Title VI
Non-Discrimination Implementation Plan

City of Maricopa / MET
2025

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Para Información en Español: Lisell Blancarte, SERVICIOS de TRANSITO al 520-316-6846

Title VI Plan Table of Contents

Executive Summary

The City of Maricopa Express Transit (MET) has operated a transit system since 2008. MET operates as a service of the Finance Department. Today, MET operates two types of service: Local Demand Response 8:00 AM to 5:00 PM and Deviated Fixed Route, 8:00 AM – 4:00 PM. MET operates with a fleet of two 21-passenger buses, one 16- passenger bus, one 6-passenger minivan, and two 12- passenger vans. All services are Americans with Disabilities Act (ADA) compliant and open to the public.

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

☐ 5310
☐ 5311
☒ Other (please explain) 5307 and 5339

Type of Funding Requests? (Check all that apply)

☒ Vehicle Funds
☒ Operating Funds
☐ Other (please explain)

Is your agency receiving direct funds from FTA?

☒If yes, please attach a copy of your FTA letter of approval of Title VI Plan.

☐ No

Non-Discrimination Notice to the Public - English

Notifying the Public of Rights Under Title VI and ADA
City of Maricopa / MET

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

For more information on the **City of Maricopa / MET**'s civil rights program, and the procedures to file a complaint, contact **TONI FLOOD, TRANSIT SUPERVISOR**, **520-316-6938**, **(TTY 711**); **email TONI.FLOOD@MARICOPA-AZ.GOV**; or visit our administrative office at **39700 W CIVIC CENTER PLAZA, MARICOPA, ARIZONA 85138**. For more information, visit **WWW.MET-RIDE.COM.**

Complaints may be filed directly with the Arizona Department of Transportation **(ADOT) Civil Rights Office.** ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration **(FTA).** ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **520-316-6846**. *Para información en Español llame: **Lisell Blancarte, SERVICIOS de TRANSITO al 520-316-6846**

Non-Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA
City of Maricopa / MET

El City of Maricopa / MET *(y sus subcontratistas, si cualquiera)* asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad. Si creé discriminación, bajo el Título VI puede someter una queja con **City of Maricopa / MET**

Para obtener más información sobre el programa de Derechos Civiles de **City of Maricopa / MET**, y los procedimientos para presentar una queja, contacte **TONI FLOOD, TRANSIT SUPERVISOR 520-316-6938**, (**TTY 711**); o visite nuestra oficina administrativa en **39700 W CIVIC CENTER PLAZA, MARICOPA, ARIZONA 85138**. Para obtener más información, visite **WWW.MET-RIDE.COM**

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

*Para información en otro lenguaje llame: **Lisell Blancarte, SERVICIOS de TRANSITO al 520-316-6846**

The above notice is posted in the following locations: **The transit desk at City Hall, on all transit vehicles, and bus shelters.**

This notice is posted online at **WWW.MET-RIDE.COM**

Non-Discrimination ADA/Title VI Complaint Procedures

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

(1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.

(2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

(3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.

(4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.

(5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.

(6) Once submitted the **City of Maricopa / MET** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **City of Maricopa / MET** or submitted to the State or Federal authority for guidance.

(7) **The City of Maricopa / MET** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.

(8) **The City of Maricopa / MET** has seven (7) business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has seven (7) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within seven (7) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

(9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

(10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.

(11) A complainant dissatisfied with the **City of Maricopa / MET** decision may file a complaint with the Arizona Department of Transportation **(ADOT)** or the Federal Transit Administration **(FTA)** offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

(12) A copy of these procedures can be found online at: **WWW.MET-RIDE.COM.**

If information is needed in another language, contact **520-316-6846**. *Para información en español llame: **Lisell Blancarte, SERVICIOS de TRANSITO al 520-316-6846**

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	☐ Large Print	☐ Audio Tape
	☐ TDD	☐ Other
Section II:		
Are you filing this complaint on your own behalf?	☐ Yes*	☐ No
If you answered "yes" to this question, go to **Section III.*		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	☐ Yes	☐ No
Section III:		
I believe the discrimination I experienced was based on (check all that apply): ☐ Race ☐ Color ☐ National Origin ☐ Disability Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____		
Section VI:		

