

# **Title VI Plan Cover Page**

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## **City of Bullhead City/ Public Transportation Programs 2022**

**Title VI Contact: Michael Peluso, Transit Manager**

**Title VI Contact Phone: (928) 704-2287**

**Title VI Contact Email: [transit3@bullheadcityaz.gov](mailto:transit3@bullheadcityaz.gov)**

**TTY Number (If applicable): (928) 763-0143**

**Alternate Language Phone: (928) 704-2287**

**Address: 2355 Trane Road, Bullhead City, AZ 86442**

**Web Address: [www.bullheadcity.com](http://www.bullheadcity.com)**

**Para Información en Español: Michael Peluso, Transit Manager, (928) 704-2287**

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# Executive Summary

The Bullhead Area Transit System has provided services to the local community of Bullhead City, Arizona and surrounding area since 2000. The program is funded in combination by the City of Bullhead City, Federal Transit Administration 5311 grant funds, and local sponsorships. Bullhead Transit operates four fixed routes, a senior demand response service, and complimentary paratransit service Monday through Friday (except some holidays) and limited bus service on Saturdays. Bullhead Area Transit System maintains 70 bus stops in the community and provides hourly service to help our residents and guests travel safely to work, shopping, recreation and medical appointments. The Bullhead Area Transit System is a division of the City of Bullhead City as part of the Human Services Department. The system operates with the help of a Department Director, Transit Manager, Operations Supervisor, Office Specialist, four Dispatching staff, six full time Drivers, and ten part time Drivers.

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

- 5310
- 5311
- Other (please explain) \_\_\_\_\_

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) \_\_\_\_\_

Is your agency receiving direct funds from FTA?

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

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA City of Bullhead City/ Public Transportation Programs

**City of Bullhead City/ Public Transportation Programs** 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 Bullhead City/ Public Transportation Programs**.

For more information on the **City of Bullhead City/ Public Transportation Programs's** civil rights program, and the procedures to file a complaint, contact **Michael Peluso, Transit Manager, (928) 704-2287, (TTY (928) 763-0143); email transit3@bullheadcityaz.gov;** or visit our administrative office at **2355 Trane Road, Bullhead City, AZ 86442**. For more information, visit **www.bullheadcity.com**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17<sup>TH</sup> 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 **(928) 704-2287**. \*Para información en Español llame: **Michael Peluso, Transit Manager, (928) 704-2287**

# Non Discrimination Notice to the Public - Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA City of Bullhead City/ Public Transportation Programs

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

Para obtener más información sobre el programa de Derechos Civiles de **City of Bullhead City/ Public Transportation Programs**, y los procedimientos para presentar una queja, contacte **Michael Peluso, Transit Manager (928) 704-2287, (TTY (928) 763-0143)**; o visite nuestra oficina administrativa en **2355 Trane Road, Bullhead City, AZ 86442**. Para obtener más información, visite **[www.bullheadcity.com](http://www.bullheadcity.com)**

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

The above notice is posted in the following locations: **City Website ([www.bullheadcity.com](http://www.bullheadcity.com)), at the Transit Office, and in Transit Vehicles.**

This notice is posted online at **[www.bullheadcity.com](http://www.bullheadcity.com)**

# Non Discrimination ADA/Title VI Complaint Procedures

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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 **City of Bullhead City/ Public Transportation Programs** including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

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

- (7) **City of Bullhead City/ Public Transportation Programs** 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](mailto:civilrightsoffice@azdot.gov).
- (8) **City of Bullhead City/ Public Transportation Programs** has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 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 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **City of Bullhead City/ Public Transportation Programs** 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. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **www.bullheadcity.com**.

If information is needed in another language, contact **(928) 704-2287**. \*Para información en Español llame: **Michael Peluso, Transit Manager, (928) 704-2287**

# Discrimination ADA/Title VI Complaint Form

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



If yes, please provide any reference information regarding your previous complaint.

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**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 Bullhead City/ Public Transportation Programs**  
**Michael Peluso, Transit Manager**  
**2355 Trane Road, Bullhead City, AZ 86442**  
**(928) 704-2287**  
**transit3@bullheadcityaz.gov**

A copy of this form can be found online at [www.bullheadcity.com](http://www.bullheadcity.com)

# Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

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

**City of Bullhead City/ Public Transportation Programs** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2019**.

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

# Public Participation Plan

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

As an agency receiving federal financial assistance, **City of Bullhead City/ Public Transportation Programs** 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.

