Transit Programming Guidelines Work Group* meeting with MAG member agencies.

- Began work on the public involvement process for the *2013 Regional Transportation Plan (RTP) Update,* and the *2014-2018 Transportation Improvement Program (TIP).*

- Conducted intercept surveys for the Designing Transit Accessible Communities Study of bus transit users at various bus stop locations. This

included interviewing individuals to better understand the challenges users face when accessing transit.

- Staffed a planning meeting for improving transportation options for clients in homeless and domestic violence shelters.

- Continued participation in Public Involvement Team meetings for the South Mountain Freeway Draft Environmental Impact Statement process and public hearing planning.

- Provided census tract data on the population by race and poverty status for the City of Glendale.

Community Presentations/Focus Groups

- The following groups received presentations in cooperation with Valley Metro: the STAR East group for people with disabilities, PSA (People, Service and Action) for people with disabilities group, Lifewell Behavioral Wellness Center , East Valley Brain Injury Support Group, Compass All Disabilities Group, United Cerebral Palsy, Women and Transportation Systems (WTS) luncheon, Stroke Survivors Support Group, Voices disability group for people with disabilities, Hopekeepers Group for people with disabilities, and the Foundation for Blind Children.

- Provided a presentation to the Legislative and Policy Coordinating Committee of the Governor's Advisory Council on Aging.

- Nineteen focus groups facilitated by the MAG Human Services Division to support the Municipal Aging Services Project. Eighteen of the focus groups were held with people aged 65 years and more.

- Three MAG Transportation Ambassador Program meetings were held to disseminate transportation information and to collect feedback from communities of concern regarding transportation challenges and opportunities. Now in its fifth year, the program has more than 360 participants. The information collected at the meetings drives the development of strategies included in the MAG plans to coordinate human services transportation.

- Presented the Southwest Valley Local Transit System Study to meetings at WESTMARC, the MAG Transportation Ambassador Program, the MAG Transit Committee, the Regional Public Transportation Authority (RPTA) Transit Management Committee, and the Arizona Department of Transportation's (ADOT) Citizens Transportation Oversight Committee.

- Presented the Northwest Valley Local Transit System Study to the MAG Transit Committee and the RPTA Transit Management Committee.

- Provided an update on the Northwest Valley Local Transit System Study to the Benevilla Transportation Subcommittee.

Outreach Events

- Held the Southwest Valley Local Transit Summit. An ad inviting residents to participate in the summit was created and circulated in a local newspaper. The event was open to the public and was attended by more than 50 people from the Southwest Valley. The Summit provided an opportunity for residents, business owners, and community leaders from the Southwest Valley to come together to review and prioritize local transit needs that best meet their communities' needs for the short and long term. Summit participants also engaged in a visioning exercise.

- Staffed information booths at the following events: 2012 Health and Wellness Fair at the Disability Empowerment Center, Tempe Tardeada Festival, Earthfest Educator's Night, Arizona State University Prep Festival, Northwest Black History Festival, and the Rideshare event with Valley Metro.

- Facilitated the MAG Transportation Ambassador Program regional meeting held on Monday, June 25, 2012, at the Burton Barr Library. The event was attended by more than 100 participants representing 75 different agencies and residents from throughout the region.

Outreach and Collaboration Activities

- Supported the Safe Routes to School program in collaboration with the Easter Seals' Project Action (ESPA) pilot project for students with disabilities. MAG serves on the national advisory committee for the ESPA Service-Learning Program project.

- Began development of a Public Participation Guide to provide a roadmap for providing input on regional transportation decisions.

- Continued to serve on the Steering Committee for the National Resource Center for Human Services Transportation.

- Reviewed and commented on the RPTA's Title VI analysis of the upcoming express route service changes.

- Attended Valley Metro's South Central Phoenix High Capacity Transit Study public meeting on June 7, 2012, in South Phoenix. The purpose of the meeting was part of a continuous Alternatives Analysis project kickoff session notifying local residents of the work ahead.

Translation Services

- Translated MAG's Title VI statement of intent for publication on MAG materials into Spanish.

- Updated and translated MAG Awareness Survey forms into Spanish.

- Advertised the Regional Transportation Plan Audit public hearing with public notice in *The Arizona Republic, Arizona Informant,* and *La Voz* newspapers.

- Translated the Designing Transit Accessible Communities intercept survey into Spanish.

Public Hearings

- Staffed, coordinated and facilitated the Public Hearing on the *Annual Report on the Status of Proposition 400* on November 17, 2011.

- Staffed, coordinated and facilitated the Regional Transportation Plan Audit Public Hearing on January 18, 2012.

- Advertised the April 12, 2012, Public Hearing on the *Draft MAG 2012 Five Percent Plan for PM-10 for the Maricopa County Nonattainment Area.* On March 12, 2012, letters were sent to Title VI stakeholders inviting them to the public hearing and notifying them that the draft document is available for public review at the MAG offices and on the MAG website.

Training

- On August 23, 2011, the MAG Title VI Coordinator and the Title VI liaisons for the MAG Fiscal, Communications, and Human Services divisions attended the Civil Rights Training facilitated by the Arizona Department of Transportation. The training is available to all MAG Title VI liaisons.

- On October 28, 2011, the MAG Title VI Coordinator and Transportation Liaison attended a Title VI/EJ webinar.

- Coordinated Title VI training and facilitated a discussion on how federal regulations pertain to individual organizations at the Transportation Ambassador Program regional meeting on June 25, 2012.

August 2, 2012 to August 1, 2013

Planning Activities

- Incorporated Title VI and Environmental Justice (EJ) concerns into the Northwest and Southwest Valley Local Transit System Studies. This work has been supported by collaborating with community organizations serving Title VI and EJ populations such as Benevilla, a private nonprofit agency that provides vital services, such as transportation, with the support of more than 700 volunteers.

- Engaged nonprofit agencies serving Title VI populations by encouraging them to participate in the Designing Transit Accessible Communities Study. The study was completed and provides a toolkit for how communities can make their communities more accessible by transit.

- Integrated the transportation needs of adults over the age of 65 years into the MAG Regional Aging in Community Network efforts and the region's participation in the national pilot project, the City Leaders Institute on Aging in Place. Both efforts are designed to assist people 60 years and older in finding the resources they need to live independently in their homes. Access to transportation has been

identified as a critical element to achieving this goal. Efforts are underway to develop transportation strategies to meet the transportation needs of older adults in four pilot project areas. Successes in the pilot project areas of Phoenix, Tempe, Scottsdale, and the Northwest Valley can be replicated in other parts of the region.

- Developed an annual report for the Title VI and Environmental Justice Plan, which was accepted and approved by the Arizona Department of Transportation.

- Provided demographic data to Valley Metro for potential use in the fare and route change analysis.

- Continued communication with the region's Designated Recipient, the City of Phoenix on Title VI activities, the subrecipient's requirements for submitting updates to the Designated Recipient, and a study to determine the effects of changing the fare for transit.

- The MAG Transportation Division proceeded on the public involvement process for the *Regional Transportation Plan (RTP) Update* and the *FY 2014-2018 Transportation Improvement Program (TIP).*

- Continued participation in Public Involvement Team meetings for the South Mountain Freeway Draft Environmental Impact Statement process and public hearing planning.

Community Presentations/Focus Groups

- The following groups received presentations in cooperation with Valley Metro: the STAR East group for people with disabilities, PSA (People, Service and Action) group for people with disabilities, Lifewell Behavioral Wellness Center, East Valley Brain Injury Support Group, United Cerebral Palsy, Compass All Disabilities, Southern Arizona Association for the Visually Impaired, VOICE Support group, Southern Arizona Association for the Visually Impaired (SAAVI), Wellness City, Recovery Innovation, Central Phoenix Brain injury and Caregivers Support Group, Phoenix Clubhouse, Mild Brain Injury Support Group and the Foundation for Blind Children.

- Gave presentations to the following groups: Arizona League of Women Voters, Tempe Mayor's Commission on Disability Concerns, Sun City West Rotary Club.

- Eight focus groups were facilitated by the MAG Human Services Division to support the implementation of the Regional Age-Friendly Network. The focus groups were held throughout the region with people aged 60 years and over.

- Three MAG Transportation Ambassador Program meetings were held to disseminate transportation information and to collect feedback from communities of concern regarding transportation

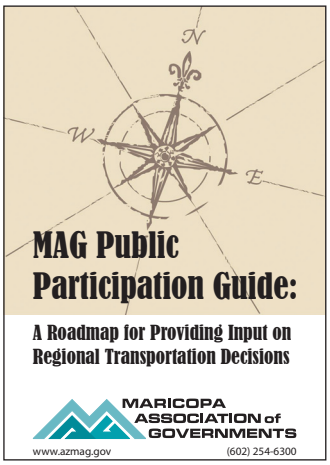
challenges and opportunities. Now in its sixth year, the program has more than 400 participants. The information collected at the meetings drives the development of strategies included in the MAG plans to coordinate human services transportation.

