



Parking & Transportation  
Services

# *Disability Cart Service Title VI Implementation Plan*

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# Executive Summary

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The University of Arizona Parking and Transportation Services (PTS) is a self-sustained, non-profit parking and alternative transportation services operation that has been in operation since 1985. The Disability Cart Service is a section of PTS. The Disability Cart Service is a free demand-response transit operation specifically designed to meet the transportation needs of temporarily and permanently disabled staff, students, and visitors requiring assistance to move throughout the approximately 347 acres of campus and its 390 buildings.

The Disability Cart Service is an extension of the University of Arizona Cat Tran, a fixed route transportation service that operates both on and off campus and is wheelchair-accessible. Cat Tran vehicles cannot directly access some buildings on campus due to the campus layout and vehicle restrictions, preventing door-to-door service critical to many disabled and elderly individuals. The Disability Cart Service utilizes electric vehicles (golf carts) that can navigate the crowded areas of campus that are not accessible by other vehicles, thereby providing this critical need. Both Disability Cart Service and Cat Tran provide free rides to eligible participants on campus. Disability Cart Service is also vital to users of Sun Tran, Sun Link, and Sun Van paratransit services. These services focus on getting customers to campus, but cannot always access the customer's final destination due to the campus layout and vehicle restrictions.

The University of Arizona PTS Disability Cart Service has been a 5310 grantee since 2005.

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

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

## Type of Funding Requests? (Select all that apply)

- ☐ Vehicle Funds
- ☐ Operating Funds
- ☒ Other (please explain)\_\_\_\_\_ Capital funds

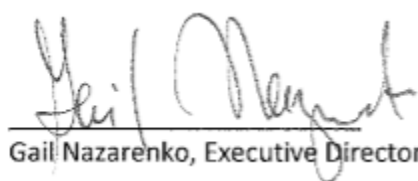
# Non Discrimination Policy Statement

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The UA PTS Disability Cart Service 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 UA PTS Disability Cart Service sponsored program or activity. There is no distinction between the sources of funding.

UA PTS Disability Cart Service 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 UA PTS Disability Cart Service will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When UA PTS Disability Cart Service distributes Federal-aid funds to another entity/person UA PTS Disability Cart Service will ensure all subrecipients fully comply with UA PTS Disability Cart Service Title VI Nondiscrimination Program requirements. The President of University of Arizona has delegated the authority to Jessica Hersh-Ballering, UA PTS Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Gail Nazarenko, Executive Director Parking & Transportation Services (Interim)

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA UA PTS Disability Cart Service

The UA PTS Disability Cart Service 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 UA PTS Disability Cart Service or the UA Office of Institutional Equity. (The Office of Institutional Equity maintains the UA's Nondiscrimination and Anti-harassment Policy, which prohibits discrimination on the basis of these and additional protected categories. For a complete list of protected categories, please visit OIE's website at [www.equity.arizona.edu](http://www.equity.arizona.edu).)

For more information on the UA PTS Disability Cart Service's civil rights program, and the procedures to file a complaint, contact Jessica Hersh-Ballering at 520-626-2458, (TTY **520-626-7275**); email [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu); or visit our administrative office at 1117 E Sixth Street Tucson, AZ 85721. For more information about the UA PTS Disability Cart Service, as well as information about Title VI and filing complaints, visit <https://parking.arizona.edu/campus-services/disability-cart-service/>. For more information about the UA's Nondiscrimination and Anti-harassment Policy, which protects on the basis of race, color, national origin, disability and other categories, and for information about filing discrimination complaints, visit <https://equity.arizona.edu/>.

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 520-621-1108. Para información en Español llame: 520-621-1108

# Non Discrimination Notice to the Public - Spanish

## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA UA PTS Disability Cart Service

UA PTS Disability Cart Service (*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 provehidos sin consideración a su raza, color, o país de origen. (La Oficina de Equidad Institucional sigue la norma de no discriminación y anti acoso de la Universidad de Arizona. Esta norma prohíbe la discriminación teniendo como base estas categorías y protege categorías adicionales. Para obtener una lista completa de las categorías protegidas, visite el sitio web de la OIE en [www.equity.arizona.edu](http://www.equity.arizona.edu).)

Para obtener más información sobre la UA PTS Disability Cart Service's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Jessica Hersh-Ballering, Title VI Coordinator, 520-626-2458, (TTY **520-626-7275**); o visite nuestra oficina administrativa en 1117 E Sixth Street Tucson, AZ 85721. Para obtener más información acerca de la norma de no discriminación y anti acoso de la Universidad de Arizona, la cual protege discriminación por raza, color, nacionalidad, discapacidades y otras categorías, y para más información sobre como presentar quejas por discriminación, visite <https://equity.arizona.edu/>.