- Advertised public announcements through newspapers, fliers, or radio
- Posted the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Hosted public information meetings and or hearings at Bullhead Area Transit Commission quarterly meetings on the first Monday in February, May, August, and November at 5:30 p.m. in the City Council Chambers
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

**City of Bullhead City/ Public Transportation Programs** will make the following community outreach efforts for the **upcoming year**:

- 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.



# You are Invited to attend OPEN HOUSE to discuss

## SITE SELECTION FOR A TRANSIT FACILITY

November 4, 2019 ♦ 3 PM

### Bullhead City Council Chambers 1255 Marina Blvd

Refreshments will be available to attendees. Transit service will still be operating after the event. Attendees will receive a free ride vouchers for the service at the conclusion of the event.

## Call 928-704-2287 for more info

Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, the City of Bullhead City does not discriminate on the basis of race, color, national origin, sex, age or disability. Persons that require a reasonable accommodation, based on language or disability should contact Michael Peluso, Transit Manager at 928-704-2287, (TTY 928-704-0143); email: [mpe@bullheadcity.com](mailto:mpe@bullheadcity.com); or visit our administrative office at 2255 Trans Road, Bullhead City, AZ 86442. Requests should be made as early as possible to ensure the City has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, Ciudad de Bullhead no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieren asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con Michael Peluso, Transit Manager at 928-704-2287, (TTY 928-704-0143); email: [mpe@bullheadcity.com](mailto:mpe@bullheadcity.com); o visito la oficina administrativa en 2255 Trans Road, Bullhead City, AZ 86442. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

RED LINE NORTH FROM BULLHEAD CITY						
Bus Stop Location	Monday thru Friday			Saturday		
	First Bus	Hourly Service	Last Bus	First Bus	Hourly Service	Last Bus
1 The Hub @ Riverside Mall	6:00	6:00	8:00	6:00	6:00	2:00
2 Salvation Army (Palms Rd)	6:05	6:05	8:05	6:05	6:05	2:05
3 D Palms (Ela Howe Dr)	6:07	6:07	8:07	6:07	6:07	2:07
4 Salween	6:10	6:10	8:10	6:10	6:10	2:10
5 Rancho Colorado Blvd	6:13	6:13	8:13	6:13	6:13	2:13
6 Salsmith Community Ctr	6:22	6:22	8:22	6:22	6:22	2:22
7 Third Street/Av. Ave	6:23	6:23	8:23	6:23	6:23	2:23
8 Seventh Street	6:25	6:25	8:25	6:25	6:25	2:25
9 Niles Depot's Club	6:27	6:27	8:27	6:27	6:27	2:27
10 First Street	6:30	6:30	8:30	6:30	6:30	2:30
11 5th Street	6:32	6:32	8:32	6:32	6:32	2:32
12 Third Street/Av. Ave	6:34	6:34	8:34	6:34	6:34	2:34
13 First Street	6:36	6:36	8:36	6:36	6:36	2:36
14 Community Park/ Chamber of Commerce	6:37	6:37	8:37	6:37	6:37	2:37
15 Niles Forge	6:41	6:41	8:41	6:41	6:41	2:41
16 Salween	6:43	6:43	8:43	6:43	6:43	2:43
18 Palms Way	6:45	6:45	8:45	6:45	6:45	2:45
17 Zion Ave/Palms Rd	6:46	6:46	8:46	6:46	6:46	2:46
18 Little Canyon	6:47	6:47	8:47	6:47	6:47	2:47
19 The Hub @ Riverside Mall	6:53	6:53	8:53	6:53	6:53	2:53