Outreach Events

- Staffed information booths at the following events: 2013 Health and Wellness Fair at the Disability Empowerment Center, Tempe Tardeada Festival, Arizona State University Prep Festival, the Martin Luther King Day Event at Margaret T. Hance Park, Phoenix Urban Expo, Tribal Legislative Day at the Arizona State Capitol, and the American Indian Disability Summit.

Outreach and Collaboration Activities

- Finalized the Public Participation Guide to assist members of the general public in being more involved with the planning process at MAG and to increase their understanding of their role in this process.



- Continued to serve on the Steering Committee for the National Resource Center for Human Services Transportation.

- Served on the Valley Metro Paratransit Fare Structure Subgroup in regard to potential changes to the Americans with Disabilities Act transit fares and strategies for regional consistency in fare structures.

- Provided outreach to nonprofit agencies providing services to persons with disabilities to discuss regional coordination and collaborative planning opportunities in human services transportation. Agencies included Lifewell Behavioral Health, Development Enrichment Center, and a veteran's volunteer driver program.

Translation Services

- Reached out to Spanish media and Spanish-speaking public on MAG Economic Development Committee efforts regarding trade opportunities and outreach to businesses in Mexico. Translated various materials related to efforts of the Economic Development Committee into Spanish.

- Updated and translated the MAG Awareness Survey forms into Spanish. Translated the Public Participation Guide into Spanish.

- Translated various materials related to domestic violence into Spanish.

- Translated the Designing Transit Accessible Communities intercept survey into Spanish.

Public Hearings

- Conducted the December 13, 2012, Public Hearing on the *Draft MAG 208 Water Quality Management Plan Amendment for the Service Area Expansion of the Litchfield Park Service Company doing business as Liberty Utilities Palm Valley and Sarival Water Reclamation Facilities.*

On October 27, 2012, the public hearing was advertised in The Arizona Republic. On October 31, 2012, letters were sent to Title VI stakeholders inviting them to the public hearing and notifying them that the draft document was available for public review at the MAG Offices, Glendale Public Library, Mesa Public Library, and Phoenix Central Public Library.

- Conducted the February 19, 2013, Public Hearing on the *Draft MAG 2013 Carbon Monoxide Maintenance Plan for the Maricopa County Area.* On January 18, 2013, the public hearing was advertised in The Arizona Republic. Also on January 18, 2013, letters were sent to Title VI stakeholders inviting them to the public hearing and notifying them that the draft document was available for public review at the MAG Offices and on the MAG website.

Training

- Distributed Title VI training materials and updates to the MAG Title VI Liaisons.
- Participated in monthly Diversity Leadership Alliance workshops keeping up-to-date on national best practices regarding inclusiveness in working with other organizations. Received a presentation on Valley Metro's Title VI fare and service equity analysis.

August 2, 2013 through February 28, 2014

Planning Activities

- Incorporated Title VI and Environmental Justice (EJ) concerns into the Northwest and Southwest Valley Local Transit System Studies. This work has been supported by collaborating with community organizations serving Title VI and EJ populations such as Benevilla, a private nonprofit agency that provides vital services, such as transportation, with the support of more than 700 volunteers. Both studies were completed and provide a short-, mid-, and long-term local transit plan for these subregions.

- Completed the public involvement process for the *Regional Transportation Plan (RTP) Update,* and the *FY 2014-2018 Transportation Improvement Program (TIP).*

- Continued communication with the region's Designated Recipient (the City of Phoenix) on Title VI activities, and the subrecipient's requirements for submitting updates to the Designated Recipient.

- Continued participation in Public Involvement Team meetings for the South Mountain Freeway Draft and Final Environmental Impact Statement process, public hearing responses, and public hearing planning.

- Finalized the Existing and Future Transportation System report for the Cave Creek/Carefree Transportation Framework Study that included a Title VI data analysis.

- Began work on the Existing and Future conditions report for the Interstate 10/Interstate 17 Corridor Master Plan that includes a Title VI data analysis.

- Developed an annual report for the Title VI and Environmental Justice Plan, which was accepted and approved by the Arizona Department of Transportation.

- Developed innovative strategies to meet the transportation needs of older adults as part of the MAG Regional Age-Friendly Network. Through these efforts, transportation information has been provided to participating communities, travel training is being designed specifically for older adults in targeted areas, and a van program is being developed to bring older adults to the grocery store. A new hybrid transportation model is being developed that will offer a membership-based transportation program through volunteers and paid drivers. Mobility management is a key feature of the program in order to triage requests and maximize existing resources. Outreach is underway to engage additional communities and individuals through the project's website, www.Connect60Plus.com. The website features the searchable human services transportation provider directory and other resources related to transportation.

- Launched an age-friendly initiative in Scottsdale. Community engagement is underway with support from the City of Scottsdale, local nonprofit agencies, places of worship, and residents. A new program will be developed to meet the transportation needs of older adults on the basis of the community outreach and additional data analysis.

- Engaged nonprofit agencies serving Title VI populations by encouraging them to participate in the Southwest Valley Local Transit Study and Northwest Valley Local Transit Study. The studies have been completed providing short-term, mid-term, and long-range strategies to address the transportation needs of West Valley communities that have little to no transportation infrastructure.

Community Presentations/Focus Groups

- In cooperation with Valley Metro, the following groups received presentations from MAG: the STAR West group for people with disabilities, Hope Keepers, East Valley Clubhouse, PSA (People, Service and Action) group for people with disabilities, Stroke Survivor and Caregiver group,

STAR East, White Cane Day Event, Foundation for Blind Children, United Cerebral Palsy, and John C. Lincoln Stroke Survivors Support Group.

- Gave presentations on the MAG Regional Age-Friendly Network's efforts in transportation to the following groups: Second International Conference on Age-Friendly Cities in Quebec, International County/City Management Association Conference in Boston, Chicanos por la Causa Annual Board Retreat, and Senior Business-to-Business Association meeting. The following presentations will be given by June 30, 2014: Lutheran Church Annual Conference, American Society on Aging Annual Conference, Maricopa County Public Health Annual Conference, Arizona State University Urban Planning class, and the Arizona Transit Association and Arizona Department of Transportation Annual Conference.

- Three MAG Transportation Ambassador Program meetings were held to disseminate transportation information and to collect feedback from communities of concern regarding transportation challenges and opportunities. Now in its sixth year, the program has more than 400 participants.

- Presented a workshop at the September 26, 2013, American Planning Association, Arizona Chapter, annual conference. The workshop focused on initiatives taking place on regional, municipal and nonprofit perspectives in transportation planning concerning the underserved population of older adults and people with disabilities.

Outreach Events

- MAG staffed information booths at the following events: 2013 Health and Wellness Fair at the Disability Empowerment Center, Tempe Tardeada Festival, NAMI (National Alliance on Mental Illness) Walks, Governor's Safety Days at the Arizona State Fair, Martin Luther King Day Event at Margaret T. Hance Park, Tribal Legislative Day at the Arizona State Capitol, Juneteenth Event, and the American Indian Disability Summit.

- The "All Ages, One Region" conference was held March 27, 2014, at the Glendale Civic Center. The event featured transportation workshops, as well as other topics such as health, housing, technology and evaluation. Local experts and national speakers provided information to 200 people from local governments, nonprofit agencies, places of worship, transportation providers, and residents.

Outreach and Collaboration Activities

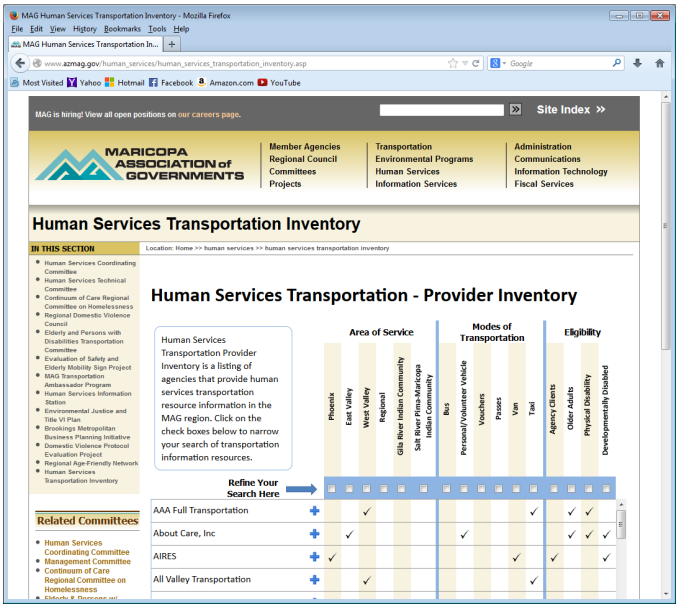
- Facilitated training workshops to assist in the development of strategies to address older adult transportation needs in the Phoenix, Tempe, Scottsdale, and Northwest Valley areas.

- Provided technical support for the Scottsdale Training Rehabilitation Services Stakeholder Strategic Plan Retreat to address the needs of the disabled population in the Northeast Valley.

