

Maricopa Association of Governments

FY 2021 Title VI and Environmental Justice Program

July 2020



Maricopa Association of Governments

FY 2021 Title VI and Environmental Justice Program

July 2020

Table of Contents

Section One: Introduction.....	1
Section Two: Overview of Roles	4
A. Signed Policy Statement.....	4
B. Primary Partners.....	5
Section Three: Method of Administration	7
A. Data: Demographic Profile for Communities of Concern.....	7
B. Dialogue: Process to Identify Needs	12
Limited English Proficiency.....	13
Public Participation Activities	14
C. Decisions: Analysis of Benefits and Burdens.....	19
Committee Process	19
Compliance and Enforcement Procedures.....	29
Non-Discrimination Complaint Procedure.....	29
Non-Discrimination Complaint Form.....	32
Section Four: Signed Assurances.....	34
Section Five: Conclusion	41
Section Six: Attachments.....	41
Attachment A: Definitions and Background.....	42
Attachment B: Title VI Coordinator and Liaison Descriptions.....	44
Attachment C: Public Posting Language for Title VI—Full and Abbreviated.....	46
Attachment D: Demographic Profiles and Maps for Communities of Concern.....	48
Attachment E: List of Investigations, Complaints and Lawsuits since Last Submission.....	56
Attachment F: Copy of Board Meeting Minutes Approving the Plan.....	57
Attachment G: MAG Public Participation Plan	58

The Maricopa Association of Governments (MAG) hereby gives public notice that it is the policy of the agency to ensure 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 authorities and regulations in all programs and activities. Title VI requires that no person in the United States of American 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 authorities for discrimination based on income status, limited English proficiency, religion, sex, disability, age, gender identity (as defined in paragraph 249(c)(4) of title 18. United States Code or sexual orientation.

Any person who believes they have experienced discrimination under Title VI has a right to file a 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 Marcy McMacken, Title VI Coordinator at 602-254-6300.

Section One: Introduction

Under the Title VI Civil Rights Act and subsequent Environment Justice Regulations, programs or activities receiving federal financial assistance may not exclude persons from participating in, deny benefits to or subject anyone to discrimination based on a person's race, color, national origin or income status. In addition, organizations receiving such assistance must identify and address, as appropriate, disproportionately high adverse human health or environmental effects of its activities on minority and low-income populations. This document outlines the roles, method of administration, and analysis that supports equity in the Maricopa Association of Governments' (MAG) regional planning. This program document also represents MAG's commitment, obligations and compliance in regard to Title VI and Environmental Justice.



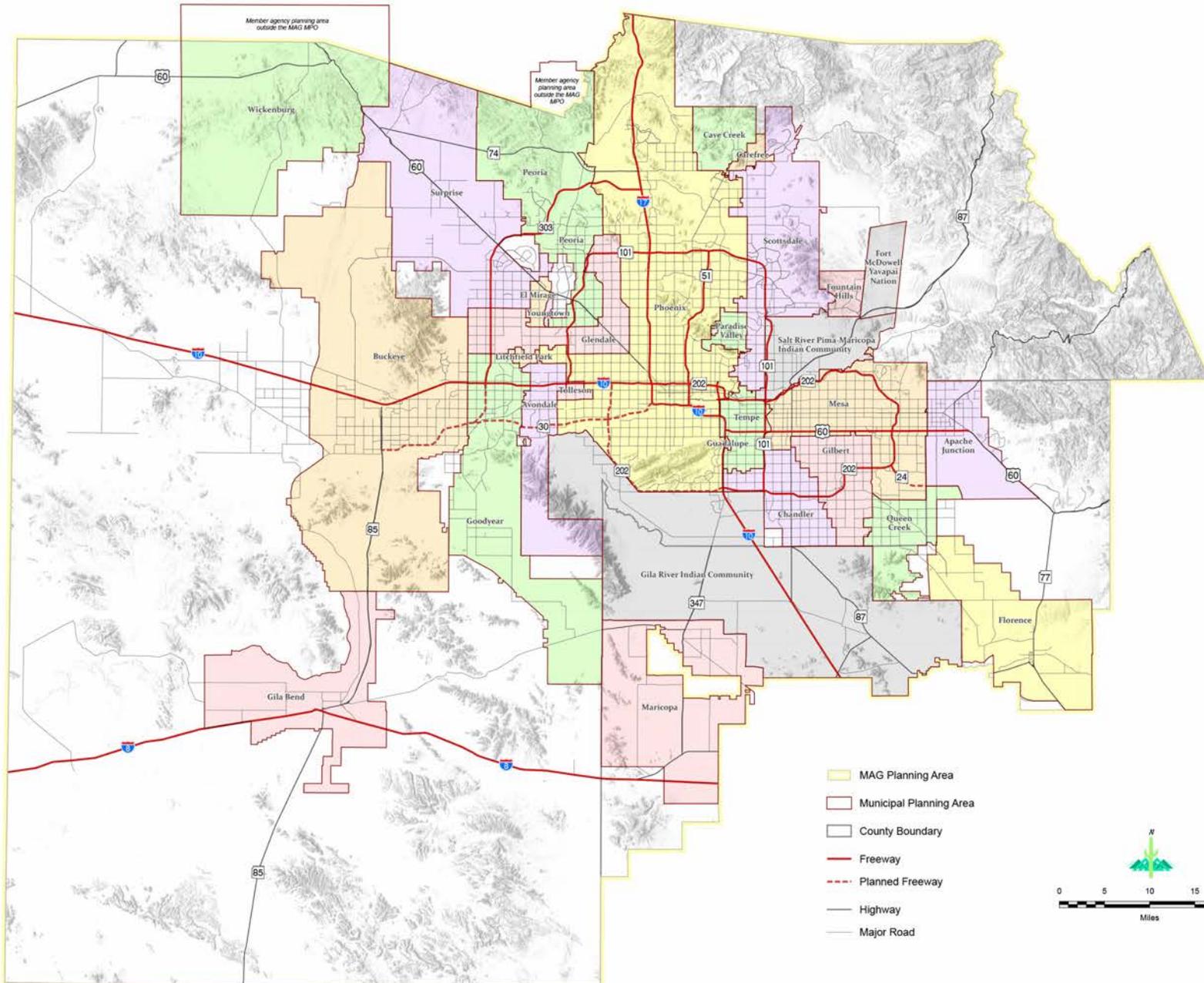
The following background is provided to give context to MAG's responsibilities in this area. MAG is a group of local governments working together to address issues that touch the lives of every resident. MAG was founded in 1967 as a Council of Governments to develop solutions on areas of common concerns, including transportation. Federal transportation law requires that the Governor of each state designate a Metropolitan Planning Organization (MPO) for each urbanized area with a population of 50,000 or more. MAG was designated as the MPO for transportation planning for the Maricopa County region in 1973.

Funding for MAG activities come from a variety of sources, with federal and state funding comprising the principle revenue source. Membership dues and special assessments—which are based on population and assessed from each member agency—provide another source of revenue to support MAG's regional activities.

MAG's membership encompasses diverse social, economic and cultural communities. MAG consists of 27 cities and towns, three Native Nations, Maricopa County, Pinal County and the Arizona Department of Transportation. Because of this diversity, MAG actively seeks public participation in all of its meetings and solicits citizen input in every area of planning and policymaking. The thoughts, opinions and ideas of the community are extremely valued and are necessary for MAG to build a community that serves the diverse interests and needs of all of the citizens within the region.

MAG develops plans and programs and facilitates activities related to transportation, economic development, the environment, and human services. MAG is additionally charged with developing socioeconomic projections. While a significant portion of MAG's work is funded by federal dollars, this region provides significant funding through a regional sales tax for transportation put in place through Proposition 400. The 20-year life of the tax is expected to raise \$8.729 billion for regional transportation projects. Passage of Proposition 400 by the voters demonstrates a strong commitment to improving travel throughout the region.

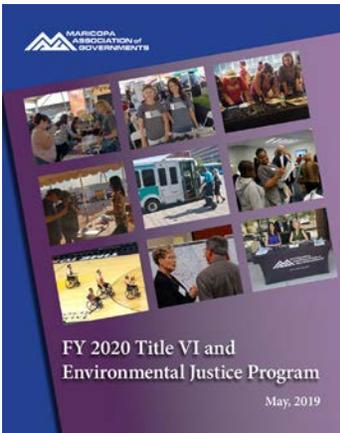
MAG Municipal Planning Areas



November 2019



Throughout the year, MAG engages with thousands of people through outreach efforts such as workshops, conferences, forums, meetings and public hearings. Outreach tables are scheduled at community and nonprofit events, festivals, and libraries throughout the region. Social media is used to update the public on MAG activities and solicit feedback from the community on a variety of issues and topics. In addition, MAG seeks public input at its many technical and policy committee meetings, which are held monthly. These meetings are held at the MAG offices building located at 302 N. 1st Avenue in Phoenix which is conveniently located near public bus and light rail stops. MAG meetings are accessible to people with disabilities and assistive listening devices are available. Agendas are available in large print format for persons with visual impairments. Additional accommodations are provided with prior notice, such as American Sign Language interpreters or Spanish language interpreters. Printed materials are also available in languages other than English upon request.



MAG's prior Title VI and Environmental Justice Program was approved by the MAG Regional Council on May 22, 2019. In compliance with federal regulations at the time, this program was first developed within the three-year time frame. Moving forward, this program document will be updated annually per new direction from the federal government and the Arizona Department of Transportation. The MAG Title VI and Environmental Justice Program document includes updates to remain in compliance with federal funding requirements as outlined by the Federal Transit Administration and the Federal Highway Administration. The program also has been revised with the direction from state funding agencies, including the Arizona Department of Transportation and the Governor's office of Youth, Faith, and Family.

MAG is actively engaged in Title VI and Environmental Justice activities as a sub recipient of federal funding. In order to facilitate a thorough understanding of these activities, the definitions are provided in **Attachment A**. Each new Title VI and Environmental Justice program document will be offered to the MAG Regional Council for approval. The minutes documenting approval will be included in each new Title VI and Environmental Justice Program.

The activities listed in this document respond directly to the guidance provided by the FTA Circular 4702.1B, the Federal Highway Administration, and the U.S. Department of Justice. Chapter 3 of the FTA Circular outlines the requirements for every Title VI Program. Chapter 6 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 Environmental Justice 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 and Environmental Justice Program for Metropolitan Planning Organizations is described in the following section.

Section Two: Overview of Roles

A. Signed Policy Statement

The Title VI policies at MAG have not changed. The following statement supports MAG’s implementation of these policies:

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 authorities. 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 authorities for individuals with limited English proficiency (LEP), income status, religion, sex, disability, sexual orientation, gender identity, 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.



Eric Anderson, MAG Executive Director

March 25, 2020

Date

B. Primary Partners

MAG's work in this area is 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 Title VI and EJ analysis at the regional planning level. This includes regional plans, studies, and analyses of data to support the work of the MPO. Mapping tools, including a statewide demographic viewer with overlays for Title VI communities, allow the general public and member agencies to identify geographic areas with varying concentrations of communities of concern.



- The cities, towns, Native Nations, 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.

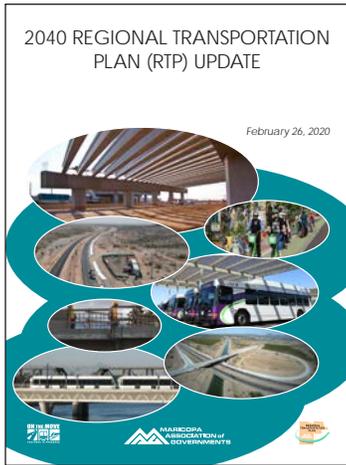


City of Phoenix

- 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 sub recipients 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).

MAG Member Agencies:





- 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.

For more information about the RTP, please visit the following link located on the MAG website:

<https://azmag.gov/Programs/Transportation/Regional-Transportation-Plan-RTP>

The RTP encompasses a variety of agencies, including the Arizona Department of Transportation, all 27 cities and towns, Pinal County, Maricopa County, MAG, and transit providers in the MAG region (Valley Metro, City of Phoenix, City of Scottsdale, City of Peoria, and City of Glendale). A planning agreement among MAG, Regional Public Transportation Authority/Valley Metro Rail, and the City of Phoenix outlines the roles and responsibilities in transit planning, programming, and fund allocation.

Sub recipients of MAG include any entity receiving federal funds from MAG. All contracts and planning agreements are reviewed by the MAG Fiscal Services and Administration Divisions to ensure compliance with Title VI requirements. New templates for contracts and planning agreements with sub recipients are reviewed by MAG’s legal counsel to ensure Title VI compliance. Prior to contract execution, the Title VI Coordinator performs periodic reviews for contract compliance for FHWA Title VI Assurances, which are included as an Appendix in all MAG contracts and planning agreements with sub recipients. This review includes a checklist documenting that all required language has been verified within each document. For example, since July 2, 2017, staff has reviewed 43 contracts and agreements and verified that all the Title VI requirements were included in each document.



Beginning in 2019, all federally funded MAG contracts/agreements contained signed Title VI assurances within the executed contract document.

The following 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 the Title VI Coordinator and MAG division liaisons. Marcy McMacken, Community Outreach Planner, is the Title VI Coordinator and may be contacted at (602) 254-6300. The Coordinator is responsible for reviewing and updating the program 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, Executive Order 13166, and other related authorities to end discrimination and ensure equal access to all federally funded services.

Communities of concern are identified as those census block groups where the identified group represents a percentage of the population equal to or greater than that of the county average. The threshold for the population with Limited English Proficiency (LEP) population follows federal guidance at five percent or 1,000 people, whichever is less. Based on the 2014 to 2018 American Community Survey (ACS) five-year estimates, the threshold for each mandated community of concern is as follows:

- Limited English Proficiency: 5 percent or 1,000 people, whichever is less
- Minority population: 43.2 percent or higher.
- Population in poverty: 15.6 percent or higher.
- Disability: 11.1 percent or higher.



The U.S. Census Bureau is the source of data used for determining the Environmental Justice (EJ) communities of concern. The unit of analysis is the block group. Block groups are small, relatively permanent statistical subdivisions of census tracts within a county. Most block groups are delineated by local participants prior to each decennial census in accordance with guidelines through the Census Bureau's Participant Statistical Areas Program. The primary purpose of block groups is to provide a stable set of geographic units for presentation of statistical data. Block groups are generally defined to contain between 600 and 3,000 people. Following local review for the decennial census, block groups may be split due to population growth or merged because of a substantial population decline. The boundaries generally follow visible and identifiable features.

This analysis uses block groups to determine an area that best matches the boundary of the MPO. Because the MPO boundary does not follow precisely along block group boundaries, the census block group data are proportionally distributed to blocks based on the Census 2010 counts for population. Those blocks where the centroid falls within the MPO boundary are assigned to the MPO for calculating statistics.

