

Attachment A

2024-2027 Title VI Plan Update – Summary of Changes

FTA Circular 4702.1B (Title VI Requirements and Guidelines for Federal Transit Administration Recipients) requires that the plans, policies, and items listed in the table below be included in each federal-funding recipient’s Title VI Plan and updated as necessary every three years.

Plan/Policy/Item	2024 Plan Update
Title VI Notice to the Public	No Update Necessary
Title VI Compliant Policy and Procedures	No Update Necessary
List of Title VI Investigations, Complaints and Lawsuits	Updated
Inclusive Public Participation Plan	No Update Necessary
Language Assistance Plan	Updated
Demographic Data	Updated
System-Wide Service Standards and Policies	Updated
Monitoring Transit Services	Updated
Major Service Change and Equity Policy	No Update Necessary
Fare Equity Policy	No Update Necessary
Service and/or Fare Change Analysis	Updated
Table Depicting the Non-Elected Planning Boards, Advisory Councils, or Committee Membership	Updated
Minutes for the Governing Body Approval of the Title VI Program Update	To Be Updated upon Council Approval

The Public Transit Department (PTD) has reviewed this list of elements for triennial Title VI Plan updates necessary to comply with current FTA requirements. Below is a summary of PTD’s analysis for each plan, policy, and item:

- **Title VI Notice to the Public:** The notice was determined to fully comply with FTA guidance. No update is necessary.
- **Title VI Compliant Policy and Procedures:** The complaint policy and procedures were revised in 2021 to address comments received from the FTA during a routine triennial review, including updates for streetcar service complaints. It was determined that they do not presently require further updates.
- **List of Title VI Investigations, Complaints, and Lawsuits:** This list of Title VI complaints filed in the last three years was reviewed and updated.
- **Inclusive Public Participation Plan:** The plan was revised in 2021 to reflect current methodologies for reaching and communicating with the public and stakeholders. Upon review, it was determined that updates are not needed.
- **Language Assistance Plan:** With regard to the population in our region that is considered “Limited English Proficient” (LEP), the plan was updated to reflect the demographic data on the languages spoken and the population size that speaks English less than “very well.” There are 12 languages and language groups (representing more than 50 different languages) that meet FTA’s definition of an LEP population. The City of Phoenix’s website has the ability to translate content

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into 243 languages. The Spanish-speaking population remains the main LEP population and the one for which vital documents are translated.

- **Demographic Data:** The data was updated with information from the latest American Community Survey.
- **System-Wide Service Standards and Policies:** The standards and policies were revised in 2021 to add streetcar service and include a vehicle load factor for off-peak service per FTA's guidance. These items were determined in need of current updates for on-time performance.
- **Monitoring Transit Services:** These services were reviewed and updated to include service to the new Thelda Williams Transit Center (Metrocenter).
- **Fare Equity Policy:** The policy was updated in 2021. In reviewing of that policy, no present updates are required.
- **Service and/or Fare Change Analysis:** A Title VI analysis was performed for all proposed service changes that are considered "major" and for all proposed fare changes since 2021. This analysis has been updated regarding those changes.
- **Table Depicting the Non-Elected Planning Boards, Advisory Councils, or Committee Membership:** This table has been updated to reflect the current members of the boards and management committees.
- **Minutes for the Governing Body Approval of the Title VI Program Update:** These minutes will be updated upon Council approval of the new Title VI Plan.