- Served on the Valley Metro Route 685 and Route 563 Transit Advisory Group regarding public transit in the Southwest Valley. This group involves

stakeholders from the town of Gila Bend, the cities of Avondale, Buckeye, Goodyear, Phoenix, and Maricopa, Care 1st (a nonprofit in the Southwest Valley), Ajo Transportation, and Estrella Mountain Community College.

- Responded to inquiries from the public and nonprofit agencies regarding human services transportation, including fare changes in Dial-A-Ride services and potential Valley Metro transit route revisions.



- Developed the MAG Human Services Transportation Inventory webpage. The MAG human services provider inventory offers stakeholders a listing of agencies that provide human services transportation resource information in the MAG region on a webpage. The webpage was developed to offer a user-friendly resource listing that can be utilized by consumers of services, case managers, and the general public looking for resources in the Maricopa region.

- Facilitated monthly subregional mobility management meetings to stay up to date on human services transportation coordination efforts in the region. The subregional mobility managers are community liaisons, located in the North Phoenix, Central and East Valley, who serve as community resources regarding the transportation issues of underserved population.

Translation Services

- Updated and translated the MAG Awareness Survey forms into Spanish.

- Translated various materials related to domestic violence into Spanish.

- Translated various materials related to efforts of the MAG Economic Development Committee into Spanish.

- Interacted with Spanish media and the Spanish-speaking public on MAG Economic Development Committee efforts regarding trade opportunities and outreach to businesses in Mexico.

Public Hearings

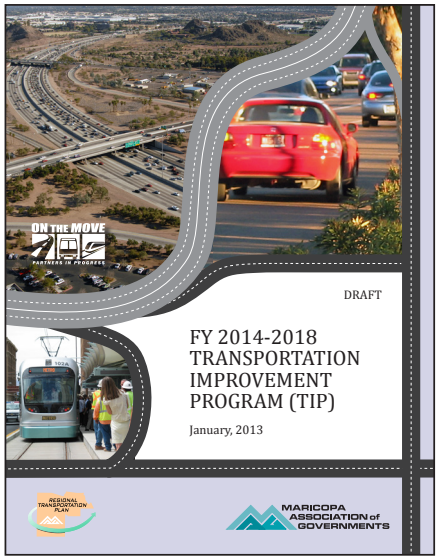
- Conducted the November 25, 2013, Public Hearing on the Regional Transportation Plan, Transportation Improvement Program and air quality conformity analysis. In October 2013, the public hearing was advertised in The Arizona Republic. Also in October and November 2013, letters were sent to more than 3,000 Title VI stakeholders inviting them to the public hearing and notifying them that the draft document was available for public review in the library at the MAG Offices and on the MAG website.

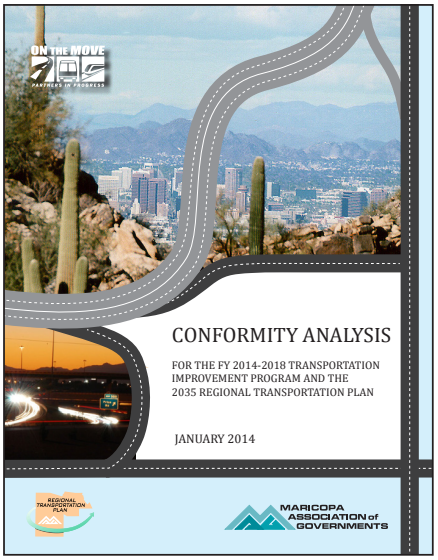
- On Thursday, September 19, 2013, MAG, in conjunction with representatives from the Arizona Department of Transportation, Valley Metro and the City of Phoenix Public Transit Department, conducted a Mid-Phase Public Meeting on the *Draft FY 2014 Transportation Improvement Program, Draft 2035 Regional Transportation Plan, Draft FY 2014-2018 Air Quality Conformity Analysis and Draft FY 2014 Program of Projects*.

Trainings

- Distributed Title VI training materials and updates to the MAG Title VI Liaisons.

- Participated in monthly Diversity Leadership Alliance workshops, keeping up to date on national best practices regarding inclusiveness that will enhance collaboration efforts with partnering agencies.





MARICOPA ASSOCIATION of GOVERNMENTS

Public Participation Plan

ON THE MOVE
PARTNERS IN PROGRESS

March 2014

REGIONAL TRANSPORTATION PLAN

INTRODUCTION

The Maricopa Association of Governments (MAG) believes that public participation is a critical and necessary part of the transportation planning process. The involvement of the public helps MAG make better transportation decisions that meet the needs of all people, and to plan transportation facilities that fit more harmoniously into communities. In 1994, MAG adopted a public involvement plan designed to provide complete information on transportation plans, timely public notice, full public access to key decisions, and opportunities for early and continuing involvement in the process for all segments of the region's population, including Title VI and Environmental Justice communities. In December of 2006, MAG adopted an updated public participation plan in response to federal transportation legislation known as the Safe Accountable Flexible Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU).

MAP-21

Moving Ahead for Progress in the 21st Century

New transportation authorization was passed in July of 2012. The new enabling legislation, Moving Ahead for Progress in the 21st Century (MAP-21), continues to emphasize public involvement in transportation planning. MAP-21 requires that the metropolitan planning organization work cooperatively with the state department of transportation and the regional transit operator to provide citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public

transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties a reasonable opportunity to comment on proposed transportation plans and programs. MAG will continue to adhere to the federal requirements for public involvement, in addition to finding new ways of engaging Valley residents in the transportation planning and programming process.

BACKGROUND

Federal law requires that each state designate a Metropolitan Planning Organization (MPO) for urbanized areas with 50,000 or more population. MAG was designated as the MPO for the Maricopa region in 1973, and undergoes federal certification as outlined in transportation regulations.

MAG is responsible for preparing both short-range and long-range transportation plans, and for seeking citizen input into these plans. For its short-range plan, MAG develops a five-year Transportation Improvement Program (TIP) that includes all transportation projects for the region. All transportation projects must be included, regardless of how they are funded. For its long-range plan, MAG is responsible for preparing a 20-year Regional Transportation Plan. Federal law requires that these documents be updated at least once every four years. Both plans are typically updated biennially, and both must undergo an air quality conformity analysis to ensure that transportation activities do not contribute to violations of the federal air quality standards.

In 1994, the MAG Regional Council, which serves as the organization's governing body, adopted an aggressive public involvement program designed to provide Valley residents with as many opportunities for comment on MAG transportation plans as possible. This program was enhanced in 1998 and has been improved each year through a variety of methods, including feedback from Valley residents on the effectiveness of the process. In December 2006, the MAG Regional Council adopted an updated MAG Public Participation Plan in accordance with SAFE-TEA-LU requirements. With the passage of MAP-21, MAG's goal is to continue to provide the region's residents with an open and inclusive process designed to obtain input from all interested parties.

MAG's public involvement process adheres to all federal requirements related to public involvement. MAG has coordinated public involvement processes and activities with the Arizona Department of Transportation (ADOT), the Regional Public Transportation Authority (RPTA/Valley Metro), Valley Metro Rail (METRO) and the City of Phoenix Public Transit Department. This coordination has helped create an efficient and effective public participation process.

MAJOR MILESTONES

Following are a few of the major milestones in the MAG public involvement process.

1991

The Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991 requires that metropolitan planning organizations adopt a formal public involvement process that is proactive, encourages broad public participation, and considers and responds to public input.

June 1992

The Regional Council approves a 15-minute Call to the Audience for its meetings, providing audience members up to three minutes each to present comments.

September 1994

The MAG Process for Public Involvement in Transportation Planning is adopted by the Regional Council, following a 45-day comment period. The adopted process provides the guiding principles for public involvement to meet the requirements established in ISTEA and subsequently reaffirmed in the Transportation Equity Act for the 21st Century (TEA-21). The process includes four phases: Early Phase, Mid-Phase, Final Phase and Continuous Involvement. The phases allow for early and continuing input and encourage public comment during each step of the planning process. The process calls for Input Opportunity Reports to be completed during each phase detailing the comments received. The reports include staff responses to comments on the Draft Transportation Improvement Program (TIP) and Long-Range Transportation Plan. The 15-minute Call to the Audience is retained for public comment at the beginning of MAG policy committee meetings.

February 1996

The Regional Council approves recommendations to reengineer the MAG policy process. Public comment opportunities are increased for the Regional Council meetings. In addition to the Call to the Audience at the beginning of the meeting, members of the audience are provided the opportunity to comment on the Approval of the Consent Agenda and to speak on each Action Item. Audience members are provided up to three minutes for each public comment opportunity.

July 1998

The Regional Council recommends that the process for programming federal transportation funds be enhanced. These enhancements include a more proactive community outreach process and the development of early guidelines to help select transportation projects within resource limits. This proactive community outreach process leads to an enhanced public involvement process beginning with the fiscal year 1999 public involvement program. The enhanced public involvement process involves transportation stakeholders as outlined in the 1998 TEA-21 legislation and includes input from Title VI stakeholders (minority populations and low-income populations). The input received during the enhanced input opportunity is incorporated in the development of early guidelines to guide project selection for the

Transportation Improvement Program (TIP) and Long-Range Transportation Plan.

