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Title VI Implementation Plan

October 1, 2024 -September 30,2027

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Title VI Policy Statement

The ACCEL policy assures full compliance with Title VI of the Civil Rights act of 1964, the 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. Title VI states that "no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any ACCEL sponsored program or activity. There is no distinction between the sources of funding.

ACCEL also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, ACCEL will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When ACCEL distributes Federal-aid funds to another entity/person, ACCEL will ensure all subrecipients fully comply with ACCEL Title VI Nondiscrimination Program requirements. The CEO has the authority as Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

__Veronica Sas_____
Veronica Sas, CEO

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Title VI Notice to the Public

Notifying the Public of Rights Under Title VI
ACCEL

ACCEL 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. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with ACCEL.

For more information on ACCEL's civil rights program, and the procedures to file a complaint, contact the Transportation Coordinator: 602.995.7366 or email agill@accel.org; or visit our administrative office at 10251 N. 35th Avenue, Phoenix, AZ 85051. For more information, visit www.accel.org.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 602-997-2331. Para información en Español llame: 602-997-2331.

Notifying the Public of Rights Under ADA

ACCEL operates its programs and services without regard to disability in accordance with the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under ADA may file a complaint with the ACCEL.

For more information on the ACCEL's civil rights program, and the procedures to file a complaint, contact Ashley Gill: 602-997-2331 or agill@accel.org; visit our administrative office at 10251 N. 35th Avenue, Phoenix, Arizona, 85051; or contact ACCEL via the website at www.accel.org.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: ADA Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 602-997-2331. Para información en Español llame: Juana Rodriguez, 602-997-2331.

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Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI
ACCEL

ACCEL *(y sus subcontratistas, si cualquiera)* asegura complir con el Título VI de la Ley de los Derechos Civiles de 1964. 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 la ACCEL's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Ashley Gill, 602.997.2331, or agill@accel.org; contacte Accel en Español, 602-997-2331, o visite nuestra oficina administrativa en 10251 N. 35th Avenue, Phoenix, AZ 85051. Para obtener más información, visite www.accel.org

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

Notificación al Público de los Derechos Bajo ADA

ACCEL opera sus programas y servicios sin tener en cuenta la discapacidad de acuerdo con la Ley de Estadounidenses con Discapacidades (ADA) de 1990, Sección 504 de la Ley de Rehabilitación de 1973. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo ADA puede presentar una queja ante la ACCEL.

Para obtener más información sobre el programa de derechos civiles de ACCEL y los procedimientos para presentar una queja, comuníquese con Ashley Gill: 602-997-2331 o agill@accel.org; visite nuestra oficina administrativa en 10251 N. 35th Avenue, Phoenix, Arizona, 85051; o comuníquese con ACCEL a través del sitio web en www.accel.org.

Un denunciante puede presentar una queja directamente con el Departamento de Transporte Público de la Ciudad de Phoenix o la Administración Federal de Tránsito (FTA) presentando una queja directamente en las oficinas correspondientes de Derechos Civiles: Departamento de Transporte Público de la Ciudad de Phoenix: ATTN: Coordinador de ADA, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Coordinador del programa Título VI, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: Transportation Coordinator's office located at 3310 W. Cheryl Drive, Suite C-103 in Phoenix, Arizona, 85051. This notice is also posted online at www.accel.org

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Title VI Complaint Procedures

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

Someta la forma y cualquier información adicional a:

ACCEL Chief Executive Officer
Veronica Sas
10251 N 35th Ave.
Phoenix, AZ 85051
602.995.7366

The complainant will be contacted by the Chief Operating Officer or CEO and the proposed resolution will be provided to the complainant within 60 days. If the complainant wishes to appeal the decision, the complainant may contact Veronica Sas, ACCEL CEO, at 602-995-7366.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.

If information is needed in another language, contact 602-997-2331. Para información en Español llame: Ashley Gill, 602-997-2331.

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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

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 Title VI complaint with this agency?	☐Yes	☐No

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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:

ACCEL Transportation Coordinator
10251 N 35th Ave.
Phoenix, AZ 85051
602-301-0452
agill@accel.org

A copy of this form can be found on www.accel.org

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Forma Para Poner una Queja
(De Acuerdo Al Título VI)

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza/Color (Especifique) _____ Nacionalidad (Especifique) _____
Sexo (Especifique) _____ Edad (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

_____
_____
_____
_____
_____

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Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

_____
_____
_____
_____
_____

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Estatal _____ Corte Federal ____
Agencia Local _____ Agencia Estatal_____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono(Casa): _____
Teléfono (Trabajo): _____

Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.

_____ _____
Firma de la Persona que presenta la queja Fecha

Número de Anexos: _____

Someta la forma y cualquier información adicional a:
Transportation Coordinator

10251 N 35th Ave
Phoenix, AZ 85051
602-301-0452
agill@accel.org

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Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
Lawsuits				
1)				
Complaints				
1)				

☒ ACCEL has not had any Title VI complaints, investigations, or lawsuits in 2020.