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.

MAG MPO Title VI Report

Category	MPO		Census Block Groups ^f			
	Total	Percent	Block Groups ≥ MPO Pct	% Block Groups	Affected ^e Population	% Affected
Total Population	4,513,474	100.0%	2,610	100.0%		
Minority ^a	1,978,165	43.8%	1,039	39.8%	1,350,451	68.3%
Seniors (Age 65+)	662,884	14.7%	923	35.4%	416,551	62.8%
Below Poverty Level ^b	647,744	14.6%	942	36.1%	468,443	72.3%
Disabled ^c	502,263	11.2%	1,177	45.1%	279,743	55.7%
Limited English Proficient (LEP) ^d	372,991	8.8%	1,283	49.2%	331,211	88.8%

**Source: U.S. Census Bureau, 2014 to 2018 American Community Survey (ACS) 5-Year estimates
ACS data are based on a sample and are subject to sampling variability (see www.census.gov/acs)**

- a) *Minority includes total population less White (Non Hispanic).*
- b) *Percent of the population for whom poverty status is determined does not include institutionalized persons or persons under 5 years of age. Data from 2017 ACS 5-Year estimates, Table B17001.*
- c) *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. Data from 2018 ACS 5-Year estimates, Table B18101. Disability data are allocated to Block Groups using a proportional distribution based on the Census 2010 population count.*
- d) *The guidance for Limited English Proficiency (LEP) for DOT recipients refers to persons age 5 years and over who speak English less than “very well.” For Limited English Proficient (LEP) persons, the Federal guidance (Federal Transit Administration Circular 4702.1B) also notes that DOT has adopted the DOJ’s Safe Harbor Provision. This Provision stipulates that the targeted minimum number of recipients regarding the translation of written materials for LEP populations is five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served. Thus for determining the number of affected Census Block Groups and affected population, 5 percent is used as the guideline. Data from 2017 ACS 5-Year estimates, Table B16005. See <https://www.lep.gov/title-vi-guidance-for-recipients>*
- e) *Affected population is the total persons that fall into the specified category for all Census Block Groups that have greater than or equal to the percentage for the MPO area (as defined by the Census geography, see note f) or as designated for LEP populations (see note d).*
- f) *All percentages are based on Census Block Groups with their centroid inside the MPO boundary. This analysis uses Census block groups to determine an area that best matches the MPO boundary. Because the MPO boundary does not follow precisely along block group boundaries, only those block groups with their center inside the MPO boundary are considered. The base numbers for all values in this table are for this Census-based defined area which includes 2,619 Census block groups.*



Definitions and maps for each of the communities of concern are provided in **Attachment D**.

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

Based on the data, staff will determine the presence of Title VI communities as well as the potential to affect 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 effect of planning activities on Title VI populations. The Coordinator also provides training opportunities to ensure staff develops a thorough understanding of Title VI issues and responsibilities.

Throughout the agency, FHWA and FTA funds are used by different divisions to undertake their work related to Title VI and Environmental Justice populations. Within each program area, data related to Title VI are collected, analyzed, and reported. The data are generally derived from a demographic analysis, as well as outreach efforts to Title VI communities. The description for how data are collected, reported and analyzed follows for each Program Area.



- **Transportation:** The areas of transit, active transportation, and freeways have the greatest connection with Title VI communities of concern. As planning studies launch, the planner assigned to the project will assess the demographics of the geographic area under study to determine the presence of Title VI communities according to the thresholds identified in the MAG Title VI and Environmental Justice Program. If communities of concern are present, the planner will work with their Title VI Liaison and MAG Communication staff to develop an appropriate outreach plan. The plan may include translating materials into the preferred language of the community of concern, holding public hearings in the community, and surveying the community. Data regarding the zip code of residence and transportation needs are collected from the surveys. The survey results will be analyzed and reported in the public participation update presented to the MAG Regional Council and related committees. As the planning study proceeds, the planner will track the impacts of the proposed work to ensure Title VI communities receive an equal benefit and do not shoulder a disproportionate burden as a result of the proposed work. All analysis will be presented as part of the study findings to the appropriate committees at MAG.

Examples of data analyzed in active transportation and transit planning studies include poverty status, zero car households, disability, non-white population, educational attainment, unemployment, and free or reduced lunch. Examples of data analyzed for freeway planning include socioeconomics, cultural resources, land use and ownership, and hazardous material.



- **Environmental:** A robust Title VI Outreach List is used to inform communities of concern and agencies representing the communities when the public is being engaged on environmental quality issues. This includes, but is not limited to, public

hearings when new plans are being developed. The Environmental Program Division provides public hearing invitation letters to the Title VI stakeholders and other interested parties to solicit input from these targeted and often underserved entities to meet federal requirements. A copy of the public hearing notice published in the newspaper is also provided. A response to comments is prepared for any comments received and then included in the appendix of the plan. The comments and responses are reviewed by the committee before a recommendation is made and are part of the approved plan. Attendees of public hearings are also invited to complete surveys. The zip codes of residence for survey respondents are mapped for analysis and reporting purposes. The result of this analysis are included in the MAG Title VI and Environmental Justice Programs for approval by the MAG Regional Council. The results of the analysis are also used to determine when additional outreach efforts are needed to ensure effective levels of participation and representation by communities of concern. In addition to public hearings, the Environmental Division may engage the public through other activities, including: MAG committee meetings, open houses, community meetings, and presentations to local committees. The Environmental Division Title VI liaison works with the MAG Communication staff to develop appropriate outreach plans as needed.



- **Communication:** MAG Communication staff are the main conduit for outreach to the public, including and especially to communities of concern. Staff members regularly conduct outreach at events in communities of concern throughout the year. Staff administer transportation surveys at every event. The zip code for the residence of survey respondents is mapped for analysis and reporting purposes as noted above. Additional data concerning transportation needs are collected and tracked as well. This information is used to target additional outreach efforts, as well as to inform the planning underway at MAG. For example, information from communities of concern regarding their transportation needs is used to develop strategies in the MAG Human Services Transportation Coordination Plan.



- **Regional Analytics:** This division is the powerhouse for demographic data and mapping. Staff maintains a number of interactive online maps that are free and available to the public. The basis for the maps comes from a variety of data sources, including, but not limited to, Census data, Trip Reduction Program survey data, employer data, and legislative districts. A new Title VI interactive map provides demographic data for the entire state. Training is provided to hundreds of people from the region to empower them to access and use this information for their own planning purposes.

MAG staff regularly conducts special work upon request for partners, member agencies, and MAG staff as well. For example, MAG staff prepare a series of maps that denote population concentrations for communities of concern with overlays of major transportation projects to assist with decision making in activities like the development of the MAG Transportation Improvement Program. The data generated by these efforts are used to identify communities of concern and to ensure they receive equal benefits and not disproportionate burdens from planning conducted at MAG. These are ongoing activities and the data developed by MAG are considered to be the most current, robust set of data available in the region.

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 intensity 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 FTA Section 5310, Enhanced Mobility for Seniors 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. Age Friendly Arizona, hosted by MAG, 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 to 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 2014 to 2018 American Community Survey (ACS) five-year estimates, 26 percent of the region's population speaks a language other than English. For all persons aged five years and older, 8.9 percent reported on the ACS that they speak English less than "very well". The predominant language for this group is Spanish with 7 percent speaking Spanish, 0.3 percent speaking Chinese, and 0.3 percent speaking Vietnamese. 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 five percent or 1,000 or more (whichever is less) person who 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 a language interpreter service.

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. MAG's Public Participation Plan is available in **Attachment G** or online at www.azmag.gov/Programs/Public-Outreach

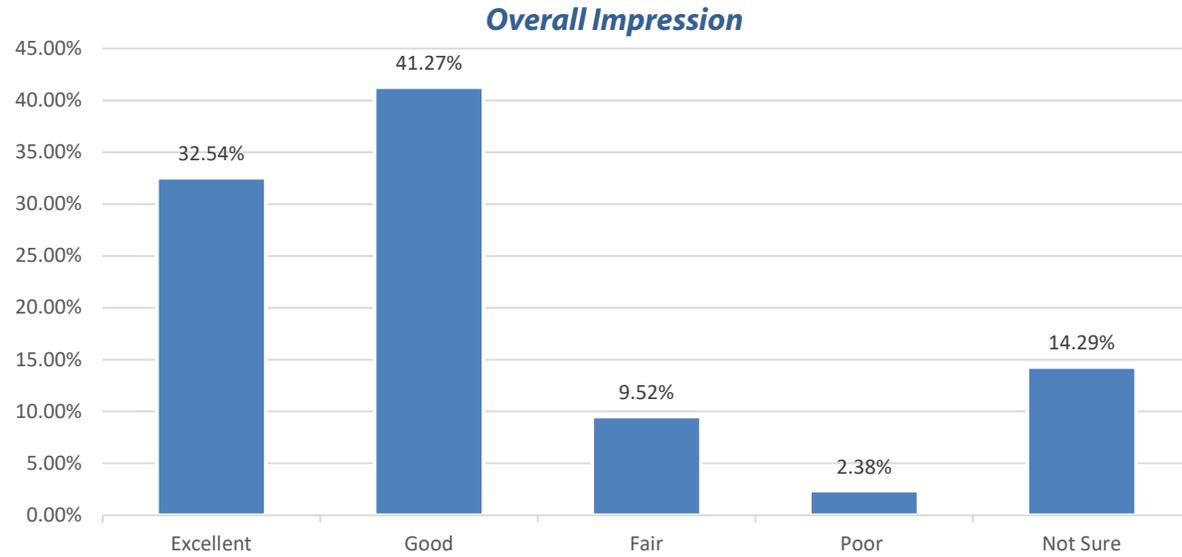
Sub recipients of federal funding must post notices informing the public of the agency's Title VI obligations and of the protections afforded to the public through Title VI. The public notice will appear in all significant publications of MAG and on the agency's website. This includes information about the complaint process described in section three. 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.



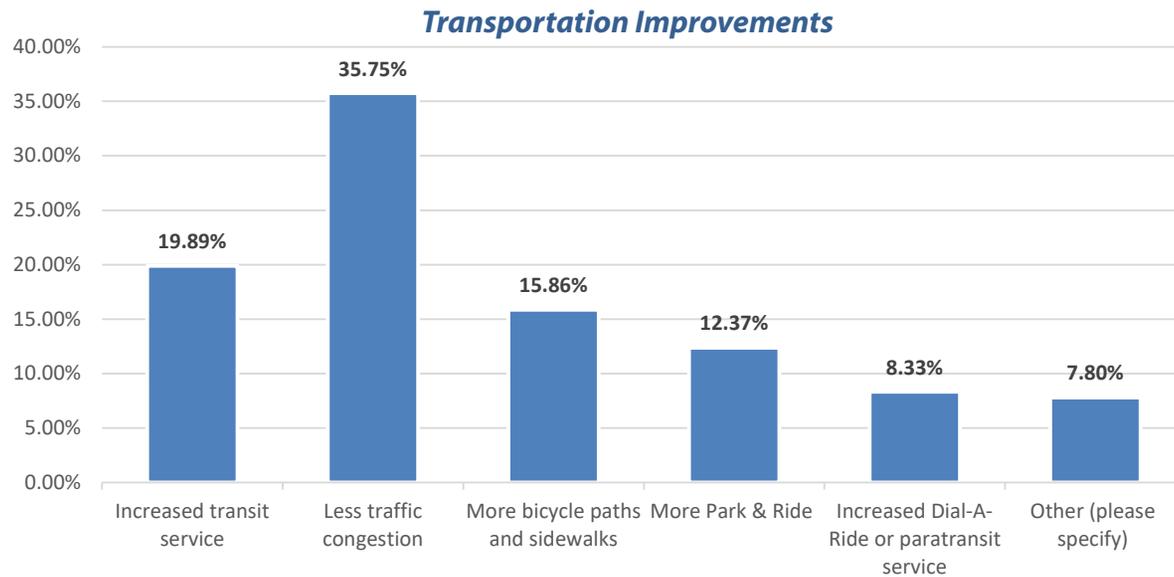
One measure of MAG's success in outreach is distribution of community feedback surveys. These surveys measure people's perceptions of the agency, as well as the improvements they most want in the region's transportation system. The demographic map below shows predominately low-income populations in blue,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



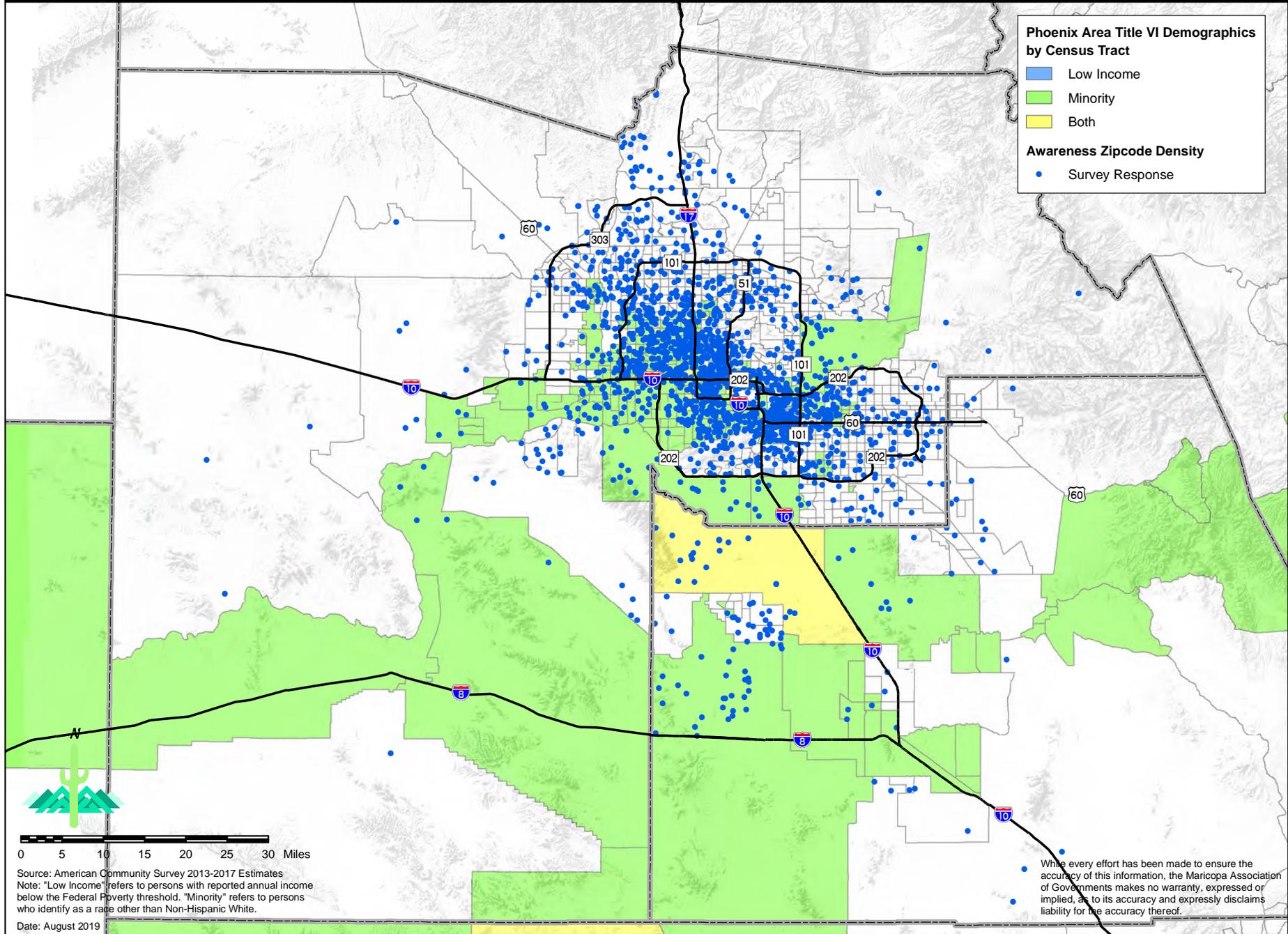
MAG's community outreach efforts are having an impact. The chart below indicates the public has a favorable impression of MAG as evidenced by responses from 397 survey respondents completed from February 2019 – February 2020.