2001

MAG contracts with four Community Outreach Associates to provide targeted outreach to the Hispanic, Native American, African American, and Disability communities as part of its dedicated Title VI outreach. In 2002, these associate positions are merged into a full-time Community Outreach Specialist position within MAG to allocate more MAG resources to this effort and to allow for the translation of all major MAG materials into Spanish. The Disability Community Associate continues as a contracted associate.

2001-2004

MAG embarks on an intensive and unprecedented public involvement effort to receive input into the Long-Range Transportation Plan, which is renamed the Regional Transportation Plan (RTP or Plan). Extensive research is conducted, and more than 350 public input opportunities are provided. Expert panel forums are held early in the process featuring topics in demographics and social change, environmental and resource issues, land use and urban development, and transportation and technology. Sixteen subregional focus groups are also held to receive input from transportation stakeholders across the Valley, including focus groups specific to African American and Hispanic communities. A project website, www.LetsKeepMoving.com, is created to provide information and receive feedback on the Plan. The site includes online surveys, maps, meeting notices, copies of studies and presentations, plan drafts and maps, funding information, feedback links, and calendar listings of public input opportunities. The site is later merged to be incorporated into the main MAG website.

2005

Congress passes SAFETEA-LU, which requires a documented public participation plan that defines the process for citizen input.

2006

The MAG Regional Council adopts the MAG Public Participation Plan in accordance with SAFETEA-LU requirements.

MAG PUBLIC PARTICIPATION PROCESS

The federal regulations for public involvement in metropolitan planning under MAP-21 are easily incorporated within MAG's adopted public involvement structure, and specific strategies for addressing the new regulations are included in the final section of this report. As noted above, MAG's adopted public involvement process is divided into four phases: Early Phase, Mid-Phase, Final Phase and Continuous Involvement. MAG staff receives comments in a variety of ways, including, but not limited to, small group presentations; special events, such as large community festivals; public meetings/hearings; telephone and electronic correspondence; and correspondence through the MAG website.

It is important to note that changes in planning and programming cycles can affect the public involvement process. The following table details the standard phases of the public involvement process and the opportunities for input that exist in each phase. As noted, these are subject to change:

Phase	Public Input Opportunities
Early Phase	A public process for early input into the transportation programming process is held. At this stage, which generally occurs from late summer through early fall, public input is reviewed and considered by MAG policy committees with specific reference to upcoming issues and work topics. Events during this phase may include stakeholders meetings, open houses, booths at special events, and small group presentations. In addition, comments are received during committee meetings. Comments received are summarized and provided to MAG policy committees for review and consideration in the form of an Early Phase Input Opportunity Report. All meetings are widely advertised with appropriate advanced notice. Because projects are not yet programmed, in many ways, the Early Phase represents the best opportunity for members of the public to suggest projects for inclusion in the TIP or Plan.
Mid-Phase	A variety of public outreach methods are used during this phase, which generally occurs from late winter to early spring, to gather input on the initial plan analysis for the Draft TIP and Draft RTP update. The phase generally culminates with a transportation public hearing co-hosted by MAG, the Arizona Department of Transportation (ADOT), the Regional Public Transportation Authority (RPTA) and the City of Phoenix Department of Public Transit. Comments are summarized, receive a written response, and are provided to MAG policy committees for review and consideration (through the Mid-Phase Input Opportunity Report and oral presentations) prior to taking action. All meetings are widely advertised, including major daily and minority newspapers, with appropriate advanced notice.
Final Phase	Several forums are used to obtain input during this phase, which generally occurs from early summer to late summer. The phase generally culminates with a transportation public hearing on the final Draft RTP update and TIP update. The hearing is advertised with a formal public notice and draft reports are also available for 30 days for public review. All comments receive a written response and are provided to MAG policy committees for review and consideration (through the Final Phase Input Opportunity Report and oral presentations) prior to taking action. All meetings are widely advertised, including major daily and minority newspapers, with appropriate advanced notice.
Continuous Involvement	MAG continuously seeks public input and comment beyond the three structured phases above. Outreach is conducted throughout the annual update process and includes activities such as providing presentations to community and civic groups, participating in special events, hosting booths at community gatherings, distributing press releases and newsletters, and coordinating with partnering agencies. MAG provides speakers upon request to make presentations to community and civic groups, within the limits of available resources. The input gleaned during this phase is included in quarterly public involvement progress reports *(see appendix C)* that are distributed to MAG policy committees for review and consideration.

FEDERAL LAW

The role of public involvement in transportation planning and programming was increased with the passage of the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991. The Transportation Equity Act for the 21st Century (TEA-21), passed in 1998, continued to emphasize public involvement in the metropolitan transportation planning process. TEA-21 required that the metropolitan planning organization (MPO) work cooperatively with the state department of transportation and the regional transit operator to provide citizens, affected public agencies, representatives of transportation agency employees, freight shippers, private providers of transportation and representatives of users of public transit a reasonable opportunity to comment on proposed transportation plans and programs.

The intent of the public involvement provisions in SAFETEA-LU, passed in 2005, and MAP-21, passed in 2012, is to continue the legacy of TEA-21 when it comes to increasing public awareness and participation in transportation planning and programming, while developing a documented public participation plan that defines the process for citizen input.

FEDERAL REQUIREMENTS AND MAG PUBLIC PARTICIPATION STRATEGIES

1. ***Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including, but not limited to, reasonable opportunity to comment on the proposed metropolitan transportation plan and the Transportation Improvement Program.***

MAG provides timely public notice of public participation activities. All public hearings are announced with a formal public notice, generally 30 days in advance of the hearing, as well as through a display advertisement in the largest circulation newspaper and in minority oriented newspapers, usually two weeks prior to the public hearing. MAG maintains a public involvement mailing list that includes interested citizens, affected public agencies, representatives of transportation agency employees, private providers of transportation, advocates for low-income people and minority populations, and representatives of community groups with an interest in transportation. This mailing list is used to announce meetings, distribute newsletters, and for other opportunities for public involvement. Interested individuals are added to the mailing list upon request.

In addition, all MAG public meetings and public input opportunities are posted on the MAG website at www.azmag.gov. A calendar listing major MAG meetings is included on the final page of every issue of *MAGAZine,* MAG's quarterly newsletter. MAG public meetings are also posted 24 hours in advance as required under the Open Meeting Law *(see Appendix A)*.

MAG also works closely with the news media to help distribute information about MAG activities. Press releases are prepared and distributed to local media in conjunction with periodic news events and public involvement opportunities. Copies of MAG agendas and other materials are sent to major news publications and to any reporters who request to be included on MAG's mailing lists.

MAG utilizes social media platforms such as Twitter, Facebook and YouTube to inform residents about ongoing activities and to garner public participation in the development of MAG plans and programs. MAG also implements a video outreach program to inform residents of MAG's roles and responsibilities in the region.

Public comment is allowed at all MAG public meetings *(see MAG Public Comment Process, Appendix B)*. MAG's four-phase public input process specifically provides opportunities for interested parties to comment at key decision points (and throughout) the development of the TIP and Regional Transportation Plan. For example, Early Phase input opportunities provide the public an opportunity to comment during the initial programming process. The Mid-Phase public hearing provides the opportunity for comment prior to Regional Council action to approve the Draft TIP and Plan to undergo an air quality conformity analysis, and the Final Phase public hearing provides an opportunity for comment prior to approval of the conformity analysis, final TIP, and final Plan.

MAG also provides ongoing opportunities for input during its Continuous Involvement activities, such as frequent participation in special events, including hosting booths at large community festivals, and through numerous small group presentations as requested *(see page 56, for additional information)*.

Where appropriate, information is provided in a bilingual format or other alternative formats such as large print and Braille.

2. *Providing timely notice and reasonable access to information about transportation issues and processes.*

As outlined above, timely notice of MAG activities is provided through a variety of methods, including formal postings, newspaper ads, direct mail, website postings, calendar listings, press releases, social media posts, and other publications and materials. Similarly, MAG provides information about transportation issues and processes through a number of public involvement and communication strategies.

Prior to the final completion of plans or programs, draft documents are made available to the public for review and comment, so that public concerns can be considered and reflected in the final documents. When draft studies, plans, programs and reports are completed, they are made available for public review. Public comments are received, documented and presented to the Management Committee, Transportation Policy Committee and Regional Council for review prior to action. Documents are available for review in the MAG library at the MAG Offices, 302 N. 1st Avenue, Suite #300, Phoenix. The TIP, Plan, Conformity Analysis and Input Opportunity Reports are distributed to libraries throughout the region as well as to partnering agencies such as the Federal Highway Administration, Federal Transit Administration, Arizona Department of Environmental Quality, Environmental Protection Agency, Arizona Department of Transportation, Regional Public Transportation Authority, Maricopa County, Pinal County, and the Central Arizona Association of Governments.