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ADA-Related Service Complaint Process

ACCEL welcomes comments, complements, and complaints from customers on their experiences using ACCEL services. Customer input helps us identify areas needing improvement, and commendations are always appreciated.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to ACCEL policies by the Ashley Gill.

To file an ADA-related service complaint, customers may contact ACCEL using any of the following methods:

- **Via Mail to:**
  ACCEL
  10251 N 35TH Ave
  Phoenix, AZZ85051
- **Via Phone**
- **602-995-7366**
- **Via OCTA Website**
  www.Accel.org
- **Via Email**
  agill@accel.org
  ACCEL will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment data base, which documents every complaint received and all related follow-up activities. Customers with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day ACCEL receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call Ashley Gill at 602-997-2331 to obtain the confirmation/tracking reference number.

Responsible ACCEL operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by Ashley Gill after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations will provide a written reply to the customer, to the contact address provided,

within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the customer within ninety (90) days.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.

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ACCEL

Americans with Disabilities Act

and Section 504 of the Rehabilitation Act of 1973 Discrimination Complaint Form

Instructions: If you believe ACCEL has engaged in discrimination against one or more persons based on medical condition or disability, please fill out this form completely, sign, and return to the address on the next page.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. Call 602-995-7366 for assistance.

Name of Complainant:

Address: City: State: Zip Code:

Home Phone: Business Phone:

Person Discriminated Against:
(if other than the complainant)

Addres: City: State: Zip Code:

Home Phone: Business Phone:

What date did the discrimination occur?

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated (use additional space on the next page if necessary):
Has a complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court? Yes ☐ No ☐

If yes, Agency or Court:

Contact Person:

Address:

City: State: Zip Code:

Phone Number: 602-997-2331

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10251 N 35TH AVE
PHOENIX, AZ 85051
Or by email at agill@accel.org
Phone: 602-997-2331

ACCEL

Formulario de reclamo por discriminación de la Ley de Estadounidenses con Discapacidades (ADA) y Sección 504 de la Ley de Rehabilitación de 1973

Instrucciones: Si usted considera que la ACCEL, por sus siglas en inglés) cometió discriminación en contra de una o más personas, en base a una enfermedad o discapacidad, por favor llene este formulario por completo, fírmelo y envíelo a la dirección que aparece en la siguiente página.

Otros medios para presentar reclamos, como por ejemplo entrevistas personales o una grabación del reclamo, estarán disponibles para las personas con discapacidades, a petición previa. Para obtener asistencia, llame al 602-995-7366

Nombre del demandante:

Dirección:

Ciudad: Estado: Código postal:

Teléfono residencia: Teléfono trabajo:

Nombre de la víctima de discriminación:
(Si es distinto al del demandante)

Dirección:

Ciudad: Estado: Código postal:

Teléfono residencia: Teléfono trabajo:

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¿En qué fecha ocurrió el acto de discriminación?

Describa los actos de discriminación, suministrando el (los) nombre(s), de ser posible, de los individuos responsables de los actos discriminatorios (use el espacio adicional en la siguiente página de ser necesario):

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10251 N 35TH AVE
PHOENIX, AZ 85051
Or by email at agill@accel.org
Phone: 602-997-2331

resentó el reclamo ante otra oficina del Ministerio de Justicia o algún tribunal u organismo de derechos civiles federal, estatal o local? Sí ☐ No ☐

En caso afirmativo, indique organismo o tribunal:

Persona de contacto:

Dirección:

Ciudad: Estado: Código postal:

Teléfono:

Fecha de presentación del reclamo:

Espacio adicional para las respuestas:

Firma: Fecha:

Por favor envíe el formulario a:
ACCEL

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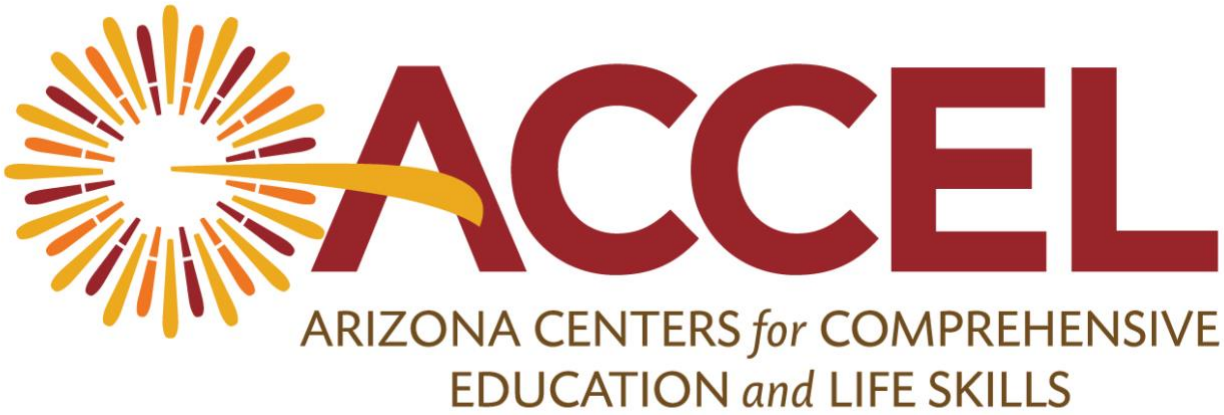
10251 N 35TH AVE
PHOENIX, AZ 85051