The chart below shows results from 397 community feedback surveys completed from February 2019 – February 2020 regarding their priorities in transportation. 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 Awareness Survey Zipcode Results (2008 to 2019)



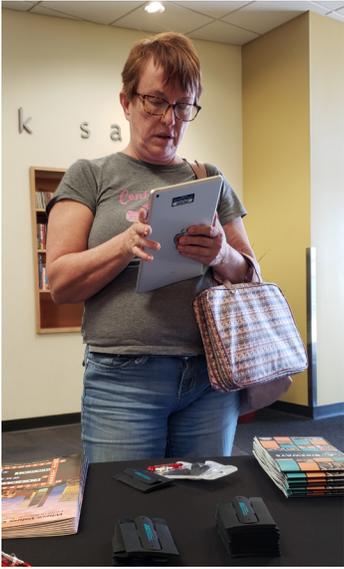
MAG employs a range of tools to facilitate this dialogue. The following tools are used on a consistent basis to facilitate an exchange of information and to fully engage communities of concern. Outreach materials contain the Title VI public notice. Vital materials are translated into Spanish. Additional materials are translated and offered in alternative formats upon request. MAG has a Disability Outreach Coordinator who performs 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 numerous 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 materials, web posts 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 Open Houses:** MAG conducts open houses as part of the process when the MAG Transportation Improvement Program and Regional Transportation Plan are being updated. Public Open Houses provide residents an opportunity to ask questions and comment on initial draft plans and programs and are usually held at the MAG office building. After each public open house, a public input opportunity report is compiled and distributed to MAG policy committee members for review and consideration prior to taking any action on programs and plans.



- **Surveys:** MAG staff distributes community feedback 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, as well as information about people who need transportation assistance. The survey will 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 are routinely distributed at Title VI Community Events. This supplements the significant outreach conducted by the MAG Communication 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.



- **Newsletter:** The MAGAZine newsletter is 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. All significant publications feature the Title VI public notice.

- **MAG Transportation Ambassador Program (TAP):** This program offers training, information, and networking opportunities to communities of concern and the agencies that serve them. Training meetings are held on a quarterly basis throughout the region utilizing mainstream venues such as libraries and community centers. More than 900 participants are self-scribed in TAP, providing an extremely valuable source of public input and 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 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.



- **Social Media:** MAG utilizes a variety of social media platforms to engage the general public. These offer an effective way to maintain a steady presence that is nimble and relevant for populations who may not engage through more traditional outlets such as the newspaper. The number of followers for MAG’s Facebook page, Twitter account, and YouTube videos continues to increase. To date, the MAG Facebook page has 1,234 followers and 1,017 likes. There are 3,270 followers on the MAG Twitter account. More than 233 people have shared videos posted to the MAG YouTube channel and 74 people subscribe to the channel.

C. Decisions: Analysis of Benefits and Burdens

An analysis of benefits and burdens is a critical component of the Title VI and Environmental Justice Program. 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 input from the communities of concern, 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

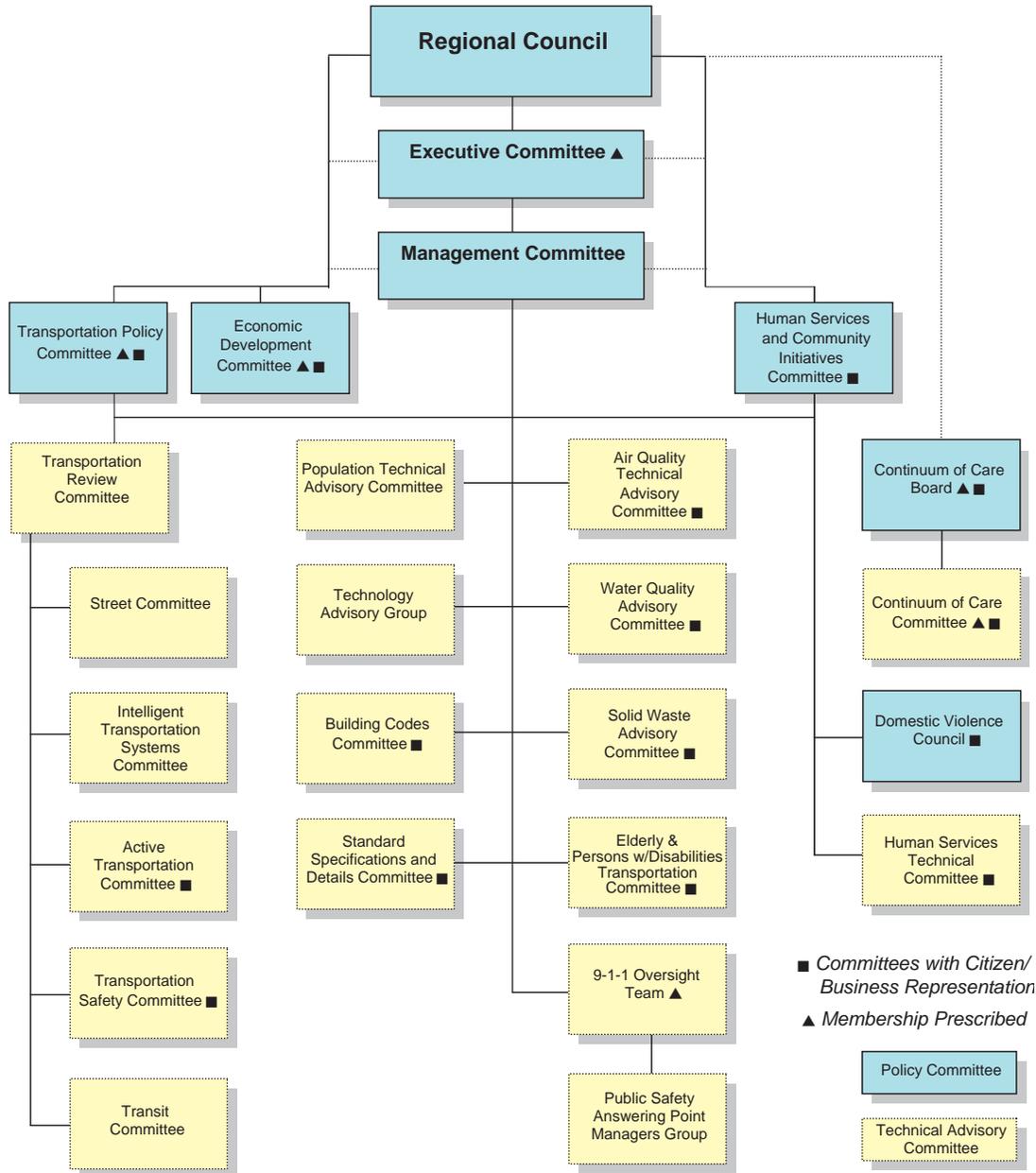
Title VI and EJ issues are communicated and considered as the planning activity moves through the MAG committee process. This generally originates with technical committees, proceeds through policy committees, and concludes with final approval or disapproval by the MAG Regional Council. In this way, the concerns and community input that are being 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 Committee, Transportation Review Committee, Management Committee, Transportation Policy Committee, and the MAG Regional Council. MAG member agencies designate, select, and approve the representatives who serve on MAG committees, including the elected officials on the MAG Regional Council. This process was established by the MAG By-Laws and has been reinforced by the MAG Committee Policies and Procedures.

The following organizational chart depicts the range of committees at MAG and how information and decisions flow from one committee to another.

MAG Committee Process



The committee process at MAG, in partnership with Valley Metro, has resulted in the identification of new transportation investments to be made within the region. The decisions for these investments were made with robust opportunities for public input, including communities of concern. The results of these decisions are pictured below in maps representing the current bus and capital transportation investments included in the 2020-2024 MAG Transportation Improvement Program. The maps include population concentrations of people with disabilities, people with Limited English Proficiency, minorities, and people living in poverty. Analysis of the maps shows that communities of concern receive equal benefit from the investments and that they do not shoulder a disproportionate burden.

Transportation Investments Maps

See the following pages for a series of maps highlighting Transportation Investments in the region for these areas:

Population in Poverty

- Bus Route Changes (page 21)
- Capital Investments (page 22)

Minority Population

- Bus Route Changes (page 23)
- Capital Investments (page 24)

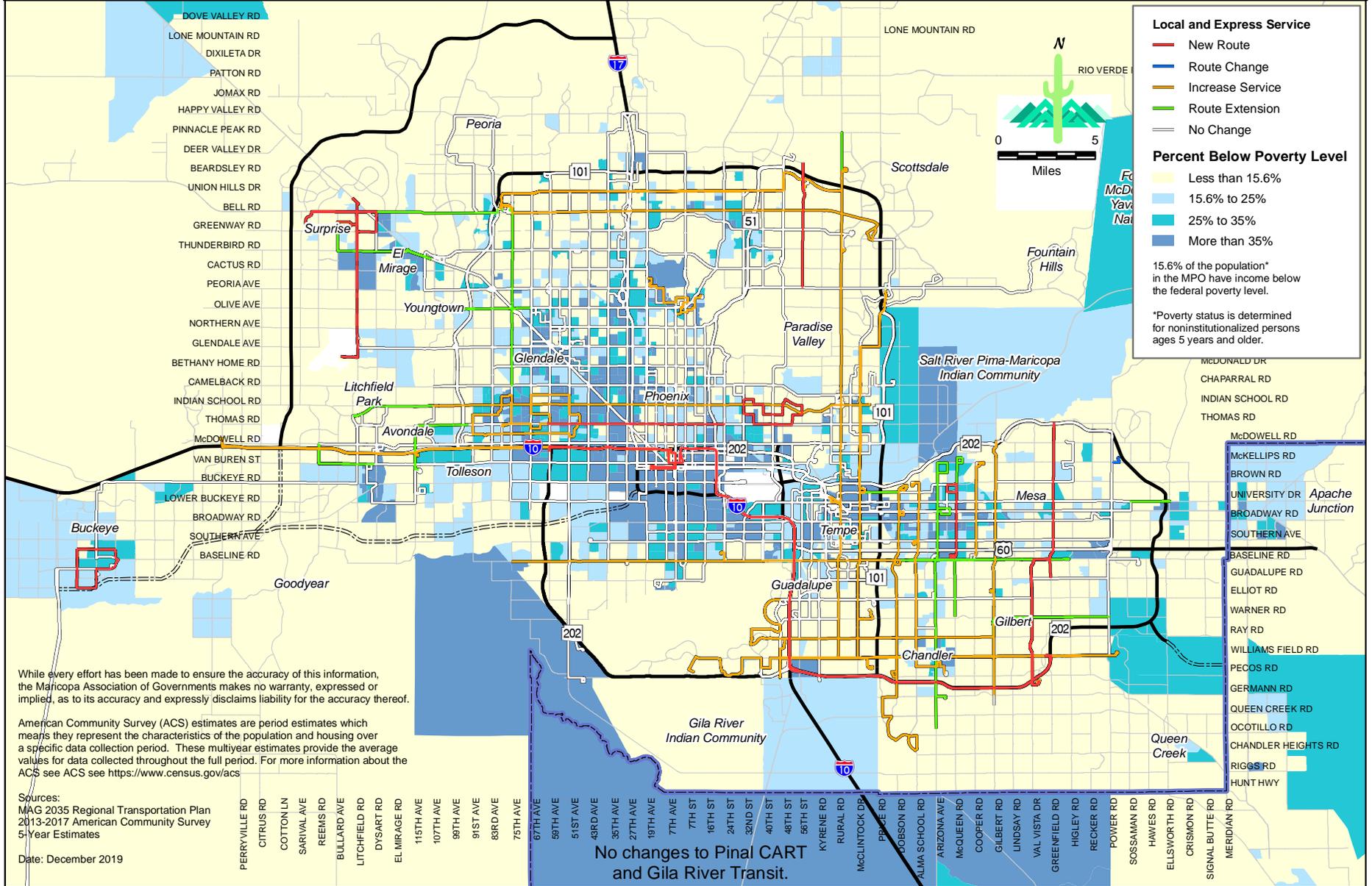
Population with Disability

- Bus Route Changes (page 25)
- Capital Investments (page 26)