GREEN LINE EAST BULLHEAD CITY						
Bus Stop Location	Monday thru Friday			Saturday		
	First Bus	Hourly Service	Last Bus	First Bus	Hourly Service	Last Bus
1 The Hub @ Riverside Mall	6:00	6:00	8:00	6:00	6:00	2:00
2 Sierra Vista/Av. Ave	6:04	6:04	8:04	6:04	6:04	2:04
3 Rio Vista/Av. Ave	6:05	6:05	8:05	6:05	6:05	2:05
4 Rio Vista/Av. Ave	6:06	6:06	8:06	6:06	6:06	2:06
5 Avada Dr/Av. Ave	6:08	6:08	8:08	6:08	6:08	2:08
6 5th Street/Av. Ave	6:10	6:10	8:10	6:10	6:10	2:10
7 6th Street/Av. Ave	6:10	6:10	8:10	6:10	6:10	2:10
8 WYBEC	6:18	6:18	8:18	6:18	6:18	2:18
9 Overlook/Overlook Canyon	6:25	6:25	8:25	6:25	6:25	2:25
10 Canyon Walk/Av. Ave	6:25	6:25	8:25	6:25	6:25	2:25
11 Bullhead Parkway/Landis Dr	6:28	6:28	8:28	6:28	6:28	2:28
12 Aspen Dr	6:29	6:29	8:29	6:29	6:29	2:29
13 Canyon Rd	6:32	6:32	8:32	6:32	6:32	2:32
14 Grand Sky Blvd	6:38	6:38	8:38	6:38	6:38	2:38
15 Avada Canyon Rd	6:39	6:39	8:39	6:39	6:39	2:39
16 Walnut	6:46	6:46	8:46	6:46	6:46	2:46
17 The Hub @ Riverside Mall	6:50	6:50	8:50	6:50	6:50	2:50

ORANGE LINE SOUTH FROM BULLHEAD CITY						
Bus Stop Location	Monday thru Friday			Saturday		
	First Bus	Hourly Service	Last Bus	First Bus	Hourly Service	Last Bus
1 The Hub @ Riverside Mall	6:00	6:00	8:00	6:00	6:00	2:00
2 Riverside/Maricopa Mile	6:02	6:02	8:02	6:02	6:02	2:02
3 Railroad/Lansdale	6:05	6:05	8:05	6:05	6:05	2:05
4 Lansdale/Chandler	6:05	6:05	8:05	6:05	6:05	2:05
5 Via Arroyo/Palms Road	6:06	6:06	8:06	6:06	6:06	2:06
6 Via Arroyo/Mohave Dr	6:07	6:07	8:07	6:07	6:07	2:07
7 Walnut	6:12	6:12	8:12	6:12	6:12	2:12
8 Palms Way/Medical Center	6:14	6:14	8:14	6:14	6:14	2:14
9 Railroad/5th	6:19	6:19	8:19	6:19	6:19	2:19
10 Tropic Av. Av. Ave	6:22	6:22	8:22	6:22	6:22	2:22
11 Midway Community Coll	6:24	6:24	8:24	6:24	6:24	2:24
12 Walnut	6:47	6:47	8:47	6:47	6:47	2:47
13 Maricopa/Maricopa Mile	6:48	6:48	8:48	6:48	6:48	2:48
14 Riverside/Maricopa Mile	6:49	6:49	8:49	6:49	6:49	2:49
15 The Hub @ Riverside Mall	6:51	6:51	8:51	6:51	6:51	2:51

**Reading the Timetables**  
The timetable for each route is shown in the color coordinated schedule. For each bus stop served by the route, the schedule shows:  

- First bus on weekdays
- Minutes past each hour when the route serves each stop
- Last bus on weekdays
- Saturday service

**Please let us at the bus stop 5 to 10 minutes before the scheduled time.**

**Transfers**  
You can transfer between routes to travel throughout Bullhead City. You must pay a fare each time you board a bus, unless you have an onboard ride Daily or Monthly pass.

- All riders must use the Hub @ Riverside Mall on the hour for easy to read timetables.
- Transfers can be made between Orange line and Green line at Walnut.