Have you previously filed a Discrimination Complaint with this agency?	☐ Yes	☐ No
If yes, please provide any reference information regarding your previous complaint. _____ _____		
Section V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court : _____ ☐ Local Agency: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI:		
Name of agency complaint is against:		
Name of person complaint is against:		
Title:		
Location:		
Telephone Number (if available):		

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

_____ _____

Signature Date

Please submit this form in person at the address below, or mail this form to:

City of Maricopa / MET
TONI FLOOD, TRANSIT SUPERVISOR
39700 W CIVIC CENTER PLAZA, MARICOPA, ARIZONA 85138
520-316-6938
TONI.FLOOD@MARICOPA-AZ.GOV

A copy of this form can be found online at **WWW.MET-RIDE.COM**

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Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

☒ **The City of Maricopa / MET** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2025.**

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

Public Participation Plan

The City of Maricopa / MET is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, the **City of Maricopa / MET** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

We have MET brochures placed in prominent positions in public buildings such as City Hall, the City Public Library, Pinal County Public Health Clinic - Maricopa Campus, Central Arizona College -Maricopa Campus, Maricopa Copper Sky Multi-Generation Center and Sun Life Health Centers.

Information on any proposed service changes are communicated to the riders through email, postings on the buses, through public meetings, public notices and the City's website.

Presentations to city council are all public meetings, which include a “Call To The Public on the agendas”. The Message Board at City Hall lists City Council Agendas.

- ☒ Expanded the distribution of agency brochures
- ☒ Advertised public announcements through newspapers, fliers, or radio, email, website.
- ☒ Posted the Nondiscrimination Public Notices to the following locations:
    - ☒ Within transportation vehicles
    - ☒ Pick up and drop off stations
    - ☒ Lobby of agency
- ☐ Partnered with other local agencies to advertise services provided
- ☐ Hosted public information meetings and or hearings
- ☒ Added public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities met-ride.com.
- ☐ Hosted an information booth at a community event (Please insert the date of the event below)
- ☒ Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures
- ☒ List other: In person meetings at Senior Center.

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

- ☒ Expand the distribution of agency brochures
- ☒ Advertise public announcements through newspapers, fliers, or radio

☒ Post the Nondiscrimination Public Notices to the following locations:

- ☒ Within transportation vehicles
- ☒ Pick up and drop off stations
- ☒ Lobby of agency

☐ Partner with other local agencies to advertise services provided.

☒ Host public information meetings and or hearings.

☒ Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.

☒ Host an information booth at a community event

☒ Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

☒ Conduct annual community and senior survey

Example of Community Survey

Take the City of Maricopa Transit Rider Survey and tell us how you feel about your local Comet transit service TODAY!
(All Responses Are Anonymous)

1. Did you know the City of Maricopa offers ADA compliant transit services (*Comet*) five (5) days a week?

   ☐ Yes ☐ No

2. If you have taken a ride on the Comet Transit, which service did you use? (Select all that apply)

   ☐ The local circular bus route
   ☐ One of the two local dial-a-ride services
   ☐ The regional dial-a-ride to Chandler Regional Hospital or Casa Grande Hospital
   ☐ I have not taken a ride on Comet Transit

3. If you made a reservation for the Dial-A-Ride service, was your reservationist? (Select all that apply)

   ☐ Well informed
   ☐ Made your reservation correctly
   ☐ Polite and patient
   ☐ I have not called to make a reservation

4. Have you ever utilized our local and Dial-a-Ride transit service to or from any of the following locations? (Select all that apply)

   ☐ Walmart
   ☐ Fry's
   ☐ Basha's
   ☐ Public Library
   ☐ Pacana Park
   ☐ Legacy School
   ☐ Central Arizona College
   ☐ Ak-Chin Casino/UltraStar
   ☐ Cooper Sky
   ☐ Sun Life Health Center
   ☐ Maricopa Meadows Park
   ☐ Shea Way
   ☐ I have not used any of these locations

5. As the City of Maricopa continues to grow, what locations would you like to see added to our current Comet (local) bus service: (Use back of paper if you need more space)

   _____
   _____
   _____

6. What is your working status: (Select all that apply)

   ☐ Student
   ☐ Work part-time
   ☐ Work full-time
   ☐ Retired
   ☐ Other: _____

7. Which of the following best describes your age group? 16-30☐ 31-50☐ 51 and up☐

8. What do you like about COMET, and how can we improve?

   _____
   _____
   _____

9. If you would like us to follow up with you for any COMET questions or concerns, please leave your contact information below.