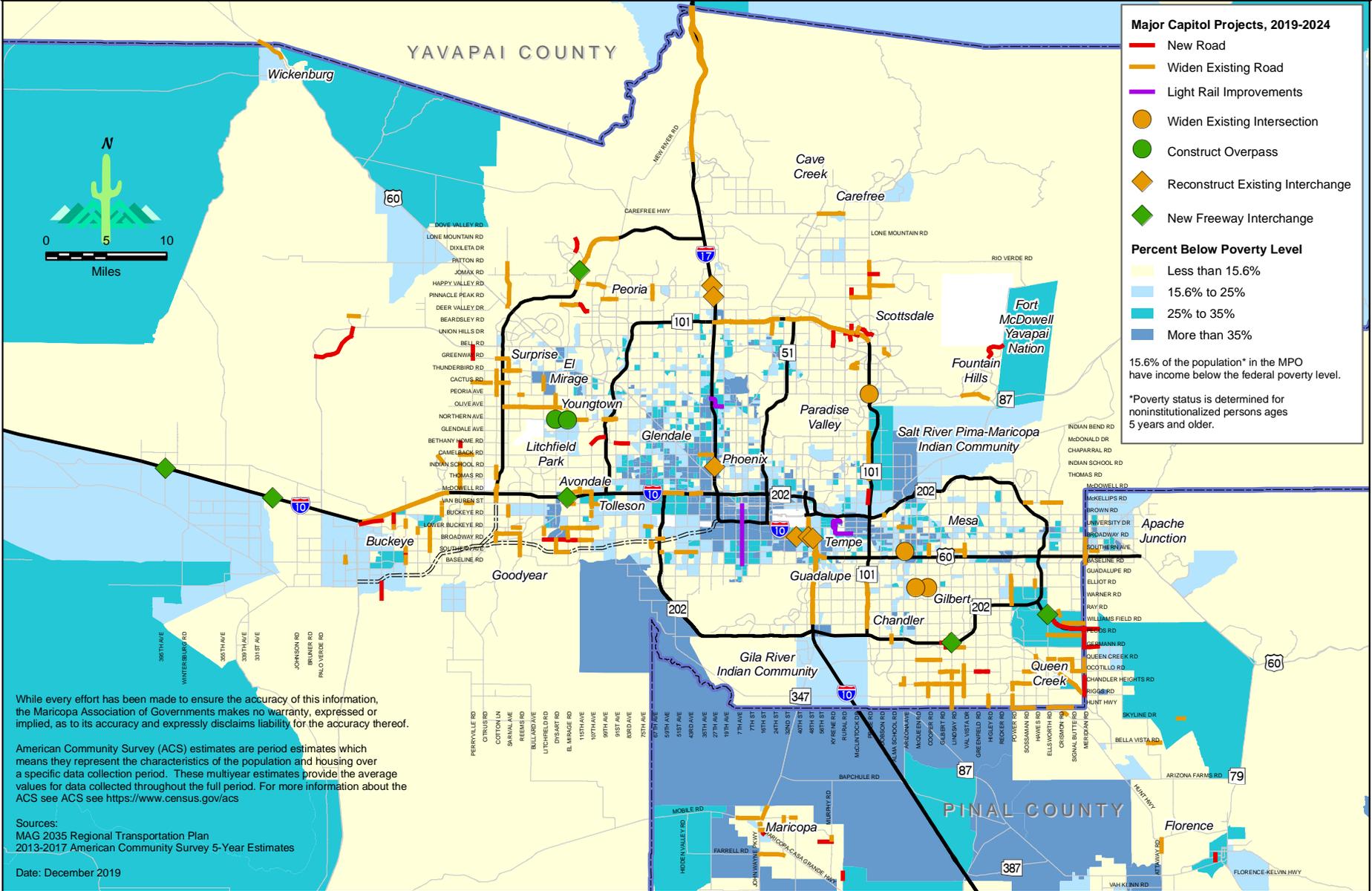
Population with Limited English Proficiency

- Bus Route Changes (page 27)
- Capital Investments (page 28)

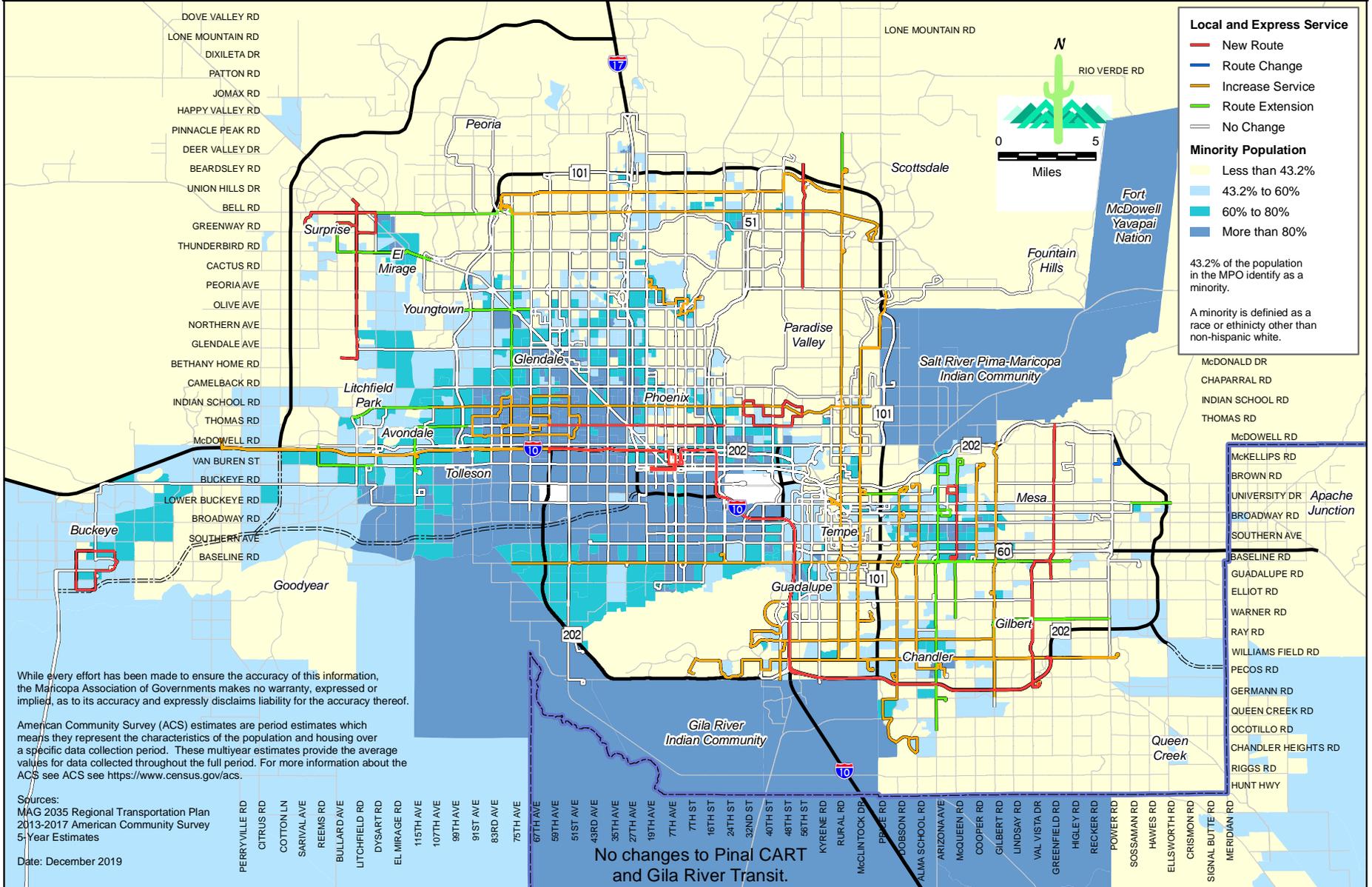
Bus Route Changes, 2020-2024, and Population at or Below Poverty Level



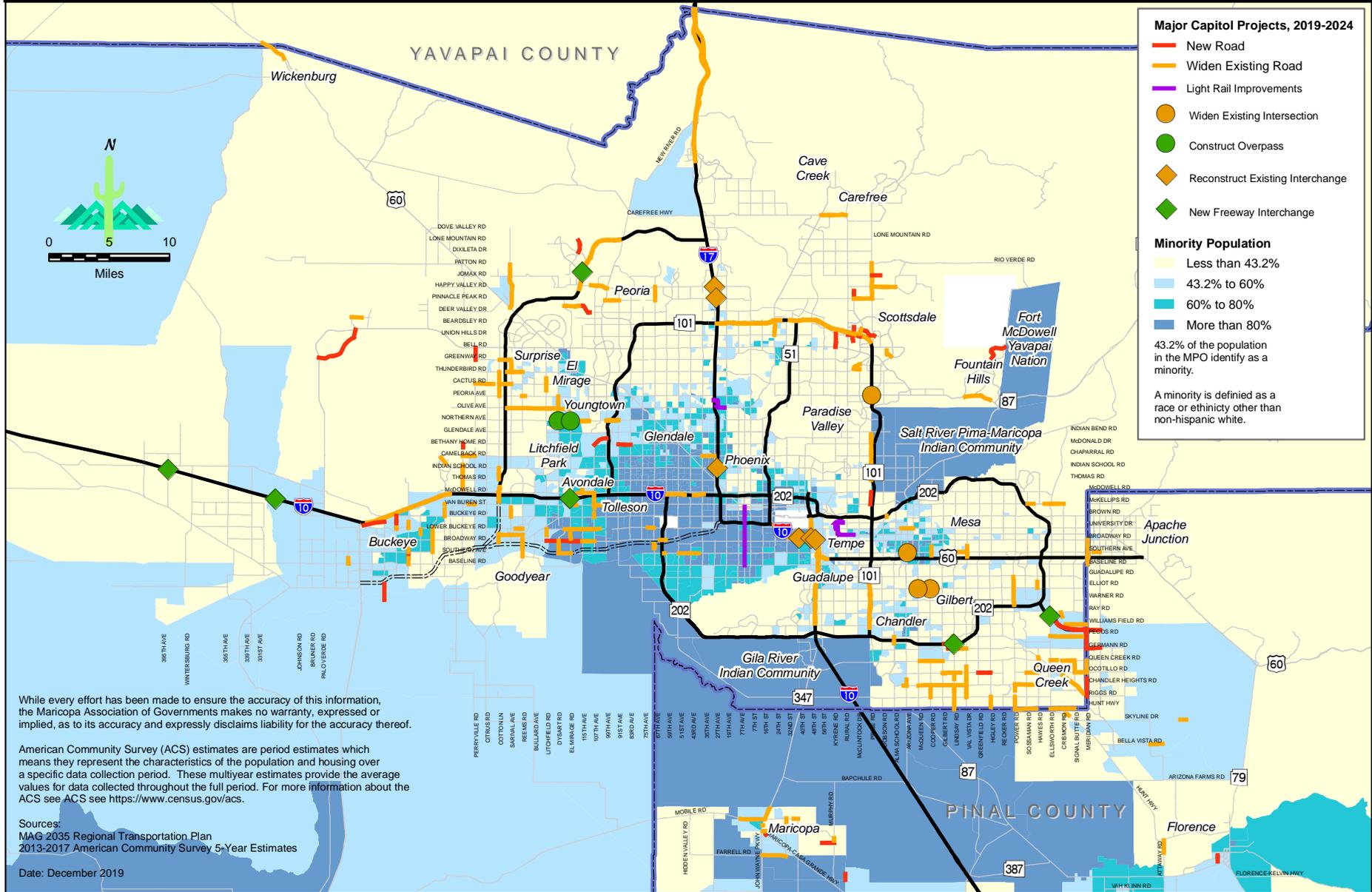
Capital Improvements, 2020-2024, and Population at or Below Poverty Level



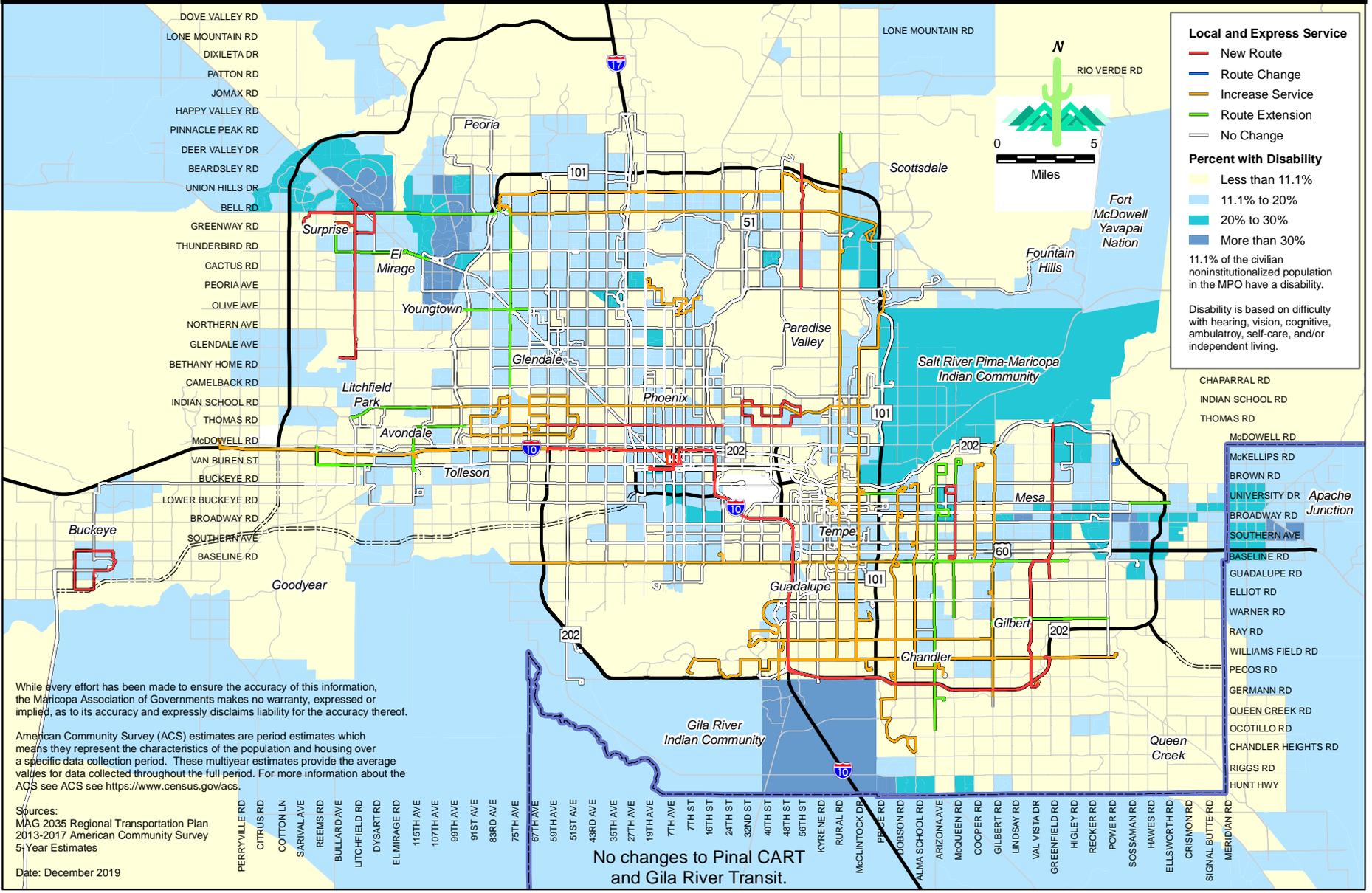
Bus Route Changes, 2020-2024, and Minority Population