BLUE LINE WEST BULLHEAD CITY						
Bus Stop Location	Monday thru Friday			Saturday		
	First Bus	Hourly Service	Last Bus	First Bus	Hourly Service	Last Bus
1 The Hub @ Riverside Mall	6:00	6:00	8:00	6:00	6:00	2:00
2 Desert Oasis Medical Center	6:04	6:04	8:04	6:04	6:04	2:04
3 Smith's on Lansdale	6:06	6:06	8:06	6:06	6:06	2:06
4 Commercial Way	6:08	6:08	8:08	6:08	6:08	2:08
5 Plaza Del Rio/Riverside (Palms Dr)	6:09	6:09	8:09	6:09	6:09	2:09
6 Malibu/Chandler	6:11	6:11	8:11	6:11	6:11	2:11
7 Chasman/Mohave	6:12	6:12	8:12	6:12	6:12	2:12
8 Maricopa/Colorado Blvd	6:13	6:13	8:13	6:13	6:13	2:13
9 Colorado/Riverside	6:14	6:14	8:14	6:14	6:14	2:14
10 Rio Vista/Av. Ave	6:15	6:15	8:15	6:15	6:15	2:15
11 Rancho/Vista Way	6:17	6:17	8:17	6:17	6:17	2:17
12 Church/Tropic	6:17	6:17	8:17	6:17	6:17	2:17
13 Tropic/Tropic	6:18	6:18	8:18	6:18	6:18	2:18
14 Rio Vista/Av. Ave	6:19	6:19	8:19	6:19	6:19	2:19
15 Avada/Av. Ave	6:20	6:20	8:20	6:20	6:20	2:20
16 Overlook/Overlook Canyon	6:21	6:21	8:21	6:21	6:21	2:21
17 Wapiti/Av. Ave	6:23	6:23	8:23	6:23	6:23	2:23
18 Overlook/Overlook Canyon	6:24	6:24	8:24	6:24	6:24	2:24
19 Rio Vista/Av. Ave	6:25	6:25	8:25	6:25	6:25	2:25
20 Marina Parkway/Av. Ave Lane	6:27	6:27	8:27	6:27	6:27	2:27
21 Palms Way	6:30	6:30	8:30	6:30	6:30	2:30
22 Churchill/Bullhead	6:32	6:32	8:32	6:32	6:32	2:32
23 Lansdale/Plaza	6:33	6:33	8:33	6:33	6:33	2:33
24 Tropic Av. Av. Ave	6:35	6:35	8:35	6:35	6:35	2:35
25 Av. Ave/Av. Ave	6:35	6:35	8:35	6:35	6:35	2:35
26 City Hall	6:49	6:49	8:49	6:49	6:49	2:49
27 Maricopa/Maricopa Mile	6:51	6:51	8:51	6:51	6:51	2:51
28 The Hub @ Riverside Mall	6:53	6:53	8:53	6:53	6:53	2:53

All times are approximate and may vary due to traffic and weather conditions. All times are shown in regular typeface. PM times are shown in boldface type.

**BULLHEAD CITY**  
ARIZONA'S ROTTENT DESTINATION

**Public Transit in Bullhead City**  
Bus Routes and Schedules  
Paratransit Information & Fares

**(928) 704-2287**  
[www.bullheadtransit.com](http://www.bullheadtransit.com)

EFFECTIVE JANUARY 2, 2020

# Limited English Proficiency Plan

**City of Bullhead City/ Public Transportation Programs** has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **City of Bullhead City/ Public Transportation Programs** 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 Bullhead City/ Public Transportation Programs's** extent of obligation to provide LEP services, the **City of Bullhead City/ Public Transportation Programs** 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 Bullhead City/ Public Transportation Programs** service area who may be served or likely to encounter by **City of Bullhead City/ Public Transportation Programs** program, activities, or services;

Subject	Bullhead City city, Arizona				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	37,243	+/-327	92.9%	+/-1.4	7.1%
Speak only English	83.7%	+/-2.2	(X)	(X)	(X)
Speak a language other than English	16.3%	+/-2.2	56.6%	+/-5.4	43.4%
Spanish or Spanish Creole	14.0%	+/-2.0	55.7%	+/-6.4	44.3%
Other Indo-European languages	1.0%	+/-0.6	77.7%	+/-11.7	22.3%
Asian and Pacific Island languages	0.9%	+/-0.4	39.3%	+/-22.3	60.7%
Other languages	0.4%	+/-0.2	73.8%	+/-24.4	26.2%

- 2) The frequency with which LEP individuals come in contact with an **City of Bullhead City/ Public Transportation Programs** services;

**City of Bullhead City/ Public Transportation Programs's** staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2019** . **City of Bullhead City/ Public Transportation Programs** averages **ONE**contacts per **MONTH**

- 3) The nature and importance of the program, activities or services provided by the **City of Bullhead City/ Public Transportation Programs** to the LEP population.

Public transportation is a vital asset to the community, including the LEP population. Services are coordinated to provide available transit service intending to meet the needs of the population, which were identified in our 2014 Short Range Transit Plan as transportation to and from shopping, work, social activities, and healthcare to enhance the quality of life and promote a sense of community to residents.

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

City of Bullhead City/Public Transportation Programs has a number of LEP assistance resources readily available. In the administrative office, a current member on staff is available to assist with calls for information and is fluent Spanish. Further, all driving staff and dispatching staff have been issued cards to contact interpreter services if needed, and when utilized is an extremely low cost to our agency. Lastly, all of our printed materials are available in both English and Spanish at no additional cost to our agency to provide.