o por correo electrónico agill@accel.org

Teléfono: 602-997-2331

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ACCEL Public Participation Plan



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ACCEL is engaging stakeholders in its transportation planning and decision-making processes. Stakeholders will be invited to participate in the process whether through meetings or surveys. As an agency receiving federal financial assistance, ACCEL made the following community outreach efforts:

Through the ISP (Individual Support Plan) process, ACCEL discusses transportation with each member and any responsible party quarterly to determine need. ACCEL also provides every member with contact information to discuss transportation needs and issues.

ACCEL is listed through DES/DDD to provide non-emergency transportation services and provides information about non-emergency transportation services to families that are within our service area.

In the upcoming year ACCEL will make the following community outreach efforts:

ACCEL will meet with each stakeholder and any responsible party quarterly, or as the need arises.

Public Meetings:

(1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.

(2) When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.

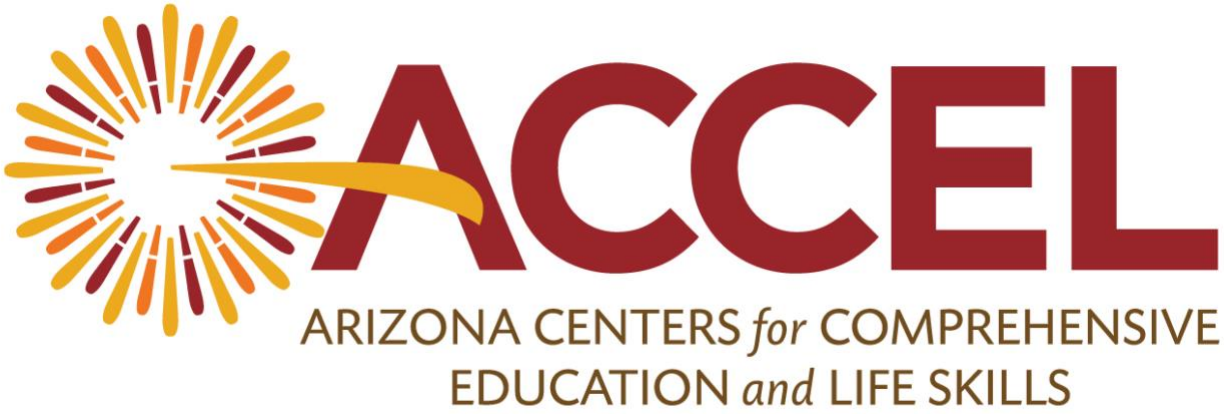
(3) Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

ACCEL submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

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ACCEL

Limited English Proficiency Plan



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ACCEL has adopted the City of Phoenix Language Assistance Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to ACCEL 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.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested. Spanish translation services are available by phone at 602-995-7366 or 602-997-2331.

ACCEL will offer language assistance to members who have limited English proficiency, at no cost to them, to facilitate timely access to transportation services. ACCEL will ensure availability of qualified staff interpreters or interpreter agencies that can provide language assistance. All members will be informed of the availability of language assistance services clearly and in their preferred language, verbally and in writing. ACCEL will ensure all members understand these provisions. ACCEL will ensure that all agency interpreters are qualified.

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Safe Harbor Provision

ACCEL 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
(2) Complaint Procedures
(3) 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) Non-emergency Transportation Schedules
(5) Route Changes
(6) Public Hearings

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Non-elected Committees Membership Table

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population	67%	16%	12%	2%	3%
ACCEL Board of Directors	86%	0%	14%	0%	0%

ACCEL strives to ensure the participation of minorities on its Board of Directors. ACCEL is currently working with the American Indian Chamber of Commerce and the Black Chamber of Commerce to identify potential minority members.

☒ ACCEL does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

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Title VI Equity Analysis

ACCEL has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 2014.

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Board Approval for the Title VI Program

Board approval at the next meeting in ___Nov_____ of 2026.

Chris Duncan

_____

Board Chair Name (Print)

DocuSigned by:

_____ 11/18/2026

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Board Signature _____/____/_____