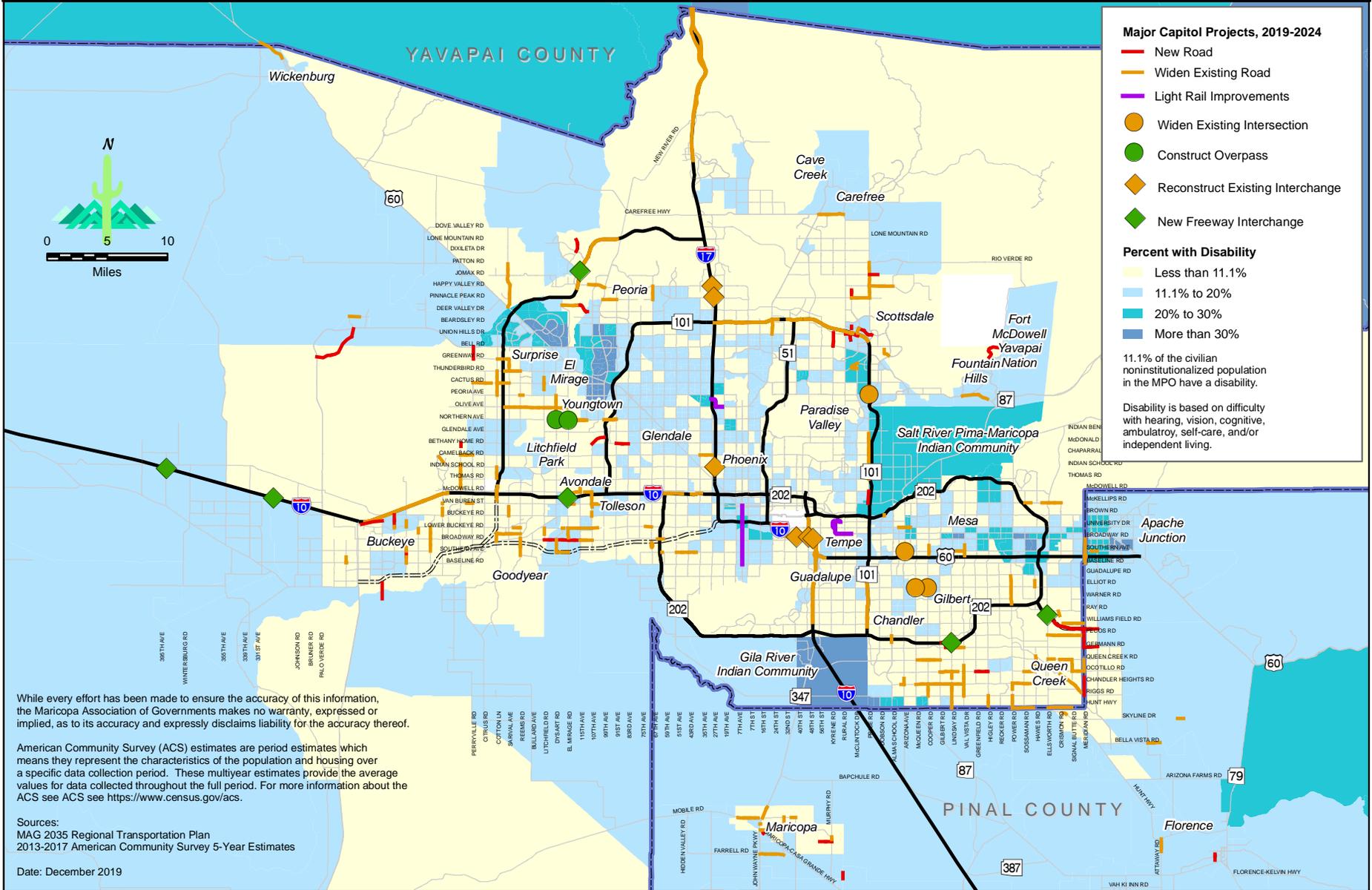
Capital Improvements, 2020-2024, and Minority Population



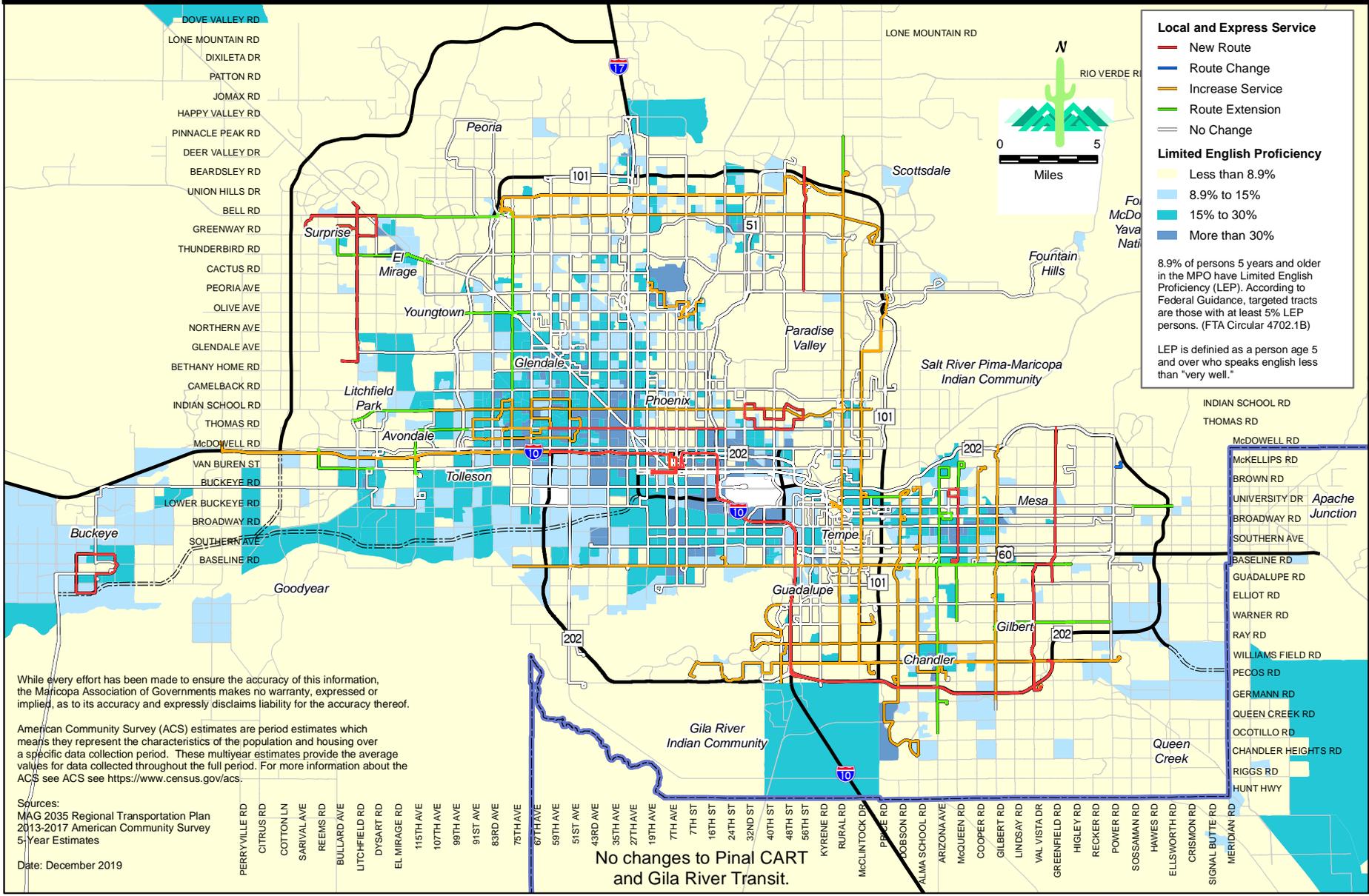
Bus Route Changes, 2020-2024, and Civilian Noninstitutionalized Population with a Disability



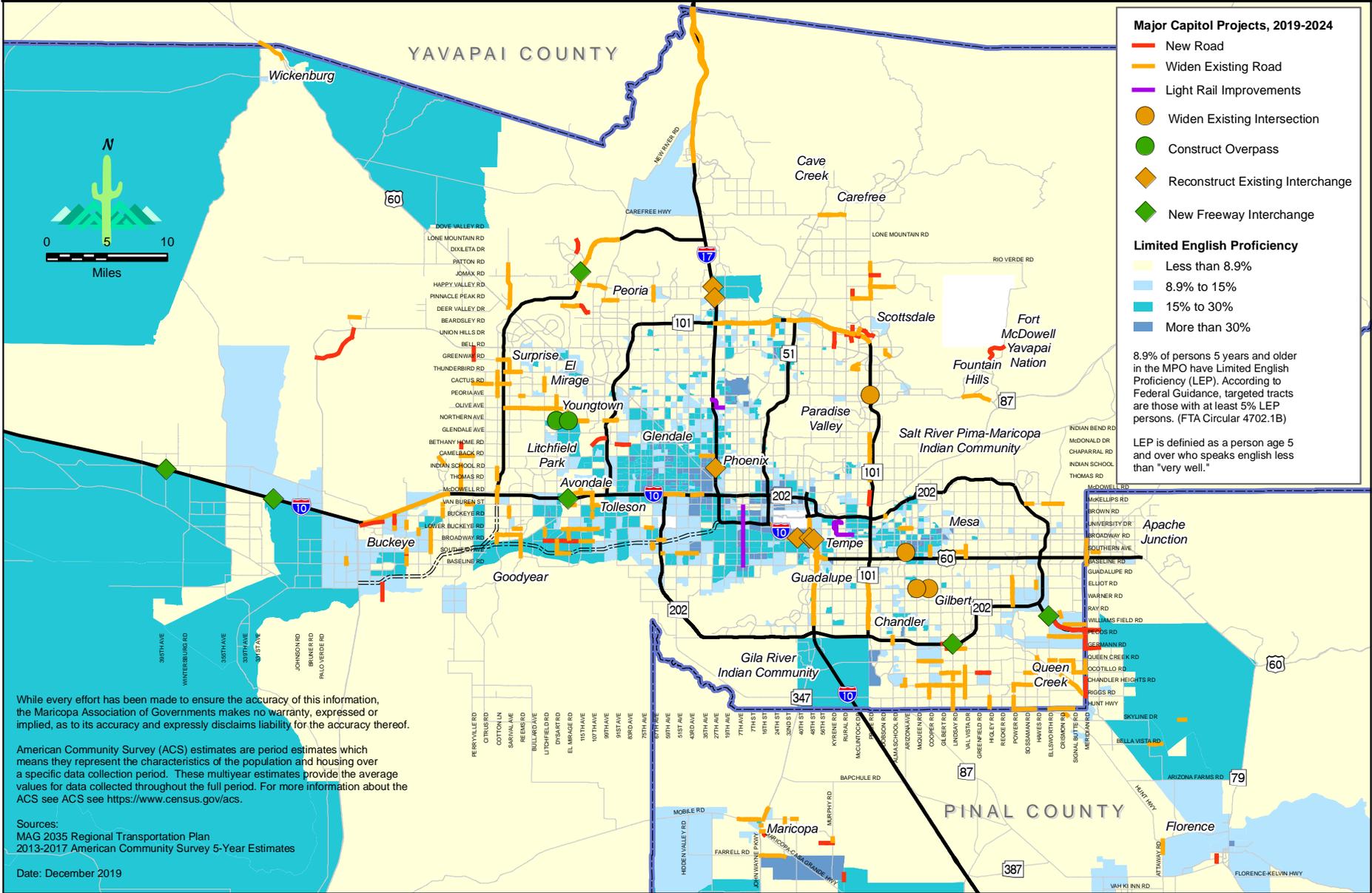
Capital Improvements, 2020-2024, and Civilian Noninstitutionalized Population with a Disability



Bus Route Changes, 2020-2024, and Population with Limited English Proficiency



Capital Improvements, 2020-2024, and Population with Limited English Proficiency



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.

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 multyear estimates provide the average values for data collected throughout the full period. For more information about the ACS see ACS see <https://www.census.gov/acs>.

Sources:
 MAG 2035 Regional Transportation Plan
 2013-2017 American Community Survey 5-Year Estimates

Date: December 19

Compliance and Enforcement Procedures

Compliance with Title VI and MAG's nondiscrimination policies are an ongoing effort. Each division reviews its work to ensure communities of concern have equal access. Each contract and planning agreement with sub recipients is reviewed by the Fiscal Services Division to ensure compliance. Prior to contract execution, the Title VI Coordinator performs periodic reviews for contract compliance for FHWA Title VI Assurances, which are included as an Appendix in all MAG contracts and sub recipient agreements. The signed assurances are included in all executed sub recipient contracts with MAG. The Title VI Coordinator provides information about training opportunities to the managers and liaisons throughout the agency. If noncompliance is found, MAG will provide further Title VI staff training to ensure the elimination of noncompliance. The following section provides detail on the complaint procedure and form. These are communicated to the public through the agency's website and public posting by the reception desk on the third floor of the MAG offices.

Nondiscrimination 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. Complaints that fall under MAG's Nondiscrimination Policy and not under Title VI, such as gender identity, sexual orientation, and religion, will be reported to and investigated by the pertinent authorities. This process applies to MAG and its sub recipients. The following steps will be followed for complaints falling under Title VI and MAG's Nondiscrimination Policy:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination can file a formal complaint with MAG. A copy of the Complaint Form may be accessed electronically at: [this link](#).
2. Alleged discrimination on the basis of race, color and national origin in programs or activities funded by the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) are prohibited by the legal provisions of Title VI.
3. Alleged discrimination experienced on the basis of disability, sexual orientation, age, sex, income status, religion, gender identity, and Limited English Proficiency will be addressed by other entities as appropriate.
4. Within 180 days of the alleged infraction, complainants will submit to the Title VI Coordinator a complaint in writing or verbally. Complaints received verbally will be documented in writing by staff. All FHWA Title VI complaints will be forwarded to the ADOT Civil Rights Office or the appropriate authority within 72 hours. The appropriate agencies will also be notified about the disposition of the complaint. The complaint will include the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint (e.g., race, color, national origin);
 - d. The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives FHWA or FTA financial assistance; a consultant, contractor or sub recipient of the (agency) and
 - f. The date(s) of the alleged discriminatory act(s).

5. The Title VI Coordinator and MAG Executive Director will review the complaint and determine its jurisdiction, acceptability, and need for additional information.
6. 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.
7. A complaint log will be kept by MAG for four years. The log will include the following information:
 - a. Name of complainant(s)
 - b. Date the complaint was received
 - c. Date of the allegation
 - d. Description of the alleged discrimination
 - e. Other relevant information, as needed
 - f. Report date
 - g. Recommendations
 - h. Outcome/Disposition.
8. 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.
9. If the complaint falls within the jurisdiction of MAG, it will be handled within a maximum of 60 days of receipt, depending on the nature of the complaint and complexity of investigation as long as the complaint is not regarding MAG. If the complaint is against MAG, the complaint will be forwarded to the appropriate agency.
10. MAG will send a certified letter notifying the complainant that a preliminary inquiry is underway to determine the need for an investigation.
11. If the preliminary inquiry by MAG indicates that an investigation is warranted, the complainant will be notified and scheduled to offer their statement.
12. 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.
13. 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.
14. MAG will forward a copy of FHWA Title VI complaints and preliminary findings reports to ADOT Civil Rights Office within 60 days. Once the ADOT Civil Rights Office issues concurrence on preliminary report, MAG will notify all parties involved.
15. 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 time line to offer redress will be provided.
16. The result of the preliminary inquiry or investigation will be sent to ADOT, appropriate office within the U.S. Department of Transportation, or appropriate authority.
17. Records and investigative files will be kept permanently.