   Name: _____

   Phone Number: _____

   Email: _____

10. Additional comments: (Use back of paper if you need more space)

    _____
    _____
    _____

Limited English Proficiency Plan

The City of Maricopa / MET has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to the **City of Maricopa / MET** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **City of Maricopa / MET**'s extent of obligation to provide LEP services, the **City of Maricopa / MET** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

1) The number or proportion of LEP persons eligible in the **City of Maricopa / MET** service area who may be served or likely to encounter by the **City of Maricopa / MET** program, activities, or services.

   According to the U.S. Census Bureau, 23.3 percent of Maricopa's population speaks English less than "Very Well." This represents 2,114 Maricopa residents speaking various languages who speak English less than "Very Well." Under the U.S. Department of Justice's Safe Harbor Provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speaks English less than "Very Well." The Spanish-speaking population speaking English less than "Very Well" is comprised of 1,507 persons and therefore meets the U.S. DOJ's Safe Harbor Provision. For these reasons, MET provides key documents in Spanish, such as the MET User Guide, Title VI Notice to The Public, transit-related Public Meeting Notices, and any other transit-related events.

City of Maricopa, Arizona		
Demographics Table		
Language Spoken at Home	Estimate	Percent
Population 5 Years and Over	46,080	100%
English Only	36,994	80.28%
Language Other Than English	9,086	19.72%
Language Other Than English-Speak English Less Than "Very Well"	2,114	4.59%
Spanish	6,501	14.11%
Spanish-Speak English Less Than "Very Well"	1,507	3.27%

Source: U.S. Census Bureau - American Fact Finder

2) The frequency with which LEP individuals come in contact with **City of Maricopa / MET** services; **City of Maricopa / MET**'s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2025** . The **City of Maricopa / MET** averages **10** contacts per **MONTH.**

   Since over 1,500 Spanish-speaking persons in Maricopa speak English less than "Very Well," this LEP population comes into contact with the MET with moderate frequency. Public meetings are

open to the general population and the City Of Maricopa Express Transit encourages all residents to attend transit-related public meetings and events. Because of the frequency of contact the MET has with this LEP population, we also provide key documents in English and Spanish.

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

   Multimodal Transportation is extremely important to a rapidly growing community in the Sun Corridor Region of Arizona because traffic densities will limit roadway mobility in the future. For this reason, the City of Maricopa makes every effort to reach the Spanish-speaking population who speak English less than "Very Well," by producing Spanish versions of key documents and offer translation service for public meetings and open house events upon request.

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

   The MET operates with limited funding and is working on expanding services. In planning for a larger transit system, Maricopa includes all populations, including the Spanish-Speaking LEP. In this manner, our system effectively serves ALL residents of Maricopa. We do so by providing key documents in Spanish and offer translation services.

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

Safe Harbor Provision for written translations

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

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

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

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

1) The **City of Maricopa / MET** provides language assistance services through the below methods:

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

☒ Instructions are provided to customer service staff and other **City of Maricopa / MET** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
☒ Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
☒ Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
☒ Use of "I Speak" cards.
☐ Bilingual or multilingual versions of:
- ☐ "How to ride" brochures
- ☐ System maps and timetables
- ☐ Safety and security announcements
- ☐ Service change announcements

☒ List other

The City of Maricopa Express Transit (MET) *complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:*

(1) Title VI Notice to The Public

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group meeting the U.S. DOJ's Safe Harbor Provision. Vital Documents include the following:

(1) Outreach Materials and Translation Services
(2) Bus Schedules in English and Spanish
(3) Public Hearings that can be translated into Spanish upon request

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

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

3) The **City of Maricopa / MET** provides notice to LEP persons about the availability of language assistance through the following methods:

☒ Posting signs in intake areas and other points of entry
☒ Statements in outreach documents that language services are available from the agency.