MAG also provides information about transportation issues and processes through a variety of publications,

First Phase of Northern Parkway Completed

The Maricopa Association of Governments (MAG) joined the Maricopa County Department of Transportation and the communities of El Mirage, Glendale, and Peoria in a December dedication celebration marking the end of Phase I of the Northern Parkway Program—which completed a new interim four-lane roadway from Sarival Avenue to Dysart Road.

The first segment of the Northern Parkway Program broke ground in March 2012 and includes the construction of the eastbound auxiliary lane, westbound auxiliary lane, and two outside travel lanes in each direction. A center concrete barrier and an additional inside lane in each direction will be added in the future to complete the ultimate six-lane Northern Parkway.

"The Parkway will serve as an important roadway for all West Valley residents. Motorists throughout the entire region will see improved travel times, enhanced system reliability, and reductions in crash rates," said MAG Vice Chair Michael LeVault, mayor of Youngtown. "The Parkway will provide quick access to the commercial and employment centers along Loop 303, and also provide a much-needed alternative to Grand Avenue and Bell Road."

During the dedication ceremony, Glendale Mayor Jerry Weiers called it a "great day for the West Valley," noting that the Northern Parkway was an idea developed through Glendale's citizen participation process more than a decade ago.

"In 2001, a 61-member citizens advisory committee envisioned the need for a regional east-west route to improve connectivity," said Mayor Weiers. "The project was then supported by Glendale voters and eventually by Maricopa County voters through the passage of transportation-related propositions," he said. "With the Parkway's close proximity to rail lines and major freeways—combined with the fact that water and sewer provider agreements for this area are now in place—Northern Parkway is well-positioned to attract quality development in the coming years."

Mayor Michael LeVault, Town of Youngtown

Mayor Jerry Weiers, City of Glendale

Mayor Lana Mook, City of El Mirage

El Mirage Mayor Lana Mook noted that the project represents one of the largest collaborations of governmental agencies in the state.

"This parkway will give residents of our communities easy access to the Loop 303, Loop 101, and US 60/Grand Avenue, thus reducing travel time and congestion," said Mayor Mook. "I am thrilled that El Mirage is a partner in this exciting project and look forward to the completion of the next segment."

Peoria Councilmember Cathy Carlat, who serves on the MAG Regional Council, added, "The Northern Parkway will be a wonderful addition to the West Valley. Being able to connect to the Loop 303 through the cities of El Mirage, Glendale and Peoria will not only be a benefit for

Continued on page 11

Peoria Councilmember Cathy Carlat, former Maricopa County Supervisor Max Wilson and Glendale Mayor Jerry Weiers cut the ribbon to open the new phase of Northern Parkway. MAG Vice Chair Michael LeVault, Maricopa County Supervisor Clint Hickman, Glendale Councilwoman Yvonne Knaack and El Mirage Mayor Lana Mook are seen in the second row.

Page 10 MAGAZine

including a quarterly newsletter called *MAGAZine,* a monthly Regional Council Activity Report, a monthly e-newsletter outlining the activities of the Transportation Policy Committee, and project-specific publications such as fliers, brochures and notices. These publications report information of general interest on events and programs at MAG, as well as on specific items such as the TIP or Regional Transportation Plan.

As noted above, all major documents, including news releases, notices of meetings and events, news stories, agendas, minutes, plans and studies are posted online at www.azmag.gov. An interactive calendar listing MAG meetings and events is available on the home page. Historical reference files of all documents are maintained and these reports are also available for public review.

MAG also responds to public inquiries through e-mail, written correspondence, social media, telephone calls, one-on-one meetings, and website feedback. Every attempt is made to respond in a timely manner. A public records request form is available for those requesting MAG documents or public records.

3. ***Employing visualization techniques to describe metropolitan transportation plans and TIPs.***

With the help of its Communications and Information Services staff, MAG utilizes many innovative techniques to help residents better understand what transportation investments are included in its transportation plans, and to help them visually conceive what the investments or projects will look like when completed. Examples include project-specific maps and graphs, digital photography, high resolution graphic displays, Geographical Information Systems (GIS), map overlays, PowerPoint presentations, aerial photography, photo simulations, technical drawings, infographics, charts and graphs. Alternative scenarios, including visual depictions of scenarios, are presented to demonstrate differences among solutions or approaches.

4. ***Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web.***

MAG maintains a website that provides easy access to information about MAG meetings, agendas, news releases, and electronic publications through timely posting of these materials. The site includes a calendar of events, monthly meeting schedules, committee activities and actions, requests for proposals and employment notices, and electronic versions of nearly 3,000 MAG documents, including plans, reports, agendas, and minutes. The site includes a search function that allows users to link to specific documents or other information using key words. The site includes a Spanish language Web page and has feedback links as well as information on how to contact staff.

Along with the extensive availability of documents, technical information, meeting notices and other information on the website as described above, MAG often e-mails electronic documents to individuals or agencies upon request. MAG documents are also made available in hard copy format through public records requests.

5. ***Holding public meetings at convenient and accessible locations and times.***

Understanding that individuals have different perceptions of "convenient," MAG strives to hold its public involvement activities at various times to accommodate as many members of the public as possible, including business hours, after work hours, evenings, and weekends. All public events are scheduled in venues that are transit accessible and comply with the provisions of the Americans With Disabilities Act. In addition, Spanish language materials, sign language interpretation, and alternative materials such as large print, Braille, and FM/Infrared Listening Devices, are available on request.

MAG understands that often it is difficult for members of the public to attend formal public meetings. Therefore, MAG makes every attempt to be highly visible and accessible to the broader community by providing information and receiving feedback at well-attended public events. These opportunities include such events as community festivals, trade fairs, minority-oriented events, and booths at heavily populated venues such as the state fair. When possible, MAG coordinates outreach activities with the Arizona Department of Transportation, the Regional Public Transportation Authority (Valley Metro), Valley Metro Rail, Inc. (METRO) and the City of Phoenix Public Transit Department to allow members of the public access to a wide range of information across all transportation modes. In addition to special events, MAG often makes presentations to smaller groups, such as Kiwanis and Rotary clubs, college classes, chambers of commerce, professional associations, businesses, and nonprofit groups.

6. ***Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP.***

MAG demonstrates explicit consideration and response to public input received in a variety of ways. Of primary significance is the publication of Input Opportunity Reports during each of the three key public involvement phases (Early Phase, Mid-Phase, and Final Phase). Each report includes a summary of the activities conducted during the phase and a summary of comments received during the phase. The reports also include a description of the MAG public outreach process, copies of publicity materials such as display ads and public notices, and electronic correspondence received during the phase.

The Mid-Phase and Final Phase public hearings are conducted with a court reporter in attendance. A verbatim transcript of each hearing is included in the Mid-Phase and Final Phase Input Opportunity reports, which also include staff responses to all comments received during the phase. Copies of the reports are distributed to MAG policy committees (including Management Committee, Transportation Policy Committee, and Regional Council) in advance of any plan approvals. In addition, an oral presentation is provided at these meetings summarizing the comments received prior to committee action. MAG also provides quarterly public involvement progress reports to MAG policy committee members during the Continuous Involvement Phase. These reports detail the date of the input opportunity, the group and/or activity, a summary of input and the number of people reached during the opportunity.

Another way in which MAG demonstrates explicit consideration of public input can be seen in the addition of specific projects that are included in MAG plans as a result of public input.

7. ***Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services.***

MAG addresses and considers the needs of underserved populations throughout its planning and programming process, and provides outreach in a variety of ways, including the Title VI Community Outreach program, GIS mapping, the Human Services division of MAG, and through programs run by the Regional Public Transportation Authority (RPTA) using MAG funds. Through the MAG public involvement program, MAG's Community Outreach Specialist coordinates with minority communities to solicit input and to serve as a liaison between MAG and the communities. In addition to minority communities, MAG targets and solicits input from persons with disabilities. Through RPTA's Complementary Paratransit Plan, the needs of older adults and people with disabilities are served. In addition, a MAG committee reviews and prioritizes applications for federal assistance under the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program, which provides capital investments to programs serving older adults and people with disabilities. MAG human services transportation plans and programs are also submitted to the Human Services Coordinating Committee for review. The MAG Transportation Ambassador Program offers community stakeholders a venue to learn about transportation resources and

TRANSPORTATION AMBASSADOR PROGRAM
Making Connections

share best practices to address the needs of older adults, people with disabilities and people with low incomes. Additionally, MAG provides multimodal transportation information for review and comment to the human services planning process. The needs of older adults are further being addressed through MAG's Human Services Transportation Coordination Plan and the Greater Phoenix Age Friendly Network. These efforts identify and address the changing mobility options that are needed as people age.

8. ***Providing an additional opportunity for public comment, if the final metropolitan plan or TIP differs significantly from the version that was initially made available for public comment.***

If the final metropolitan plan or TIP differs significantly from the version initially made available for comment, MAG provides additional opportunities for public comment. MAG prepares a revised draft plan and takes it back through the public involvement and committee approval process.