The following information applies for complaints falling within the jurisdiction of Federal Highway Administration or the Federal Transit Administration.

1. Title VI complaints filed against MAG in FHWA-funded programs will be referred to ADOT’s Civil Rights Office within 72 hours for processing and investigation. ADOT Civil Rights Office processing of the complaint will follow ADOT complaint processing procedures as per ADOT’s FHWA Title VI Implementation plan ([link](#)).
2. Complaints including FHWA findings will be referred to ADOT.
3. The complainant may also file a discrimination related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

<p>ADOT Civil Rights Office 206 S. 17th Avenue, Mail Drop 155-A Phoenix, AZ 85007 602.712.8946 602.239.6257 FAX Email: civilrightsoffice@azdot.gov</p>	<p>Federal Highway Administration U.S. Department of Transportation</p> <p>Office of Civil Rights 1200 New Jersey Avenue SE, 8th Floor E81-105 Washington, DC 20590 202.366.0693 202.366.1599 FAX Email: CivilRights.FHWA@dot.gov</p> 
---	---

For FTA funded programs or activities; the complainant may file a discrimination related complaint directly with MAG or with ADOT or with the Federal Transit Administration by contacting the agencies at:

<p>ADOT Civil Rights Office 206 S. 17th Avenue, Mail Drop 155-A Phoenix, AZ 85007 602.712.8946 602.239.6257 FAX Email: civilrightsoffice@azdot.gov</p>	<p>FTA Office of Civil Rights 1200 New Jersey Avenue SE Washington, DC 20590. 202.366.0693 Email: FHWA.TitleVIcomplaints@dot.gov</p> 
---	---

If information is needed in another language, please contact the MAG at (602) 254-6300. Si se necesita información en Español, por favor comuníquese con la Oficina de MAG al (602) 254-6300.

Non Discrimination Complaint Form—English

 <p>MARICOPA ASSOCIATION of GOVERNMENTS</p>	302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003 Phone (602) 254-6300 ▲ FAX (602) 254-6490 E-mail: mag@azmag.gov ▲ www.azmag.gov
<p>Maricopa Association of Governments (MAG) TITLE VI/ADA/MAG NONDISCRIMINATION POLICY COMPLAINT FORM</p> <p>(Este formulario está disponible en Español.) This form is for use by customers who wish to complete a hard copy form and is available on the MAG website at www.azmag.gov/Documents/2668.</p>	
Section I:	
Name: _____	
Address: _____	
Telephone (Home): _____	Telephone (Work): _____
Electronic Mail Address: _____	
Accessible Format Requirements?	Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD <input type="checkbox"/> Other <input type="checkbox"/>
Section II:	
Are you filing this complaint on your own behalf? <input type="radio"/> Yes* <input type="radio"/> 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. <input type="radio"/> Yes <input type="radio"/> No	
Section III:*	
I believe the discrimination experienced was based on (check all that apply):	
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin/Limited English Proficiency <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Age <input type="checkbox"/> Sex <input type="checkbox"/> Income Status <input type="checkbox"/> Religion <input type="checkbox"/> Gender Identity <input type="checkbox"/> Disability	
Date of Alleged Discrimination (Month, Day, Year): _____	
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please write out on extra paper and submit with the form.	
Section IV:	
Have you previously filed a Title VI complaint with this agency? <input type="radio"/> Yes <input type="radio"/> No	
* Please note that complaints under the jurisdiction of the Federal Highway Administration and the Federal Transit Administration will address alleged discrimination on the basis of race, color and national origin only. Alleged discrimination experienced on the basis of disability, sexual orientation, age, sex, income status, religion, gender identity, and Limited English Proficiency will be addressed by other entities as appropriate.	

Front

 <p>MARICOPA ASSOCIATION of GOVERNMENTS</p>	302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003 Phone (602) 254-6300 ▲ FAX (602) 254-6490 E-mail: mag@azmag.gov ▲ www.azmag.gov
Section V:	
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? <input type="radio"/> Yes <input type="radio"/> No	
If yes, check all that apply and fill in agency's name:	
<input type="checkbox"/> Federal Agency	<input type="checkbox"/> State Agency
<input type="checkbox"/> State Court	<input type="checkbox"/> 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: Marcy McMacken, Title VI Coordinator Maricopa Association of Governments 302 North 1st Avenue, Suite 300 Phoenix, AZ 85003	

Back

A electronic version of the English Non Discrimination Complaint Form may be accessed at: this [link](#).

Non Discrimination Complaint Form—Spanish

	302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003 Phone (602) 254-6300 ▲ FAX (602) 254-6490 E-mail: mag@azmag.gov ▲ www.azmag.gov								
Asociación de Gobiernos de Maricopa (MAG) FORMULARIO DE QUEJA PARA CASOS DE DISCRIMINACIÓN - TÍTULO VI/ADA (This form is also available in English.) Este formulario es para el uso de aquellos clientes que deseen llenar un formulario impreso, el cual también está disponible en sitio de internet de MAG, www.azmag.gov/Documents/2668.									
Sección I:									
Nombre: _____									
Dirección: _____									
Teléfono (de Casa): _____ Teléfono (de Empleo): _____									
Dirección de Correo Electrónico: _____									
¿Requiere de otro formato accesible?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Letra GRANDE</td> <td style="width: 10%;"><input type="checkbox"/></td> <td style="width: 30%;">Cinta de Audio</td> <td style="width: 10%;"><input type="checkbox"/></td> </tr> <tr> <td>TDD</td> <td><input type="checkbox"/></td> <td>Otro Formato</td> <td><input type="checkbox"/></td> </tr> </table>	Letra GRANDE	<input type="checkbox"/>	Cinta de Audio	<input type="checkbox"/>	TDD	<input type="checkbox"/>	Otro Formato	<input type="checkbox"/>
Letra GRANDE	<input type="checkbox"/>	Cinta de Audio	<input type="checkbox"/>						
TDD	<input type="checkbox"/>	Otro Formato	<input type="checkbox"/>						
Sección II:									
¿Está presentando esta queja de parte suya? <input type="radio"/> SI* <input type="radio"/> NO									
*Si su respuesta es SI a la pregunta anterior, por favor proceda a la Sección III.									
Si su respuesta es NO a la pregunta anterior, por favor provea el nombre y la relación de la persona por la cual usted está presentando esta queja: _____									
Por favor explique por qué fue usted ha sometido este formulario por otra persona: _____									
Por favor confirme que tiene el permiso de la persona perjudicada para completar y presentar esta queja. <input type="radio"/> SI <input type="radio"/> NO									
Sección III:*									
Creo que la discriminación que presencié fue basada en: (marque todos los que apliquen):									
<input type="checkbox"/> Raza <input type="checkbox"/> Color de Piel <input type="checkbox"/> Nacionalidad <input type="checkbox"/> Orientación Sexual <input type="checkbox"/> Discapacidad <input type="checkbox"/> Edad <input type="checkbox"/> Sexo <input type="checkbox"/> Nivel de Ingreso <input type="checkbox"/> Religión <input type="checkbox"/> Identidad de Género <input type="checkbox"/> Conocimiento limitado del idioma inglés									
Fecha de la discriminación alegada (Mes, Día, Año): _____									
Explique, en términos claros, el presunto acto de discriminación. Explique lo que ocurrió y cómo, por qué, y cuándo cree que fue discriminado. Incluya los nombres e información de contacto, si los conoce, de las personas que usted alega que lo discriminaron, o de cualquier testigo. Si requiere más espacio, por favor utilice papel adicional y adjúntelo a este formulario.									
Sección IV:									
¿Ha presentado anteriormente una queja de Título VI con esta agencia? <input type="radio"/> SI <input type="radio"/> NO									
* Por favor tenga en cuenta que todas las quejas bajo la jurisdicción de la Administración Federal de Autopistas y la Administración Federal de Tránsito examinarán presuntos de discriminación en la base de raza, color de piel, y origen nacional. Presunta discriminación experimentada el la base de discapacidad, orientación sexual, edad, sexo, estado de ingreso, religión, identidad, y Habilidades Limitadas en el Inglés serán abordadas por otras entidades pertinentes.									

Front

	302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003 Phone (602) 254-6300 ▲ FAX (602) 254-6490 E-mail: mag@azmag.gov ▲ www.azmag.gov
Sección V:	
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o con algún tribunal federal o estatal? <input type="radio"/> SI <input type="radio"/> NO	
En el caso afirmativo, anote y especifique la (s) agencia (s) que apliquen:	
<input type="checkbox"/> Agencia Federal:	<input type="checkbox"/> Agencia Estatal:
<input type="checkbox"/> Tribunal Federal:	<input type="checkbox"/> Agencia Local:
<input type="checkbox"/> Tribunal Estatal:	
Si ha presentado esta queja ante cualquiera de estas agencias o tribunales, por favor provea la información de contacto de la persona asignada a su caso.	
Nombre: _____	
Título: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	
Sección VI:	
Nombre de la agencia a la cual esta queja está dirigida: _____	
Persona de contacto: _____	
Título: _____	
Teléfono: _____	
Puede adjuntar cualquier material que considere relevante a su queja. Para validar este formulario, se requiere de su firma y la fecha.	
Firma _____	Fecha _____
Por favor presente este formulario en persona o por correo postal a la siguiente dirección: Attention: Marcy McMacken, Title VI Coordinator Maricopa Association of Governments 302 North 1st Avenue, Suite 300 Phoenix, AZ 85003	

Back

A electronic version of the Spanish Non Discrimination Complaint Form may be accessed at: this [link](#).

Section Four: Signed Assurances

MAG has signed the following assurances to be in compliance with federal civil rights requirements.

Maricopa Association of Governments Title VI Assurances

The **Maricopa Association of Governments** (herein referred to as the “Recipient”), HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through *Federal Highway Administration and Arizona Department of Transportation*, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination In Federally-Assisted Programs Of The Department Of Transportation—Effectuation Of Title VI Of The Civil Rights Act Of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda and/or guidance, the Recipient hereby gives assurances that it will promptly take any measures necessary to ensure 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 otherwise subjected to discrimination under any program or activity,” for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements

(The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its *Federal Aid Highway Program*.

The Recipient agrees that each “activity,” “facility,” or “program,” as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

1. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all *Federal Aid Highway Program* and, in adapted form, in all proposals for negotiated agreements regardless of finding source:

*“The **Maricopa Association of Governments**, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252.42 U.S.C. §§ 2000d-4) and the Regulations, hereby notifies all advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”*

2. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
3. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

- 1. Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, *Federal Highway Administration or the Arizona Department of Transportation*, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
- 2. Non-discrimination:** The contractor, with regard to the work performance by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
- 3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
- 4. Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient, the *Federal Highway Administration or Arizona Department of Transportation* to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation*, as appropriate, and will set forth what efforts it has made to obtain the information.
- 5. Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the *Federal Highway Administration or Arizona Department of Transportation*, may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
- 6. Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with request to any subcontract or procurement as the Recipient, the *Federal Highway Administration, or Arizona Department of Transportation* may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that Maricopa Association of Governments will accept title to the lands and maintain the project constructed thereon in accordance with *Title 23*, United States Code the Regulations for the Administration of *Federal Aid for Highways*, and the policies and procedures prescribed by the *Arizona Department of Transportation, Federal Highway Administration and* the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252;42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the Maricopa Association of Governments all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto Maricopa Association of Governments and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or

benefits and will be binding on the Maricopa Association of Governments, its successors and assigns.

The Maricopa Association of Governments, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [.] [and]* (2) that the Maricopa Association of Governments will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

**Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.*

APPENDIX C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the Maricopa Association of Governments pursuant to the provisions of Assurance 7(a):

The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:

1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non- discrimination covenants, Maricopa Association of Governments will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*

With respect to licenses, leases, permits, etc., in the event of breach of any of

the above Non- discrimination covenants, Maricopa Association of Governments will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the Maricopa Association of Governments and its assigns*.

**Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.*

APPENDIX D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by Maricopa Association of Governments pursuant to the provisions of Assurance 7(b):

A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, “as a covenant running with the land”) that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended set forth in this Assurance.

B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non- discrimination covenants, Maricopa Association of Governments will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*

C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, Maricopa Association of Governments will there

upon revert to and vest in and become the absolute property of Maricopa Association of Governments and its assigns.*

**Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.*

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

Pertinent NonDiscrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100)



Section Five: Conclusion

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

For more information, please contact **Marcy McMacken**, *Title VI Coordinator*, at (602) 254-6300. Thank you for your interest and support in MAG's regional planning efforts.

Section Six: Attachments

Attachment A: Definitions and Background

Attachment B: Title VI Coordinator and Liaison Descriptions

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

Attachment D: Demographic Profiles and Maps for Communities of Concern

Attachment E: List of Investigations, Complaints and Lawsuits since Last Submission

Attachment F: Copy of Board Meeting Minutes Approving the Plan

Attachment G: MAG Public Participation Plan

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

City of Phoenix: 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 (FTA) funding. The City of Phoenix is the designated recipient for the Urbanized Area Formula Funding Program (FTA § 5307) for the Phoenix-Mesa Urbanized Area (UZA) and the direct recipient of FTA § 5307 for the Avondale-Goodyear UZA. The City of Phoenix is also the designated recipient for federal funding to support agencies transporting people with low incomes and people with disabilities in urban areas through FTA § 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Transportation Program for the Phoenix-Mesa UZA.

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, Executive Order 13166, and related statutes and authorities. These mandated populations include minorities, people with low incomes, people with Limited English Proficiency (LEP), people with disabilities, age, sex, income status, religion, gender identity, and sexual orientation.

Council of Governments: Regional planning bodies that exist throughout the United States. A typical council is designated 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 make achieving environmental justice part of its mission by identifying and addressing 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 also has 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 governments and governmental transportation authorities. Federal funding for transportation projects and programs is 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).