☐ Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services
☐ Announcements at community meetings
☐ Information tables at local events
☒ Signs and handouts available in vehicles and at stations
☒ Announcements in vehicles and at stations
☒ Agency websites
☒ Customer service lines
☐ List other:

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

The City of Maricopa / MET will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. The **City of Maricopa / MET** will make changes to the language assistance plan based on feedback received. The **City of Maricopa / MET** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, the **City of Maricopa / MET** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. The **City of Maricopa / MET** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

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

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

- A summary of the **City of Maricopa / MET** responsibilities under the DOT LEP Guidance;
- A summary of the **City of Maricopa / MET** language assistance plan;
- A summary of the number and proportion of LEP persons in the **City of Maricopa / MET** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and

- A description of the **City of Maricopa / MET** cultural sensitivity policies and practices.

Tome la encuesta para pasajeros de transito local de City of Maricopa
Díganos como se siento sobre el servicio de COMET
(Todas las respuestas son anónimas)

1. ¿Sabía que la ciudad de Maricopa ofrece servicios de tránsito que cumplen con la ADA (Comet) días a la semana??

   ☐ Yes ☐ No

2. Si ha viajado en Comet tránsito, ¿qué servicio utilizó? (Seleccione todas las que correspondan)

   ☐ La ruta circular local
   ☐ Una de las dos servicios de dial-a-ride
   ☐ El dial-a-ride regional al hospital Chandler Regional o el hospital de Casa Grande
   ☐ No he sido un pasajero sobre el tránsito de COMET

3. Si ha hecho reservaciones para Dial-A-Ride, fue la reservacioncita? (Seleccione todas las que correspondan)

   ☐ Bien informada
   ☐ Hizo su reservación correctamente
   ☐ Respetuosa y paciente
   ☐ No he llamado hacer una reservación

4. ¿Alguna vez ha utilizado nuestro servicio de tránsito local y Dial-a-Ride hacia o desde cualquier siguientes ubicaciones? (Seleccione todas las que correspondan)

   ☐ Walmart
   ☐ Fry's
   ☐ Basha's
   ☐ Public Library
   ☐ Pacana Park
   ☐ Legacy School
   ☐ Central Arizona College
   ☐ Ak-Chin Casino/UltraStar
   ☐ Cooper Sky
   ☐ Sun Life Health Center
   ☐ Maricopa Meadows Park
   ☐ Shea Way
   ☐ I have not used any of th locations

5. Como la Ciudad de Maricopa continúa creciendo, ¿qué ubicaciones le gustaría que se agregnen nuestro actual servicio de autobús Comet (local)? (Use el reverso del papel si necesita más espa

   _____
   _____
   _____

6. ¿Cuál es su estado laboral? (Seleccione todas las opciones que correspondan)

   ☐ Estudiante
   ☐ Trabajo Medio-Tiempo
   ☐ Trabajo Tiempo-Completo
   ☐ Retirado
   ☐ Otro: _____

7. ¿Cuál de las siguientes opciones describe su grupo de edad? ☐ 16-30 ☐ 31-50 ☐ 51 y mas

Continuación de la encuesta para pasajeros de transito local de City of Maricopa

8. ¿Qué le gusta de COMET y cómo podemos mejorar?

   _____
   _____
   _____

9. Si desea que nos comuniquemos con usted para cualquier pregunta o inquietud de COMET, deje su información de contacto a continuación.

   Nombre: _____

   Numero de telefono: _____

   Correo electronico: _____

10. Comentarios adicionales: (Use el reverso del papel si necesita más espacio)

    _____
    _____
    _____

Gracias!

NOTICE TO THE PUBLIC

RIGHTS TITLE VI NON-DISCRIMINATION
THE CITY OF MARICOPA EXPRESS TRANSIT OPERATES ITS PROGRAMS AND SERVICES WITHOUT REGARD TO RACE, COLOR, NATIONAL ORIGIN OR DISABILITY IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, AND THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA). ANY PERSON WHO BELIEVES SHE OR HE HAS BEEN AGGRIEVED BY ANY UNLAWFUL DISCRIMINATORY PRACTICE UNDER TITLE VI MAY FILE A COMPLAINT WITH THE CITY OF MARICOPA.