9. ***Coordinating with statewide transportation planning public involvement and consultation processes (as outlined under subpart B of Section 450.316).***

As part of the public involvement process, MAG conducts agency consultation directly with local, state and federal resource agencies. MAG also consults, as appropriate, with agencies and officials responsible for other planning activities within the metropolitan planning area that are affected by transportation. To coordinate the planning functions to the maximum extent practicable, such consultation includes the comparison of the MAG Regional Transportation Plan and TIP, as they are developed, with the plans, maps, inventories, and planning documents developed by other agencies. This consultation includes, as appropriate, consultations with state, tribal, local and private agencies responsible for planned growth, economic development, environmental protection, airport operations, freight movements, land use management, natural resources, conservation and historic preservation. MAG also seeks input and comment from neighboring counties or planning areas as appropriate.

Additionally, MAG reaches out to federal, state, tribal, regional, local, and private agencies to consult on environmental and resource issues and concerns. Specific topics of interest include: land use management, wildlife, natural resources, environmental protection, conservation, historic preservation, and potential environmental mitigation activities. An important consideration in the consultation process is the recognition that previously adopted projects in the Plan undergo extensive environmental and resource assessment by the implementing agencies, such as the Arizona Department of Transportation, the Regional Public Transportation Authority, cities, towns, and Maricopa and Pinal counties. With these processes already well established, including requirements for input on mitigation and resource issues, the primary goal of the consultation effort is to gain insight regarding concerns that may involve future transportation planning efforts.

To facilitate the agency consultation process and acquisition of resource information, MAG conducts agency consultation workshops. The purpose of these

workshops is to explain the goals of the consultation process, receive input from environmental and resource agencies in attendance, and establish continuing consultation in the regional transportation planning process. In addition, the workshops establish a beginning point for more in-depth discussions with individual agencies as appropriate. Input is sought on the availability of environmental, cultural and natural resource mapping or other information sources, as well as comments on potential environmental mitigation measures, resource issues, and land use concerns. Agencies are also invited to provide written input.

10. ***Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.***

MAG continually reviews its public participation efforts as part of its communication planning efforts and makes adjustments as warranted. More formal reviews are conducted during the federal certification process every four years, and as directed by transportation legislation such as ISTEA, TEA-21, SAFETEA-LU and MAP-21. Additionally, MAG ensures that a minimum public comment period of 45 calendar days is provided before any initial or revised participation plan is adopted, in accordance with federal requirements.

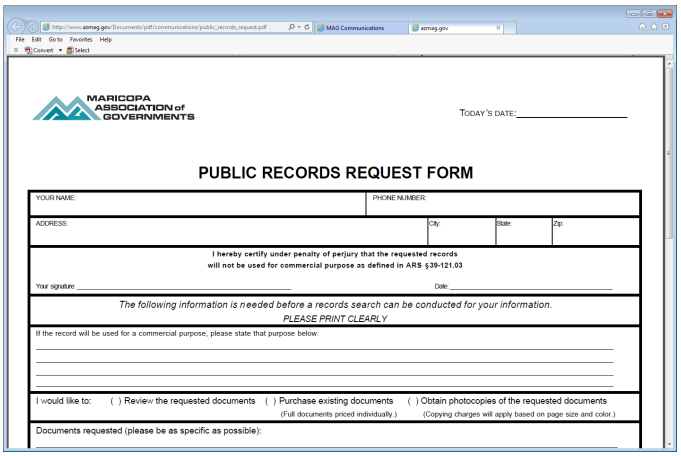
APPENDIX A: OPEN MEETINGS

MAG conducts meetings in accordance with the state Open Meeting Law. Meetings of technical and policy committees, including the Management Committee, Transportation Policy Committee, and Regional Council, are open to the public. Notices for these meetings are posted at least 24 hours in advance.

The Open Meeting Law is contained in the Arizona Revised Statutes, A.R.S § 38-431.01. The Open Meeting Law also establishes requirements for the taking of minutes. Minutes of MAG meetings are available by request, and are available on the MAG website, www.azmag.gov.

While MAG makes every attempt to allow for public comment, in rare instances, public comment may be limited based on time availability, based on the discretion of the meeting chair.

In addition to the Open Meeting Law, MAG also adheres to the Arizona Public Records Law, A.R.S. § 39-121. Public records may be obtained through submission of a Public Records Request form, which can be obtained through the MAG office, requested electronically, or downloaded from the MAG website.



MARICOPA ASSOCIATION of GOVERNMENTS

TODAY'S DATE:_____

PUBLIC RECORDS REQUEST FORM

YOUR NAME:		PHONE NUMBER:	
ADDRESS:	City:	State:	Zip:

I hereby certify under penalty of perjury that the requested records will not be used for commercial purpose as defined in ARS §39-121.03

Your signature: _____ Date: _____

The following information is needed before a records search can be conducted for your information.
PLEASE PRINT CLEARLY

If the record will be used for a commercial purpose, please state that purpose below:

I would like to: ( ) Review the requested documents ( ) Purchase existing documents (Full documents priced individually.) ( ) Obtain photocopies of the requested documents (Copying charges will apply based on page size and color.)

Documents requested (please be as specific as possible):

APPENDIX B: PUBLIC COMMENT AT MAG MEETINGS

MAG allows public comment at all of its public meetings. Below is an outline of the rules and procedures relating to the public comment process for MAG meetings.

1. **Submittal of Request to Speak Cards:** There are two colored cards provided for members of the public wishing to speak at MAG committee meetings. Blue cards indicate a "Request to Speak—Call to the Audience" that allow the public to speak on nonagenda items that fall under the jurisdiction of MAG or for nonaction items that are on the agenda for information and discussion but not for action. Yellow cards indicate a "Request to Speak—Consent or Action Items" that allow the public to speak on items that are on the consent agenda or items designated for action. The cards contain information about the rules for speaking, as well as spaces for members of the public to provide information, including name, address, city, zip code, phone, agenda item number, and date. Yellow cards additionally include boxes at the top of the card that the speaker can check indicating the following: Support; Statement Only; Oppose.

   Rules outlined on both the yellow and blue cards include:

   - Please speak from the podium (accommodation will be made for persons with disabilities).
   - Please present your comments in three minutes or less.
   - Your comments must pertain solely to the agenda item and shall not include any personal attacks.
   - Please conduct yourself in a professional and appropriate manner.
   - Members of the public are asked to submit the cards to a designated MAG staff member, who will deliver them to the meeting chair.

The yellow cards contain these further statements: *The purpose of this opportunity for public comment is to allow citizens to provide additional information on items slated for action. The Committee may ask questions for clarification; however, this comment period is not designed for debate with the audience. The public is encouraged to provide comment to MAG during the committee process, prior to the Regional Council action. The Regional Council will receive information on comments provided to technical and policy committees. Written comments will always be accepted by the Chair.*

MARICOPA ASSOCIATION of GOVERNMENTS

REQUEST TO SPEAK - CALL TO THE AUDIENCE
Present this card to speak on nonagenda items that fall under the jurisdiction of MAG, or to spe
for information a

The Call to the Audience provides
scheduled on today's agenda tha
the agenda for discussion but not
on nonaction items.) Because of
action on any items not schedule
Call to the Audience, please fill o
member. Please address questio
that you not approach committee
name from this card. When the C

- Please speak from the podiu disabilities).
- Please present your comme
- Your comments shall not i persons present at the meet
- Please conduct yourself in a

This opportunity for public comme
or concerns on nonagenda or no
comments on items of concern t
committees, prior to Regional C
information on comments provid
comments will always be accepte
Note: The Chair or his/her designee has t of the speaker, or limit public comment ba

By completing this form, I agree directions of the Chair or his/he

Your Name _____
Your Address _____
City _____ Zip Code _____
Issue on which you wish to speak:
Today's Date _____

Note: The Chair or his/her designee shall ha speaking rights if you violate any of these rest of today's meeting and/or at future me so. (If you lose your right to speak, you m
BLUE

MARICOPA ASSOCIATION of GOVERNMENTS

REQUEST TO SPEAK - CONSENT OR ACTION ITEMS
Present this card to speak on items that are on the Consent Agenda or to speak on a specific Agenda Item Designated for Action

❑ SUPPORT ❑ STATEMENT ONLY ❑ OPPOSE

The MAG public comment process provides an opportunity for citizens to comment on items scheduled for action on today's agenda. If you wish to speak on an action item, please fill out this card and give it to a designated MAG staff member. Please address questions about the agenda to the MAG staff. We request that you not approach committee members at the board table.

The Chair will call your name from this card when the action item is heard. When the Chair calls your name:

- Please speak from the podium (accommodation will be made for persons with disabilities).
- Please present your comments in **three minutes or less.** Citizens will each be provided three minutes to comment on Consent Agenda items (cumulatively), and three minutes to comment on Action Items (individually).
- Your comments must pertain solely to the agenda item and shall not include any personal attacks on other citizens or persons present at the meeting.
- Please conduct yourself in a professional and appropriate manner.

The purpose of this opportunity for public comment is to allow citizens to provide additional information on items slated for action. The Committee may ask questions for clarification; however, this comment period is not designed for debate with the audience. The public is encouraged to provide comment to MAG during the committee process, prior to the Regional Council action. The Regional Council will receive information on comments provided to technical and policy committees. Written comments will always be accepted by the Chair.
Note: The Chair or his/her designee has the power to accept additional comments and extend the time of the speaker, or limit public comment based on time availability.