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente 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 Ave., SE Washington DC 20590

*The above notice is posted in the following locations:*

- UA PTS Disability Cart Service Office

*This notice is posted online at <https://parking.arizona.edu/campus-services/disability-cart-service/>*

# Non Discrimination 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 UA PTS Disability Cart Service, 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. Because UA PTS Disability Cart Service is part of the University of Arizona, Title VI complaints will be handled by the University of Arizona's Office of Institutional Equity. [UA's Office of Institutional Equity (OIE) may also accept complaints of discrimination based on sex, pregnancy, age, sexual orientation, gender identity, veteran status, genetic information and retaliation. Concerned individuals may contact OIE directly at [email@equity.arizona.edu](mailto:email@equity.arizona.edu) or (520) 621-7806].
- (2) Complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination, whether continuous in nature or a single action, or within 180 days of the date the alleged discrimination became known to the complainant(s).
- (3) Complaints must be in writing and signed by the complainant(s) and must include the name, address and phone number of each complainant. The UA PTS Title VI Program Coordinator may assist a complainant with documenting the issues and is available, in person, if necessary.
- (4) *Allegations* received by the UA PTS Title VI Program Coordinator via fax or e-mail will be processed as a complaint, upon receipt of a completed complaint form. (A potential complainant may request transmission of a complaint form.) Processing of such a complaint requires that, ultimately, a signed copy of the completed form be emailed back to PTS at [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu). PTS will notify the individual making allegations that a complaint form must be filed for allegations to be considered.
- (5) Allegations received by telephone will be summarized by the UA PTS Title VI Program Coordinator in written form and transmitted to the complainant by preferred method, as available, for confirmation or revision, along with a complaint form, to be filled out by the complainant. Processing of such a complaint requires that, ultimately, a signed copy of the completed form be faxed or emailed back to PTS at [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu).
- (6) Once a complaint is submitted to PTS, PTS will transmit it to the UA Office of Institutional Equity (OIE) for investigation. All filers will be notified by OIE of OIE's receipt of the form and informed

that the complaint will be investigated. The official date of filing is the date of OIE's receipt of the complaint from PTS; PTS will submit all complaints to OIE on the same day it is received.

- (7) Potential complainants who bring Title VI-based concerns about PTS Cart Services directly to the UA Office of Institutional Equity (OIE) will have the option to file using OIE's complaint form *or* the form issued by PTS. OIE will make appropriate referrals to the UA PTS Title VI Program Coordinator, if the complainant elects to use the PTS-issued form. OIE will follow the same investigative processes regardless of the filing method.
- (8) UA PTS Disability Cart Service will notify the ADOT Civil Rights Office of ALL filed discrimination complaints within 72 hours of PTS' receipt of the complaint, via telephone at 602-712-8946 or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (9) The UA Office of Institutional Equity (OIE) will complete investigations within 90 days of filing. If, at any time, OIE requires more information to resolve the case, OIE may contact the complainant, with the expectation that the complainant will timely provide the requested information. A failure to comply with requests for additional information may reasonably affect the outcome of any investigation.
- (10) Upon conclusion of the investigation, OIE will contact the complainant with a closure letter to notify her/him both of the closing of the investigation and of the finding, whether a "Policy Violation Finding" or a "No Policy Violation Finding." This letter/email will reiterate the allegations and include a limited explanation of the findings.
- (11) The UA Office of Institutional Equity will also provide a copy of the closure letter to the UA PTS Title VI Program Coordinator who will, in turn, submit a copy of the same letter to ADOT within 72 hours of PTS's receipt of the letter.
- (12) A complainant dissatisfied with the services provided by the UA Office of Institutional Equity or UA PTS 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
- (13) A copy of these procedures can be found online at: <https://parking.arizona.edu/campus-services/disability-cart-service/>

If information is needed in another language, contact 520-621-1108. Para información en Español llame: 520-621-1108.



# Discrimination Complaint Form - English

<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:

UA PTS Disability Cart Service, Title VI Coordinator  
1117 E 6<sup>th</sup> Street Tucson, AZ 85721  
520-626-2458

A copy of this form can be found online at <https://parking.arizona.edu/campus-services/disability-cart-service/>

# Discrimination Complaint Form - Spanish

*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: \_\_\_\_\_

Correo Electrónico: \_\_\_\_\_

Teléfono(Casa): \_\_\_\_\_ Teléfono (Trabajo): \_\_\_\_\_

## Persona a la que se discriminó (si es alguien que no es 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 \_\_\_\_\_

☐ Nacionalidad (Especifique) \_\_\_\_\_

☐ Color (Especifique) \_\_\_\_\_

☐ Discapacidad (Especifique) \_\_\_\_\_

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

\_\_\_\_\_

## ¿En dónde sucedió la discriminación?

\_\_\_\_\_

## ¿Cuáles es el nombre y título de la persona(s) que usted siente que cometió la discriminación contra usted (si lo sabe)?

\_\_\_\_\_

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

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

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**Si 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 Federal  
Agencia Estatal  
Corte Estatal  
Agencia Local

**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 incluir cualquier material escrito u otra información que usted crea que es importante para probar su queja.**

\_\_\_\_\_  
Firma de la Persona que presenta la queja Fecha

Número de anexos: \_\_\_\_\_

Someta la forma y cualquier información adicional a:

ADOT Civil Rights Office  
CivilRightsOffice@azdot.gov  
ATTN: ADA/Title VI Nondiscrimination Program Coordinator  
206 S. 17th Avenue, Mail drop 155A  
Phoenix, AZ 85007  
Phone: 602.712.8946  
Fax: 602.239.6257 www.azdot.gov

# Discrimination Investigations, Complaints, and Lawsuits

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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 or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

X UA PTS Disability Cart Service has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2017 or 2018.