FOR MORE INFORMATION ON MARICOPA EXPRESS TRANSIT'S CIVIL RIGHTS PROGRAM, AND THE PROCEDURES TO FILE A COMPLAINT, CONTACT TONI FLOOD, TRANSIT SUPERVISOR AT (520) 316-6938 EMAIL AT TONI.FLOOD@MARICOPA-AZ.GOV; FOR MORE INFORMATION, VISIT WWW.MET-RIDE.COM

A COMPLAINT MAY ALSO BE FILED DIRECTLY WITH THE ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) OR THE FEDERAL TRANSIT ADMINISTRATION (FTA) AT THE CORRESPONDING OFFICES OF CIVIL RIGHTS: ADOT: ATTN: TITLE VI PROGRAM MANAGER 206 S. 17TH AVE MD 155A RM-183 PHOENIX AZ, 85007 FTA: ATTN: TITLE VI PROGRAM COORDINATOR, EAST BUILDING, 5TH FLOOR-TCR 1200 NEW JERSEY AVE., SE WASHINGTON DC 20590

AVISO AL PÚBLICO SOBRE LOS DERECHOS BAJO EL TÍTULO VI DE LA CIUDAD DE MARICOPA EXPRESS TRANSIT (Y SUS SUBCONTRATISTAS, SI CUALQUIERA) ASEGURA COMPLIR CON EL TÍTULO VI DE LA LEY DE LOS DERECHOS CIVILES DE 1964, SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 Y LA LEY DE CIUDADANOS AMERICANOS CON DISCAPACIDADES DE 1990 (ADA), EL NIVEL Y LA CALIDAD DE SERVICIOS DE TRANSPORTE SERÁN PROVEHIDOS SIN CONSIDERACIÓN A SU RAZA, COLOR, O PAIS DE ORIGEN.

PARA OBTENER MÁS INFORMACIÓN SOBRE EXPRESS TRANSIT DE LA MARICOPA EXPRESS TRANSIT'S Y EL PROGRAMA DE DERECHOS CIVILES, Y LOS PROCEDIMIENTOS PARA PRESENTAR UNA QUEJA, CONTACTE TONI FLOOD AT (520) 316-6938; O VISITE NUESTRAS OFICINAS EN 39700 W. CIVIC CENTER PLAZA, MARICOPA, AZ 85138. PARA OBTENER MÁS INFORMACIÓN, VISITE WWW.METRIDE.COM

PUEDE PRESENTAR UNA QUEJA DIRECTAMENTE CON EL DEPARTAMENTO DE TANSPORTE DE ARIZONA (ADOT) O LA ADMINISTRACIÓN FEDERAL DE TRANSPORTE (FTA) MEDIANTE LA PRESENTACIÓN DE UNA QUEJA CON LAS OFICINAS CORRESPONDIENTES DE CIVIL RIGHTS: ADOT: ATTN TITLE VI PROGRAM MANAGER 206 S. 17TH AVE MD 155A PHOENIX AZ, 85007 FTA: ATTN TITLE VI PROGRAM COORDINATOR, EAST BUILDING, 5TH FLOOR – TCR 1200 NEW JERSEY VE., SE WASHINGTON DC 20590

PASSENGER RULES OF CONDUCT

- Shirts and shoes are required
- Eating, drinking, or smoking are not allowed
- Drinks are allowed if they are in approved, plastic covered container
- Firearms,weapons, caustic, or flammable materials are not allowed
- Trained service animals to assist persons w/ disabilities are allowed
- Fighting, throwing, pushing, playing loud audio, rough behavior, shouting, and vulgar or offensive language is not permitted
- Talking on your cell phone w/volume low is allowed
- No standing allowed, you must remain seated.
- Gas-powered bicycles, scooters, or skate boards are not allowed
- Non-powered bicycles, scooters, and skate boards are allowed
- Do not damage transit property and do not litter or create unsanitary conditions
- Report acts of vandalism to the bus operator
- A responsible person* must accompany children under the age of eight (8) on the MET-Local Circulator
- A responsible person* must make the reservations and accompany children under the age of 14 on the Dial-A-Ride service