By completing this form, I agree to observe the above rules and to abide by all directions of the Chairman or his/her designee.

Your Name _____
Your Address _____
City _____ ZIP Code _____ Phone _____
Agenda Item No. _____ Today's Date _____

Note: The Chair or his/her designee shall have the power to strictly enforce these rules and to revoke your speaking rights if you violate any of these rules. The Chair may also revoke your rights to speak at the rest of today's meeting and/or at future meetings if you twice refuse to be silent after being directed to do so. (If you lose your right to speak, you may still present written comments.)

YELLOW

2. **Time Allotted for Public Comment:** Three opportunities are provided for public comment at MAG meetings, including Call to the Audience, Consent Agenda, and Action Items to be Heard.

   Call to the Audience. Members of the public have three minutes to speak on items under MAG's jurisdiction that are not on the agenda or that are on the agenda for discussion or information only. This comment period takes place at the beginning of the meeting.

   Consent Agenda. Members of the public have a total of three minutes, cumulatively, to speak on any or all consent agenda items. Members of the public may determine whether an item is a consent item by looking on the meeting agenda. Consent items will be marked in the first column by an asterisk (*). This comment period usually comes near the beginning of the meeting, after the Executive Director's Report and prior to approval of the consent agenda by the Council.

   Action Items. Members of the public are given three minutes to speak on any action item (three minutes per item). Members of the public may determine whether an item is an action item by looking on the meeting agenda, under the second column, "Committee Action Requested." Action items will state "for action" or "for possible action." This comment period usually is provided just prior to a vote on each action item by the Regional Council.

3. **Speaking Rules and Discretion of the Chair:** The Chair or his/her designee has the power to strictly enforce the above rules and to revoke speaking rights if rules are violated. The Chair or his/her designee has the power to accept additional comments and extend the time of the speaker, or limit public comment based on time availability.

   The cards include this statement: *Note: The Chair or his/her designee shall have the power to strictly enforce these rules and to revoke your speaking rights if you violate any of these rules. The Chair may also revoke your rights to speak at the rest of today's meeting and/or at future meetings if you twice refuse to be silent after being directed to do so. (If you lose your right to speak, you may still present written comments.)*

APPENDIX C: MAG PUBLIC INVOLVEMENT PROGRESS REPORT

(Example of a MAG Public Involvement Progress Report)

The MAG public involvement process adheres to all federal requirements under current federal transportation planning legislation. MAG is dedicated to providing members of the public with an open and inclusive process designed to obtain input from all interested parties as defined in Section 5303 of Title 49, United States Code. All input received is addressed during the meeting/event/presentation or responded to within 48 hours. For questions/comments/suggestions, please contact MAG public involvement staff at (602) 254-6300.

DATE	ACTIVITY/GROUP	SUMMARY OF INPUT	NUMBER REACHED
11/25/13	Mid-Phase Public Hearing	Members of the public commented on the need for more transit and economic development within the central corridor. In addition, many felt that the Dial-a-Ride system needs to be improved.	20
1/20/14	Staffed information table at MLK Day Celebration in Phoenix	Members of the public questioned MAG staff about ADA eligibility, the South Mountain Freeway completion date and commented on the need for more transit. MAG staff also distributed transportation priority surveys.	500
1/21/14	Staffed information table at Tribes Legislative Day	Native American Indian Community residents from all around the state and Maricopa County questioned MAG staff about its role in the region, the genesis of the organization and obtained information about MAG plans and programs.	200
1/27/14	STAR East Disability Group	Attendees commented on the need for increased transit service, a regional Dial-a-Ride system and had questions about ADA eligibility.	30

CONTACT MAG

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Public Involvement Planner: jstephens@azmag.gov
Community Outreach Specialist: lgamiz@azmag.gov

Human Services Funded by Municipalities

Services Specific to Youth

Child Care
Children, Youth and Family Supportive Intervention Services
Early Intervention
Head Start Classrooms
Juvenile Diversion program
Juvenile Early Intervention Program
Teen Employment Program
Youth Medical Assistance
Youth Programs
Youth Afterschool/Sports Programs

Services Specific to Adults

Adult Day Care/Adult Day Health Care
Adult Diversion Community Restitution
Parent Skills Training
Senior Companion Services
Service Animal Program for Veterans

Services Specific to Housing

Eviction Prevention (rental & home foreclosure)
Home Buyer Assistance (payment/down payment)
Home Care: Housekeeping, Homemaker, Chore, Home Health Aide, Personal Care, Respite, Nursing Services
Home Modification/Adaption/Repair /Renovation/Weatherization
Housing Support Services, Fair Housing Referrals
Housing/Rental Assistance: CDBG, HOME, Section 8

Services Specific to People with Disabilities

Adaptive Aids and Devices
Attendant Care Services
Habilitation Services

Services Specific to Program Administration

Advocacy
Assessment/Evaluation
Community Action Program (Family Service Centers)
Case Management
Community Awareness and Information
Comprehensive Service Delivery

Contract Management
Eligibility Determination
Food Administration
Information and Referral
Intake (such as case management)
Interpreter
Outreach (to recruit new clients)
Multipurpose Center Operations
Prevention
Program Administration
Screening (such as medical)
Staff Development and Training
Volunteer Services

Services Specific to Basic Needs

Cash Assistance
Clothing
Emergency Food Box
Employment Assistance
Financial Assistance
Food Boxes/Food Distribution (Congregate & Home Delivered)
Heat Relief
Legal Assistance/Services
Life Skills Training
Meals: Congregate and Home Delivered
Social Development (Socialization and Recreation)
Bus Tokens/Vouchers
Transportation
Utility Assistance
Adult/Teen Education Services

Services Specific to Mental Health

Counseling and Mediation
Mentoring
Peer Counseling
Self-Help Group
Supportive Intervention/Guidance Counseling

Services Specific to People in Crisis

Crisis Services
Domestic Violence Services

Domestic Violence Shelter
Homeless Services
Homeless Shelter and Housing
Protective Services
Transitional Housing

MARICOPA ASSOCIATION of GOVERNMENTS

NEWS RELEASE

www.azmag.gov

FOR IMMEDIATE RELEASE

CONTACT: Kelly Taft or Amy St. Peter
(602) 254-6300

Region Named One of Best Intergenerational Communities in U.S.

PHOENIX (February 19, 2014)—The Greater Phoenix region has been named one of the best intergenerational communities in the country. MetLife Foundation and Generations United have announced that the Maricopa region will receive one of four MetLife Foundation/Generations United America's Best Intergenerational Communities Awards. The awards are designed to heighten awareness of the importance an intergenerational approach plays in building strong, supportive communities. The Maricopa Association of Governments (MAG) Regional Age-Friendly Network submitted the application for the competition on behalf of the region.

"We are honored to receive this distinction," said Phoenix Mayor Greg Stanton, a champion of the local efforts. ""We have many assets that allow us to bring together people of all ages, including volunteer programs, intergenerational centers and decades of successful approaches to connecting generations," he said.

"MetLife Foundation understands the value of programs that encourage generations to work together for the benefit of the entire community," explained Dennis White, president and chief executive officer of the MetLife Foundation, which provided a grant for the program. "We applaud the four communities selected to receive the 2014 Best Intergenerational Communities Award."

On March 25, 2014, representatives from Greater Phoenix will join representatives from the other recognized regions in an awards ceremony on Capitol Hill in Washington, DC. The ceremony will take place from 10:00 to 11:30 a.m. in the Cannon House Building in room 121.

Donna Butts, executive director of Generations United, congratulated the Greater Phoenix region for earning the designation. "It takes a great deal of effort and forward thinking to create a community where members of every generation want to live," said Butts. "Greater Phoenix has worked to ensure its residents enjoy a vibrant, meaningful place to live, are treated with respect and care, and have ample opportunity to work together for the betterment of all."

The region's application included information and testimonials from a number of sources, including the Arizona Community Foundation and Communities for All Ages; Arizona Museum of Youth; ASU; A.T. Stills University; Benevilla; Central Village; Duet; Experience Matters; Golden Gate Community Center; Hope Village; local high schools; the MAG Regional Age-Friendly Network; Oakwood Creative Care; Rio Salado Community College; Tempe Community Action Agency; Tempe Community Council; Tempe Neighbors Helping Neighbors; Valley METRO; and Virginia G. Piper Charitable Trust. The cities of Glendale, Phoenix, Scottsdale, Surprise and Tempe also provided information for the application.

"This award speaks to the deep commitment we have made in each of our communities to connect people of all ages," said Goodyear Councilmember Joanne Osborne and chair of the MAG Human Services Coordinating Committee. "Each city and town owns a piece of this award. Through the Regional Age-Friendly Network, we are coordinating and maximizing what each community has to offer. The goal of the network is to connect older adults with people of all ages in their communities."

The other award recipients are the communities of City of Parkland, FL; Reston, VA, and Village of Shorewood, WI. A blue-ribbon panel of judges selected the winning entries from among a host of applicants from across the country.