**City of Bullhead City/ Public Transportation Programs** 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**

**City of Bullhead City/ Public Transportation Programs** 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) **City of Bullhead City/ Public Transportation Programs** 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 Bullhead City/ Public Transportation Programs** 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.
- Bilingual or multilingual versions of:
  - System maps and timetables
  - Safety and security announcements
  - Service change announcements

2) **City of Bullhead City/ Public Transportation Programs** has a process to ensure the competency of interpreters and translation service through the following methods:

**City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** 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) **City of Bullhead City/ Public Transportation Programs** provides notice to LEP persons about the availability of language assistance through the following methods:

- Statements in outreach documents that language services are available from the agency.
- Announcements at community meetings
- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at stations
- Agency websites
- Customer service lines

4) **City of Bullhead City/ Public Transportation Programs** monitors, evaluates and updates the LEP plan through the following process:

**City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** will make changes to the language assistance plan based on feedback received. **City of Bullhead City/ Public Transportation Programs** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** 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) **City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** will implement processes for training of staff through the following procedures:

**City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** 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. **City of Bullhead City/ Public Transportation Programs** will implement LEP training to be provided for agency staff. **City of Bullhead City/ Public Transportation Programs** staff training for LEP to include:

- A summary of the **City of Bullhead City/ Public Transportation Programs** responsibilities under the DOT LEP Guidance;
- A summary of the **City of Bullhead City/ Public Transportation Programs** language assistance plan;
- A summary of the number and proportion of LEP persons in the **City of Bullhead City/ Public Transportation Programs** 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 Bullhead City/ Public Transportation Programs** cultural sensitivity policies and practices.

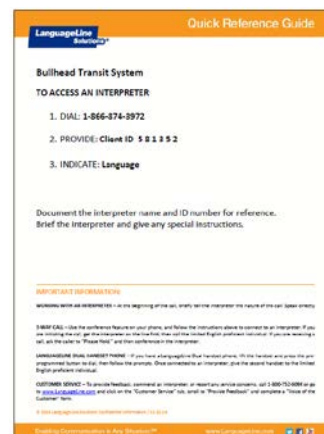


**MOVED!  
TEMPORARY  
BUS STOP  
MOVED!**

Due to a training exercise being held this morning, this stop is temporarily moved. Passengers may board the bus at regularly scheduled times at the horseshoe near building 600. Regular service will resume after 12pm.

Contact our Dispatch office at (928)704-2287 if you have any questions.

Para obtener información en español, por favor llame (928)704-2287



**LanguageLine** Quick Reference Guide

**Bullhead Transit System**

**TO ACCESS AN INTERPRETER**

1. DIAL: 1-866-874-3972
2. PROVIDE: Client ID 5 2 2 5 2
3. INDICATE: Language

Document the interpreter name and ID number for reference. Brief the interpreter and give any special instructions.

**IMPORTANT INFORMATION**

**WORKING WITH AN INTERPRETER** - At the beginning of the call, clearly define interpreter the nature of the call. Speak slowly.

**3 BEST PRACTICES** - Use the preferred name on your phone, and follow the instructions given to connect to an interpreter. If you are waiting for a call, get the telephone number for the Bullhead Area and the Bullhead Regional Authority. If you are waiting to get an interpreter, "Please Hold" and then call back the interpreter.

**LANGUAGE LINE (866) 874-3972** - If you have a language line that is not listed, call the number and give the name and telephone number to the interpreter. Once connected to an interpreter, give the second number to the Bullhead Regional Authority.

**CUSTOMER SERVICE** - To provide feedback, comment on interpreter or staff performance, call 1-800-70-0000 or go to [www.languageinaction.com](http://www.languageinaction.com) and click on the "Customer Service" tab, scroll to "Please Feedback" and complete a "Form of the Customer" form.

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# Non-elected Committees Membership Table

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

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

Body	African American /Black	American Indian/Alaskan Native	Native Hawaiian/Other Pacific Islander	Asian	Hispanic/Latino	White
Population	<b>1.3%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.4%</b>	<b>23.7%</b>	<b>81.9%</b>
Bullhead Area Transit System Commission	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

The Bullhead Area Transit System Commission is comprised of five members appointed by the City Council for two-year staggered terms. Members elect a Chairperson and Vice Chairperson annually who shall serve a term of one year. Members shall serve without pay. Postings on the City’s website, on the City’s local cable broadcast channel TV4, and in the local newspaper advertise openings on the commission. Announcements are also made during televised commission meetings if there are any current vacancies on the commission as well as onboard Transit vehicles.