A responsible person is one who can directly control and supervise the child such as a guardian or parent

MET-LOCAL CIRCULATOR
Monday - Friday
8 am - 5 pm
No reservations needed

DIAL-A-RIDE
Monday - Friday
9 am - 5 pm
24-hour reservation is required

MAKING RESERVATIONS
The address where you need to be picked up and the address of your destinationThe time you need to be picked up andwhen you need to reach your destination
Notify if there will be the use of a mobility device or service animal
When calling, be prepared to provide your phone number and the following:
For reservation assistance via Arizona Relay Service (AZRS), visit azrelay.org

FARES
MET-Local Circulator: No Charge
Dial-A-Ride: $1.00 one-way trip

HOLIDAYS OBSERVED
NO SERVICE IS PROVIDED ON THE HOLIDAYS LISTED BELOW

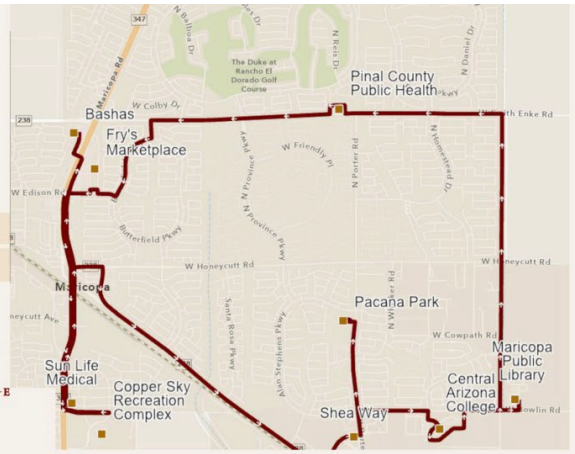
New Year's Day — Independence Day — Martin Luther King Day
Labor Day — Veteran's Day — President's Day
Thanksgiving Day — Memorial Day
Noon on Christmas Day through January 1

MET
MARICOPA EXPRESS TRANSIT

1-833-MET-RIDE
1-833-638-7433
WWW.MET-RIDE.COM

MET
MARICOPA EXPRESS TRANSIT

Reservations
1-833-MET-RIDE
1-833-638-7433



Copper Sky	Sun Life	Walmart	Shea Way	Pacana Park	CAC	Maricopa Public Library	Community Center	Planet Fitness	Basha's
8:00 AM	8:02 AM	8:12 AM	8:14 AM	8:18 AM	8:21 AM	8:25 AM	8:31 AM	8:37 AM	8:43 AM
9:00 AM	9:02 AM	9:12 AM	9:14 AM	9:18 AM	9:21 AM	9:25 AM	9:31 AM	9:37 AM	9:43 AM
10:00 AM	10:02 AM	10:12 AM	10:14 AM	10:18 AM	10:21 AM	10:25 AM	10:31 AM	10:37 AM	10:43 AM
11:00 AM	11:02 AM	11:12 AM	11:14 AM	11:18 AM	11:21 AM	11:25 AM	11:31 AM	11:37 AM	11:43 AM
12:00 PM	12:02 PM	12:12 PM	12:14 PM	12:18 PM	12:21 PM	12:25 PM	12:31 PM	12:37 PM	12:43 PM
1:00 PM	1:02 PM	1:12 PM	1:14 PM	1:18 PM	1:21 PM	1:25 PM	1:31 PM	1:37 PM	1:43 PM
2:00 PM	2:02 PM	2:12 PM	2:14 PM	2:18 PM	2:21 PM	2:25 PM	2:31 PM	2:37 PM	2:43 PM
3:00 PM	3:02 PM	3:12 PM	3:14 PM	3:18 PM	3:21 PM	3:25 PM	3:31 PM	3:37 PM	3:43 PM

Please visit
WWW.MET-RIDE.COM
for transit updates

Title VI Equity Analysis

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

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

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

☒ **City of Maricopa / MET** has no current or anticipated plans to develop new transit facilities covered by these requirements

Fixed Route Transit Provider Analysis

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

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

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

☐ **The City of Maricopa / MET** is **not** a Fixed Route Transit Provider

Board Approval for the Title VI Plan

Attach agenda/minutes here