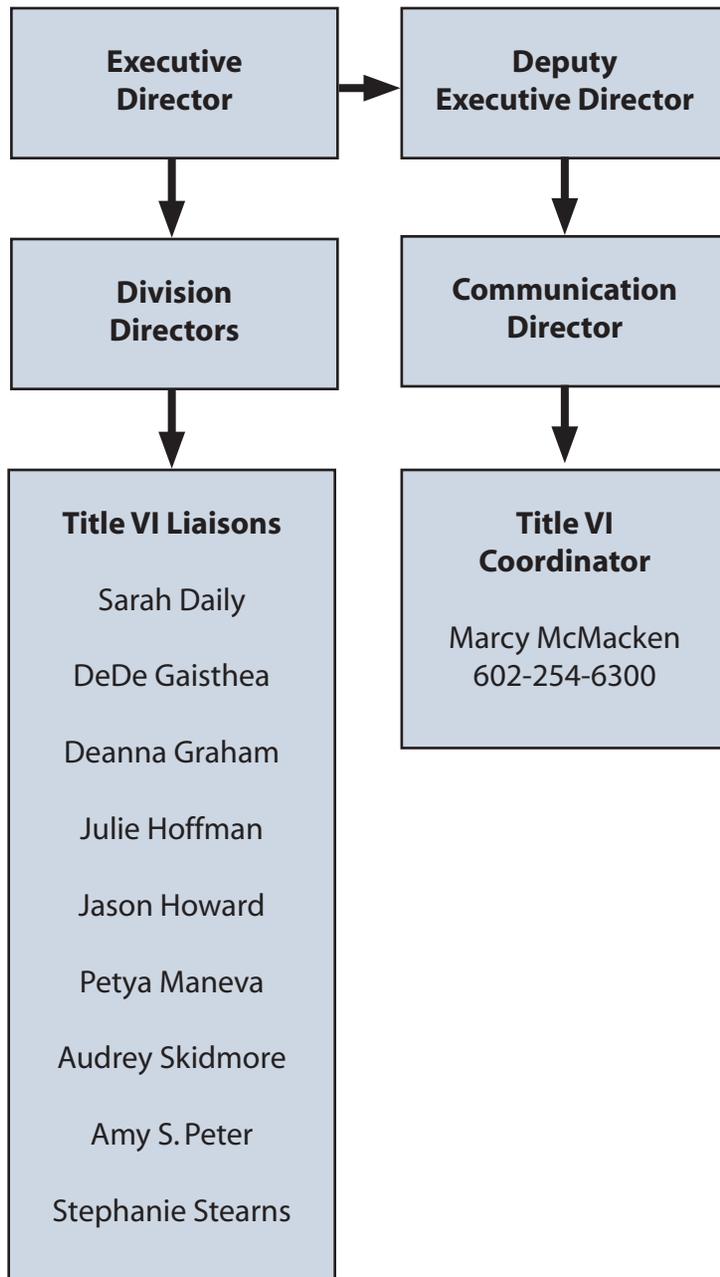
Valley Metro: Valley Metro is the common identity for the Regional Public Transportation Authority (RPTA), which operates the regional transit system for the area. Valley Metro Board member agencies include Avondale, Buckeye, Chandler, El Mirage, Gilbert, Glendale, Goodyear, Maricopa County, Mesa, Peoria, 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 total planned 66-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 Program, including EJ and LEP activities. This includes the following:
 - Integrate data and feedback received from the liaisons into the Title VI Program.
 - Oversee responses to complaints and ensure issues are resolved.
 - Review the program on a biennial basis and update the program as needed.
 - Communicate significant Title VI issues with the Executive Director.
 - Provide annual training to Title VI liaisons and MAG directors. These trainings will be delivered at the All Staff meeting in order to reach more staff as well. Additional opportunities will be made available throughout the year.
- *Title VI Communications Liaison:* The MAG Public Participation Plan (PPP) is available in **Attachment G**. 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-focused 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 C**.
 - 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 policymakers.
 - 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 Responsibilities



- *Title VI Program Liaisons:* Liaisons representing environmental quality, human services, Native Nation 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 effects 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 findings. Report any impacts to the relevant community of concern as needed.
 - Participate in Title VI training as needed.
- *Title VI Regional Analytics 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 program 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.
 - Include Title VI language in public postings for Requests for Proposals and Requests for Qualifications as specified in **Attachment C**.
 - 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

MAG's Nondiscrimination Policy, which includes Title VI and related authorities, protecting residents from discrimination based on race, color, national origin, age, sex, disability, income status and limited English proficiency, also includes other federal and state authorities providing protections for religion, sexual orientation and gender identity. The following is the full text of MAG's public notice. It is also posted [online](#) and by the reception desk on the third floor of the MAG offices.

Full Title VI Notice to the Public

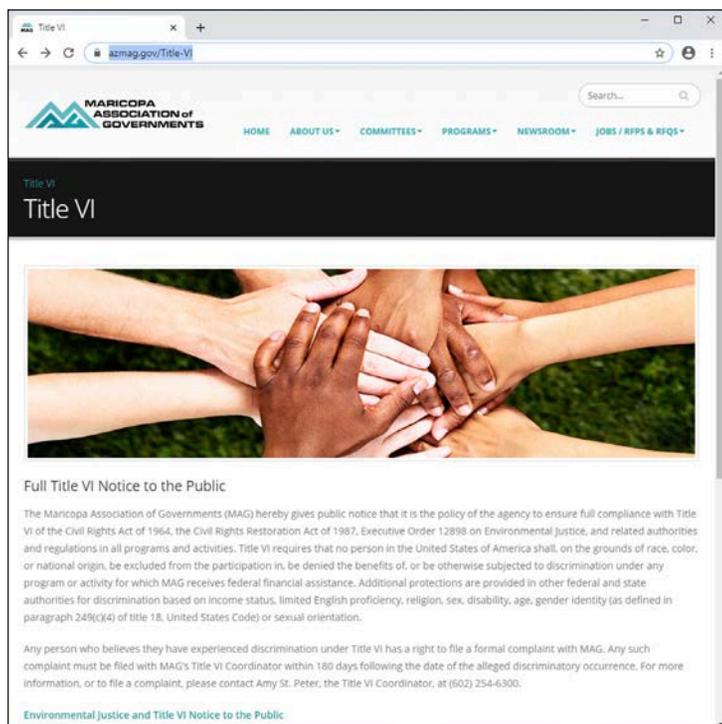
The Maricopa Association of Governments (MAG) hereby gives public notice that it is the policy of the agency to ensure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related authorities and regulations 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 authorities for discrimination based on income status, limited English proficiency, religion, sex, disability, age, gender identity (as defined in paragraph 249(c)(4) of title 18, United States Code) or sexual orientation.

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 Marcy McMacken, 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 authorities 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.



The Spanish translation of the full and abbreviated public notice is available below.

Aviso al Público del Título VI

La Asociación de Gobiernos de Maricopa (MAG) comunica que es la política de la agencia asegurar el pleno cumplimiento con lo siguiente: el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Derechos Civiles de Restauración de 1987, la Orden Ejecutiva 12898 de justicia ambiental, y con las relacionadas autoridades y regulaciones en todos los programas y actividades de la agencia. El Título VI establece que ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluido de participar en, será negado los beneficios de, o será sometido a discriminación bajo cualquier programa o actividad



para lo cual MAG recibe asistencia financiera federal. Protección adicional se proporcionan a través de otras autoridades federales y estatales para la discriminación basada en el estado de ingresos, el dominio del Inglés, religión, sexo, discapacidad, edad, identidad de género (como se define en el párrafo 249(c) (4) del título 18 del Código de los Estados Unidos) o por orientación sexual. Cualquier persona que considera haber sufrido discriminación bajo el Título VI tiene el derecho a presentar una queja formal con MAG. Cualquier queja debe ser presentada con el Coordinador del Título VI de MAG dentro de los 180 días siguientes a la fecha de la su-puesta ocurrencia discriminatoria. Para obtener más información, o para presentar una queja, por favor, póngase en contacto con Marcy McMacken, la Coordinadora del Título VI de MAG, al (602) 254-6300.

Aviso Abrevado al Público del Título VI

MAG, para todos sus programas y actividades, cumple totalmente con el Título VI de la Ley de Derechos Civiles de 1964 y con las relacionadas autoridades y regulaciones. Para obtener más información sobre los derechos reconocidos en el Título VI, las actividades pertinentes de MAG, o si siente que sus derechos han sido violados, por favor visite el sitio web de la agencia en www.azmag.gov o llame al (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 program.

People with disabilities: Under the conceptual framework of disability described by the Institute of Medicine and the International Classification of Functioning, Disability, and Health, 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	4,471,427
With a Disability	502,263
Percent with a Disability	11.2%

Source: U.S. Census Bureau, 2014 to 2018 American Community Survey (ACS) 5-Year estimates

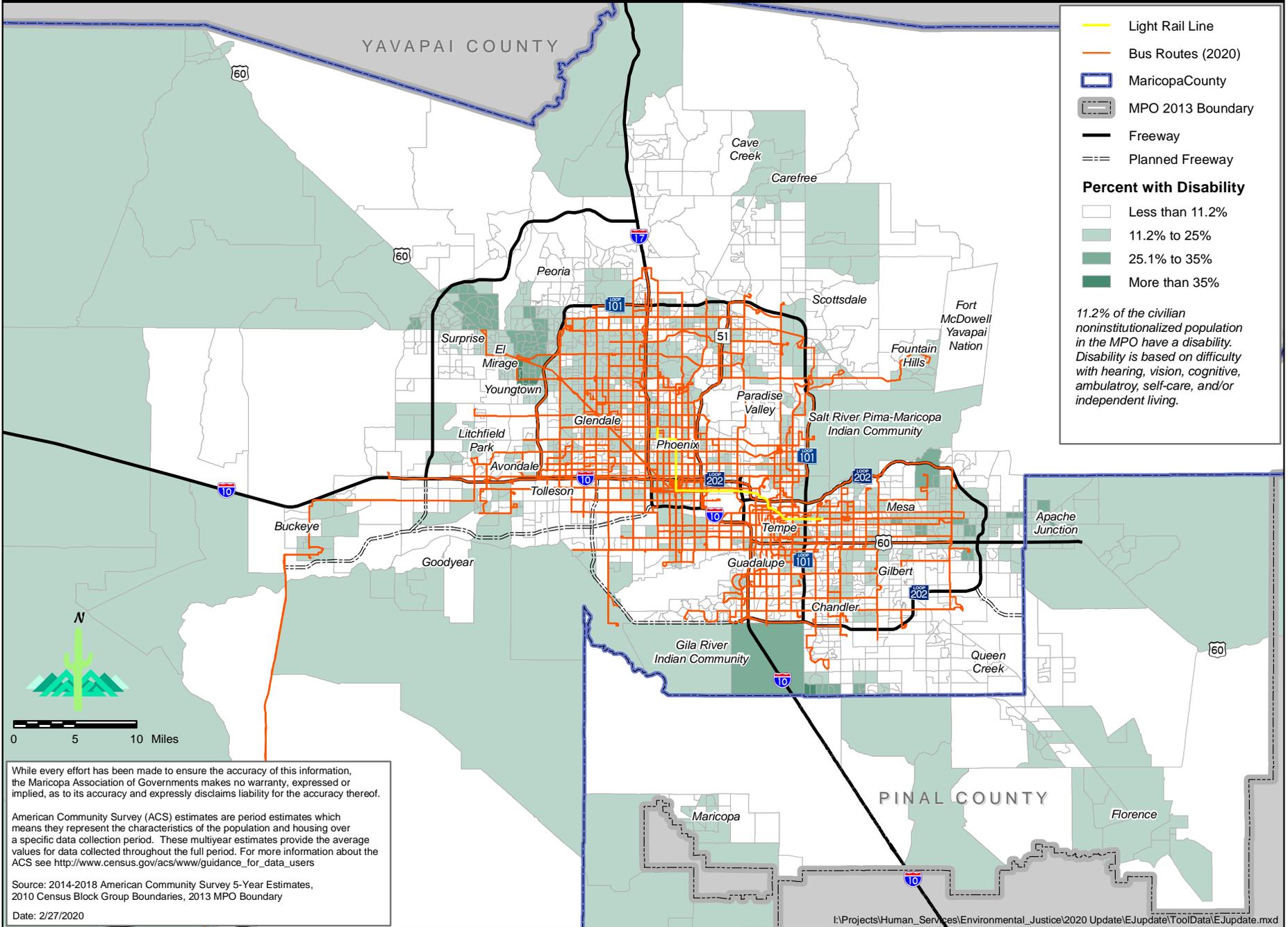
ACS data are based on a sample and are subject to sampling variability (see www.census.gov/acs)

Disability status from the 2018 ACS 5-year estimates. 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 share of persons with disabilities in the region.

Civilian Noninstitutionalized Population with Disability (2014-2018 ACS 5-year Estimates)





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 and age of the members. 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 official poverty definition uses money income before taxes and does not include capital gains or non-cash benefits (such as public housing, Medicaid, and food stamps). The poverty thresholds are updated annually to allow for changes in the cost of living using the Consumer Price Index for All Urban Consumers (CPI-U). They do not vary geographically. For more information, please refer to the following section, “How Poverty Is Calculated in the ACS,” available at the link below:

<https://www.census.gov/topics/income-poverty/poverty/guidance/poverty-measures.html>

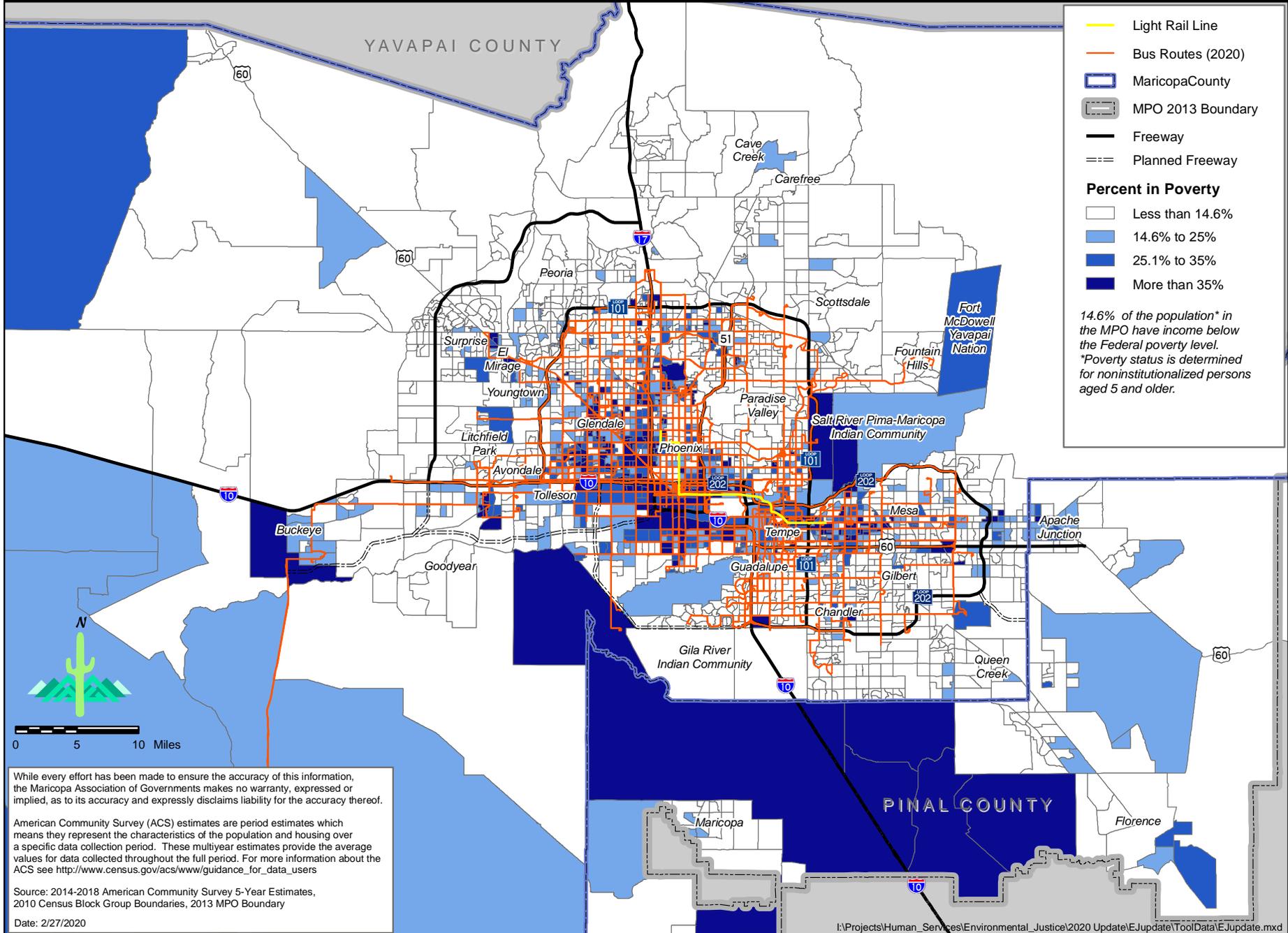
Poverty Status	
	Estimate
Population for whom poverty status is determined	4,446,585
Population with income below poverty level	647,744
Percent below poverty	14.6%