# Monitoring for Subrecipient Title VI Compliance

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

**City of Bullhead City/ Public Transportation Programs** does **not** monitor subrecipients for Title VI compliance.

# Title VI Equity Analysis

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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 Bullhead City/ Public Transportation Programs** has no current or anticipated plans to develop new transit facilities covered by these requirements

# Fixed Route Transit Provider Analysis

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

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

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

## 1) Vehicle Load for Each Mode

The average ratio of passengers to seats on fixed route service provided by City of Bullhead City/Public Transportation Programs is 3:5. The average ratio for each individual route is as follows:

Red Line – 4:5  
Blue Line – 3:5  
Green Line - 2:5  
Orange Line – 3:5

## 2) Vehicle Headway for Each Mode

Vehicle headways for fixed route service provided by City of Bullhead City/Public Transportation Programs are one hour.

## 3) On Time Performance for Each Mode

The weighted system average of on-time performance for City of Bullhead City/Public Transportation Programs fixed route system is 82 percent which means that 89 percent of all observed departures on all lines departed within zero to five minutes of their scheduled departure time.

## 4) Service Availability for Each Mode

All four of the fixed route services operate during the same hours of the day and week, 6:00 AM – 7:00 PM Monday through Friday and 8:00 AM – 3:00PM on Saturday. The routes have been designed to cover the four cardinal directions of the city (north, south, east, and west) to ensure the largest area and majority of members of the community have reasonable access to transit service and that popular and significant destinations are readily and easily accessible for anyone looking to use the service.

## 5) Transit amenities for each mode

Trash receptacles are available at most stops, Trash receptacles are on all transit vehicles. Shelters with bench seats are available at our most heavily used stops. Bus stop signs are located at all stops with posted information for those individual stops. Riders guide with route maps are available on all transit vehicles.

6) Vehicle assignments for each mode

Vehicles are assigned to routes based on several different factors. Primarily, vehicles are assigned on specific routes based on the replacement schedule for all vehicles so that appropriate mileage can be calculated for when a vehicle will need to be replaced. Vehicles are also assigned to routes in an effort to coordinate vehicle maintenance services making effective use of scheduled services brakes and route end times.

# Board Approval for the Title VI Plan

## RESOLUTION NO. 2022R-29

**A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF BULLHEAD CITY, ARIZONA, ADOPTING THAT CERTAIN DOCUMENT ENTITLED TITLE VI IMPLEMENTATION PLAN AND AUTHORIZING ITS USE FOR GUIDING THE DELIVERY OF PUBLIC TRANSPORTATION PROGRAMS.**

**WHEREAS**, the Bullhead Area Transit System is a public transit agency that receives federal funds from the Federal Transit Administration (FTA) through the Arizona Department of Transportation (ADOT); and

**WHEREAS**, transit agencies receiving federal funds are required to certify that a policy and complaint process have been established to assure compliance with Title VI of the Civil Rights Act of 1964, Civil Rights Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) and related statutes and regulations in all programs and activities; and

**WHEREAS**, Title VI requires that “no person shall on the grounds of race, color, national origin, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination” under City of Bullhead City/Public Transportation Programs or other activity for which ADOT and its sub-recipients receive federal financial assistance; and

**WHEREAS**, the Bullhead Area Transit System has formulated a Title VI Implementation Plan that provides an operational framework for the implementation of and compliance with Title VI of the Civil Rights Act of 1964, Civil Rights Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA) and related statutes and regulations in all programs and activities in providing nondiscriminatory public transportation service;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the Mayor and members of the City Council hereby approve the attached “City of Bullhead City/Public Transportation Programs 2022” and its use for guiding the delivery of public transportation service.

**APPROVED AND AUTORIZED** by the Mayor and City Council of the City of Bullhead City, Arizona, this 6<sup>th</sup> day of June, 2022.

By: Tom Brady  
Tom Brady, Mayor

ATTEST:

APPROVED AS TO FORM:

By: Susan Stein  
Susan Stein, City Clerk

(SEAL)

By: Garnet K. Emery  
Garnet K. Emery, City Attorney