# # #

About the MetLife Foundation: *MetLife Foundation was created in 1976 to continue MetLife's long tradition of corporate contributions and community involvement. Today, the Foundation is dedicated to advancing financial inclusion, committing $200 million over the next five years to help build a secure future for individuals and communities around the world. MetLife Foundation is affiliated with MetLife, Inc., a leading global provider of insurance, annuities and employee benefit programs, serving 90 million customers. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East.*

About Generations United: *For nearly three decades, Generations United www.gu.org has been the catalyst for policies and practices stimulating cooperation and collaboration among generations, evoking the vibrancy, energy and sheer productivity that result when people of all ages come together. We believe that we can only be successful in the face of our complex future if generational diversity is regarded as a national asset and fully leveraged.*

About the MAG Regional Age-Friendly Network: *In partnership with municipalities, nonprofit agencies, faith-based entities, community groups, and residents, the Maricopa Association of Governments (MAG) is coordinating the Regional Age-Friendly Network. The purpose of the network is to identify opportunities to more effectively connect people aged 65 years plus with people of all ages in their communities. The network supports the development of pilot projects, a corresponding website, and training events. Funders include local champions such as Virginia G. Piper Charitable Trust and national partners including the Pfizer Foundation and Grantmakers in Aging as part of Community AGEnda as well as the MetLife Foundation and Partners for Livable Communities through the City Leaders Institute on Aging in Place. More information on the network can be found at www.Connect60Plus.com.*

MARICOPA ASSOCIATION of GOVERNMENTS

NEWS RELEASE

www.azmag.gov

FOR IMMEDIATE RELEASE

CONTACT: Kelly Taft
Communications Manager
(602) 452-5020

Glendale Wins Age-Friendly Community Competition

PHOENIX (March 27, 2014) — The City of Glendale was honored today for connecting people of all ages through intergenerational programs and activities as part of the region's first age-friendly community competition. The city received the award today at the "All Ages, One Region" conference hosted by the Maricopa Association of Governments (MAG) at the Glendale Civic Center. MAG Vice Chair Michael LeVault, mayor of Youngtown, presented the award.

"This competition highlights the power of building positive connections between older adults and youth, which result in stronger communities," said Mayor LeVault. "This is about neighbors helping neighbors by giving a hand up, not a hand out. Our children need the time and insights older adults can share. People aged 65 years plus need to know they still have a valued role in our community."

Mayor LeVault noted that 20 nominations were submitted communities from every corner of the region. The city of Glendale will receive promotional materials and technical assistance to enhance the good work underway in their community.

Goodyear Councilmember Joanne Osborne, chair of the MAG Human Services Coordinating Committee (HSCC), and Mesa Councilmember Christopher Glover, HSCC vice chair, presented certificates to the remaining four finalists, the cities of Peoria, Scottsdale, Surprise, and Tempe.

"These communities are role models for connecting people across generations. We can all learn from their example," said Councilmember Osborne. "Through the Greater Phoenix Age-Friendly Network, we can share the lessons learned from the winner and finalists of the competition by spreading good practices throughout the region."

The Greater Phoenix region as a whole was recognized earlier this week in Washington, D.C. with a "Best Intergenerational Community Award" from Generations United. The flag the region received was re-presented at today's conference.

Nominations received for the community competition are posted online in the "Community" section at www.Connect60Plus.com. Resources are also available on the website to assist communities in becoming more age-friendly.

The competition was hosted by MAG with support from Grantmakers in Aging, the Pfizer Foundation, and Virginia G. Piper Charitable Trust. The nominations were assessed by a panel of national experts in intergenerational programs, aging, and evaluation. Nominations were evaluated for how well they addressed intergenerational elements, including outdoor spaces, transportation, social inclusion, employment, communications, lifelong learning, volunteering, and community and health services.

The review panel included Dr. John Feather, CEO of Grantmakers in Aging; Jennifer Wallace Brodeur, Strategic Advisor, Livable Communities Team, AARP; Leah Bradley, Program Director, Generations United; and Dr. Clarin Collins, Research and Evaluation Officer, Virginia G. Piper Charitable Trust. The panel used an evaluation matrix developed by the International Federation on Aging, the New York Academy of Medicine, and Virginia G. Piper Charitable Trust.

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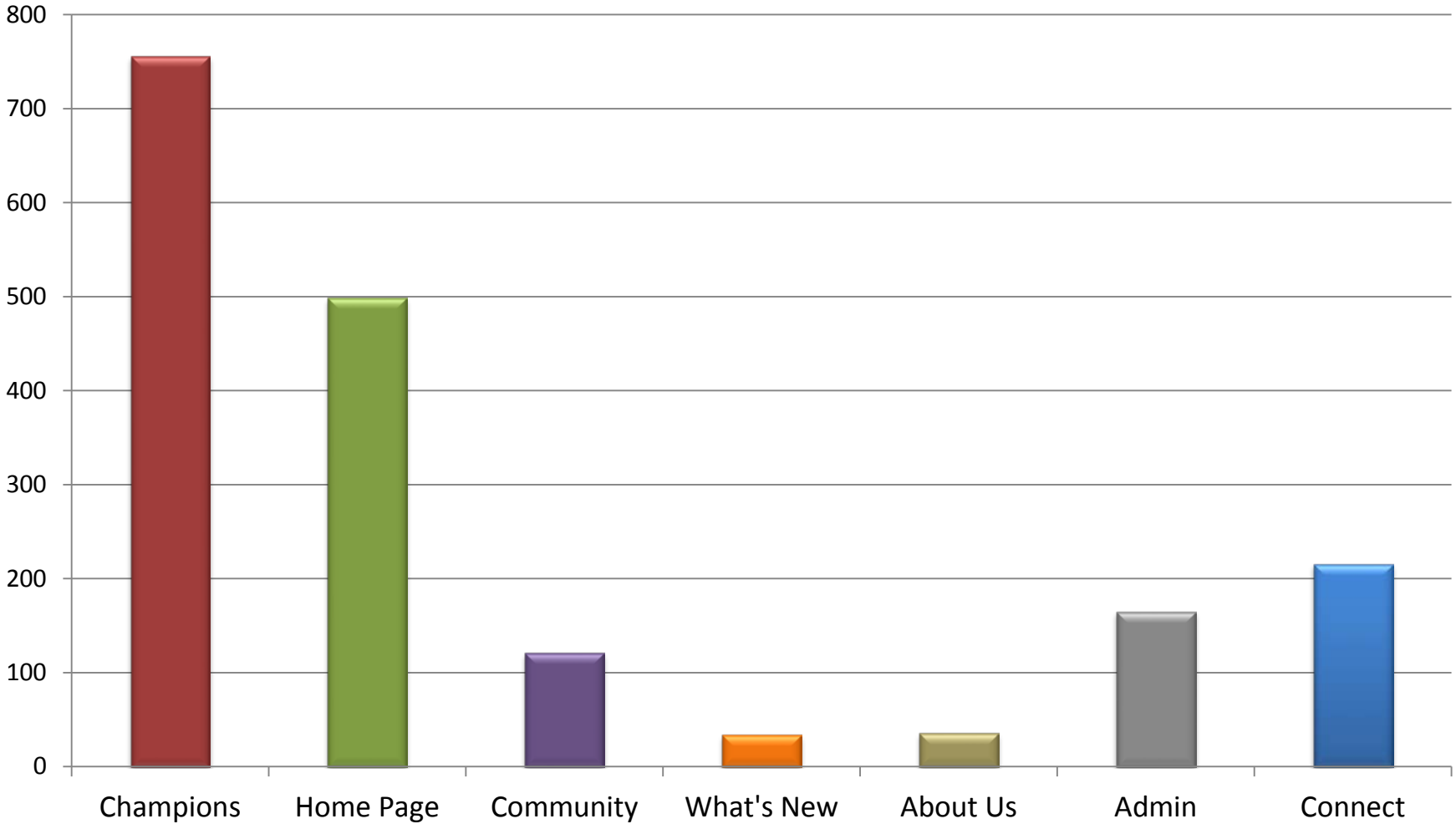
Page Views on Connect60+ from February 15 to March 17, 2014



Champions: Carol, Frank, Gene, Janice, Your Stories
Community: Phoenix, Tempe, Scottsdale, Northwest Valley, Community Competition
Admin: Log in, register, user profile, search
Connect: Forums, map, calendar, resources, transportation provider directory, Feed Your Mind webinar series

generations united
Because we're stronger together
Best Intergenerational Communities
MetLife Foundation
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Best Intergenerational Communities Award
2014
MetLife Foundation
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Because we're stronger together
GREATER PHOENIX A
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GREATER PHOENIX AGE-FRIENDLY NETWORK
MARICOPA ASSOCIATION of GOVERNMENTS
Best Age-Friendly Community
City of Glendale
2014

Greater Phoenix Age-Friendly
Community Competition
2014 Winner
Greater Phoenix Age-Friendly
Community Competition
2014 Winner

HOT
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