Source: U.S. Census Bureau, 2014 to 2018 American Community Survey (ACS) 5-Year estimates, Table B17021

ACS data are based on a sample and are subject to sampling variability (see www.census.gov/acs)

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

Population with income below Poverty(2014-2018 ACS 5-year Estimates)





Minorities: In 1998, the Federal Highway Administration published actions to address Environmental Justice 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).

Based on the above definition and using the U.S. Census definitions for race and Hispanic origin, MAG includes the following groups in its definition for the minority population:

- 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.

Population by Race and Hispanic or Latino Origin		
	Estimate	Percent
Total Population	4,513,474	100.0%
White alone, not Hispanic or Latino	2,535,309	56.2%
Minority ¹	1,978,165	43.8%
Hispanic ²	1,368,496	30.3%
Black or African American	245,425	5.4%
American Indian and Alaska Native	94,343	2.1%
Asian:	182,358	4.0%
Asian Indian	48,837	1.1%
Chinese, except Taiwanese	30,948	0.7%
Vietnamese	22,318	0.5%
All other Asian	80,255	1.8%
Native Hawaiian and Other Pacific Islander	10,127	0.2%
Two or more races	163,805	3.6%
Some other race	303,41	6.7%

¹Minority is the total population other than Non-Hispanic White

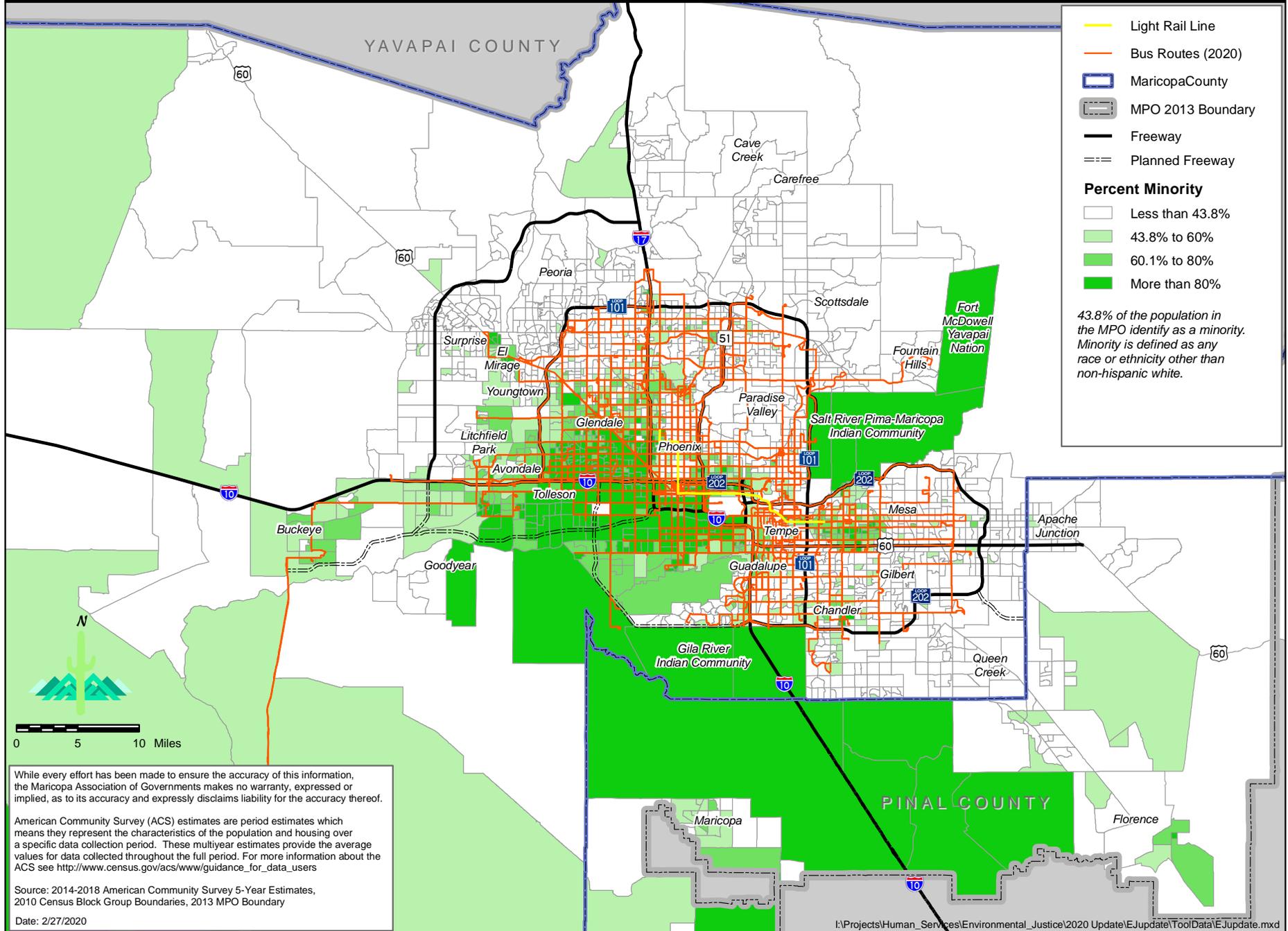
²Hispanic ethnicity can be of any race, therefore unless specified all race categories include those who may also identify as Hispanic ethnicity.

ACS data are based on a sample and are subject to sampling variability, (see www.census.gov/acs)

Source: U.S. Census Bureau, 2014 to 2018 American Community Survey (ACS) 5-Year estimates

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

Minority Population (2014-2018 ACS 5-year Estimates)





Persons With Limited English Proficiency (LEP): 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.

Limited English Proficiency (LEP) Population			
Category	Estimate	Percent of all Persons 5 yrs and over	Percent of all Persons 5 yrs and over with LEP
Total Persons 5 years and over	4,218,205	100%	—
English Speaking Only	3,107,853	73.7%	—
Limited English Proficiency (LEP):	372,991	8.8%	100%
Speaks Spanish with LEP	287,286	6.8%	77%
Speaks Chinese (incl. Mandarin, Cantonese) with LEP	11,713	0.3%	3.1%
Speaks other Indo-European languages with LEP	23,479	0.6%	6.3%
Speaks Vietnamese with LEP	9,930	0.2%	2.7%
Speaks other and unspecified languages with LEP	23,237	0.6%	6.2%
Speaks other Asian and Pacific Island languages with LEP	8,448	0.2%	2.3%
Speaks Arabic with LEP	6,960	0.2%	1.9%
Speaks Russian, Polish, or other Slavic languages with LEP	4,547	0.1%	1.2%
Speaks Tagalog (incl. Filipino) with LEP	4,247	0.1%	1.1%
Speaks Korean with LEP	2,551	0.1%	0.7%
Speaks French, Haitian, or Cajun with LEP	1,855	0.0%	0.5%
Speaks German or other West Germanic languages with LEP	690	0.0%	0.2%

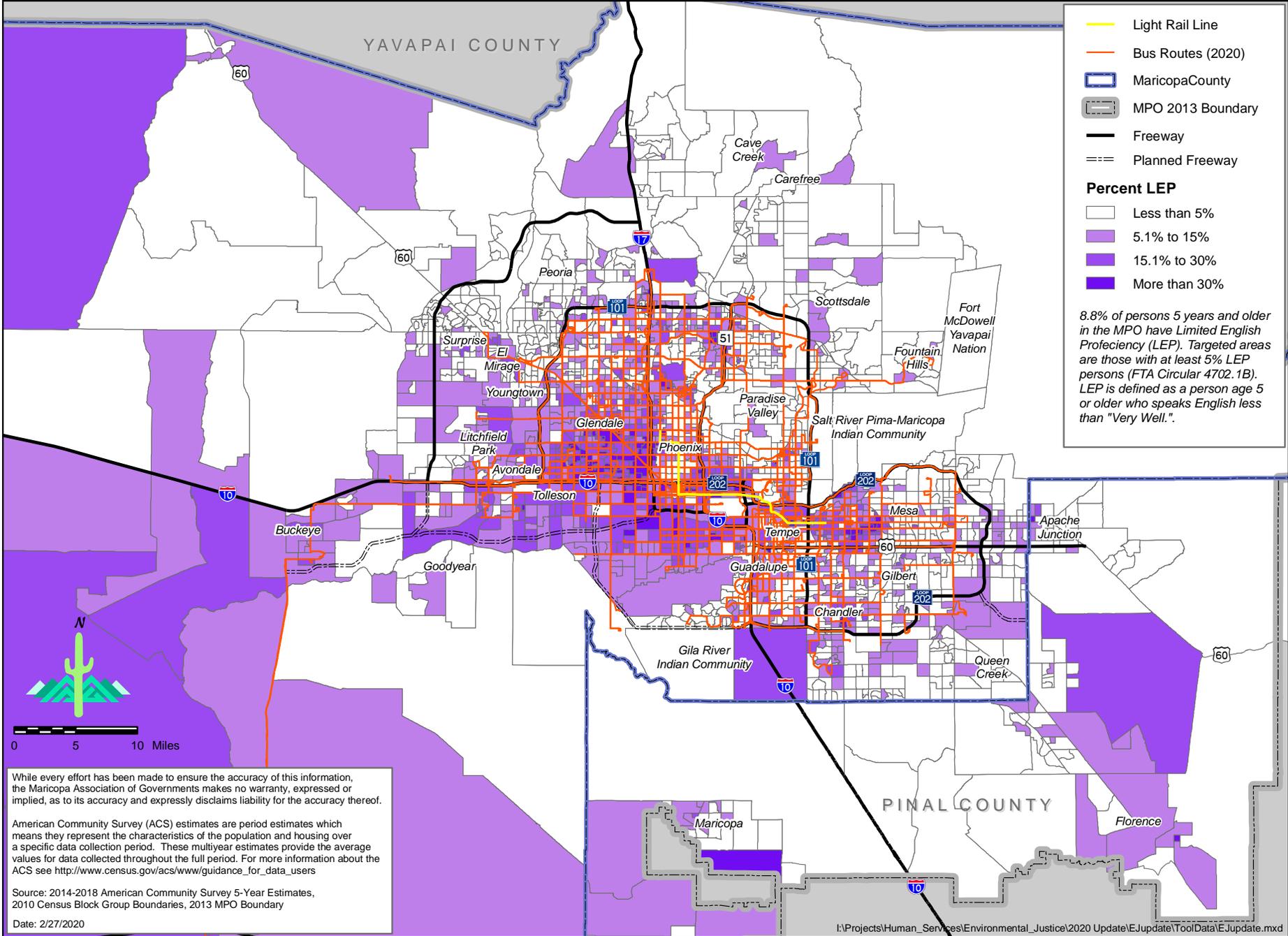
Source: U.S. Census Bureau, 2014 to 2018 American Community Survey (ACS) 5-Year estimates
ACS data are based on a sample and are subject to sampling variability (see www.census.gov/acs)

Note: indented categories are subgroups to the category outdented above it.

Limited English Proficient (LEP) persons refers to persons age 5 years and over for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the Census that they speak English less than very well, not well, or not at all.

The following map indicates the location and share of persons with Limited Proficiency (LEP) within the region.

Limited English Proficient (LEP) Persons (2014-2018 ACS 5-year Estimates)



Attachment E: List of Investigations, Complaints and Lawsuits since Last Submission

There were no complaints filed against MAG in FY 2020.

**CERTIFICATION OF APPROVAL OF THE
MAG 2021 Title VI AND ENVIRONMENTAL JUSTICE PROGRAM**

Each Title VI and Environmental Justice Program must be approved by the MAG Regional Council. The following is an excerpt from the June 24, 2020, MAG Regional Council meeting minutes documenting the approval of this program. Approval of the Consent agenda which included Item 4I: Draft MAG Title VI and Environmental Justice Fiscal Year 2021 Program Document

"Mayor Hartke made a motion to approve the consent agenda. Councilmember Barker seconded the motion and the motion carried unanimously with Councilmember Barker, Mayor Barney, Mayor Bien-Willner, Mayor Carlat, Mayor Daniels, Mayor Dickey, Mr. Elters, Mayor Gallego, Mayor Hall, Mayor Hartke, President Harvier, Mayor Hermosillo, Supervisor Hickman, Mayor Lane, Mayor LeVault, Mayor Lord, Mayor Meck, Mayor Molina, Mayor Price, Mayor Schoaf, Vice Mayor Smith, Mayor Tovar, Mayor Weiers, and Mayor Weise voting in favor of the motion."

I certify that on June 24, 2020, the MAG Regional Council approved the FY 2021 MAG Title VI and Environmental Justice Program.



Eric Anderson
Executive Director

06/29/2020

Date

Attachment G: MAG Public Participation Plan

The MAG Public Participation Plan was adopted in May 2019. The following pages attached include the complete MAG Public Participation Plan.

The plan is also available in both English and Spanish on the MAG website: www.azmag.gov/Programs/Public-Outreach