## Public Participation Plan

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Parking & Transportation  
Services

# *Disability Cart Service Public Participation Plan*

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The Disability Cart Service is a program of the University of Arizona Parking and Transportation Services, an auxiliary department of the University of Arizona. The Disability Cart Service is a free demand-response transit operation specifically designed to meet the transportation needs of temporarily and permanently disabled staff, students, and visitors requiring assistance to move throughout the approximately 347 acres of campus and its 390 buildings. As such, it complies with University of Arizona policies and procedures, as well as the FTA.

UA PTS Disability Cart Service solicits feedback and comments from users, staff, funders, and the broader campus community for ideas on how to improve the existing service provided. The feedback is requested through online feedback forms that are available on our website (<https://parking.arizona.edu/about/comments/>) at any time.

In addition, UA PTS staff attend regular monthly meetings of the University of Arizona Community Relations Committee, which facilitates discussion about transportation and other issues between University of Arizona and surrounding community representatives.

In the upcoming year UA PTS Disability Cart Service will make the following community outreach efforts:

- Annual attendance at University of Arizona New Student and Transfer Student Orientations.
- Distribution of materials advertising the UA PTS Disability Cart Service at popular campus locations throughout the year.

## Public Documents

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UA PTS Disability Cart Service Advertisement





Rack Card (Front and Back)

INDEX			INDEX (cont.)			INDEX (cont.)		
Abrams (Family Practice Unit)	204	(D2)	Faculty Office (AHSC)	220	(E1)	Narago	60	(D7)
Administration	66	(D5)	Flanigan	91	(E3)	Negroni	40	(E5)
AME (Aerospace & Mech. Eng.)	119	(E4)	FM AHSC	461	(D2)	Nizang	201	(E3)
Animal and Comparative			FM Warehouse	215	(D7)	Old Main	21	(E3)
Biomedical Sciences	90	(E6)	Folios	36	(E8)	Ortho ILC	70	(D5)
Apache	2	(D7)	Germino	432	(A6)	Park Ave. Garage	116	(B4)
Art and Museum of Art	84	(A7)	Gib	8	(D5)	Park Student Union	87	(A6)
AZ Health Sciences Center (AHSC)	201	(D2)	Gillings	93	(E3)	PKS (Physics Atmospheric Sciences)	81	(B6)
Arizona	201	(D2)	Gold-Simpson	77	(B6)	Pharmacy	207	(E3)
ASRC Library	201A	(D2)	Graham	53	(D6)	Pima	135	(E4)
Arbol de la Vida	132	(A7)	Greenlee	52	(D6)	Pinel	59	(D7)
Arizona Stadium	58A	(D6)	Hardbanger	11	(E3)	Public	100	(D4)
Arizona State Museum	26	(B5)	Harvill	76	(B4)	Penada San Pedro	122	(D6)
AZ 'S' Museum South	30	(B6)	Hazy (Audiology)	80A	(B6)	Psychology	68	(D5)
Babcock	151	(E4)	Herring	35	(E6)	PTA (Parking & Trans. Services)	181	(E7)
Banner UMC			Highland Commons (Campus Health & Disability Resource Center)	95	(E7)	Pueblo de la Ciénega	121	(D6)
Banner	45B	(E5)	Highland Ave. Garage	190	(D3)	RLAS (Dis. Life Auxiliary Services)	131	(A7)
Bartlett	136	(D5)	Hillbrand Aquatic Center	96A	(F4)	RAE (Radiology Medical Research)	211	(E1)
Bell Center	134	(E4)	Hillbrand Stadium	93C	(E3)	RBI (Bogers Inclusive Hall)	177	(E4)
Beer Down Gym	56	(D6)	Hogg	17	(D8)	Robinson Tennis Center	93B	(E3)
Bio-Sciences East	41	(E3)	Huachuca	79	(A6)	Robby Gymnastics	96B	(E3)
Bio-Sciences West	88	(B7)	Jefferson Gymnasium	140	(D6)	Sagario	33	(B6)
Biomedical Research Lab	209	(E2)	Jimmie Field	077	(F7)	Salmon	221A	(D2)
Bookstore	19	(E5)	Kalish	79A	(A6)	Sancti Stadium	62	(E6)
BUMC East Garage			Katling	240	(E3)	Santa Cruz	50	(D7)
BUMC North Garage			Koffler	113	(E6)	SALT Center	136	(D5)
BUMC North West Garage			Kuper (Space Sciences)	92	(E5)	Schaefer (CCP)	150	(B4)
CAPLA West	75	(B4)	La Aldea	85A	(A6)	Schaefer Poetry Center	150	(D4)
CAPLA East	75A	(E4)	Law	176	(E4)	Science Library	54	(D6)
CALS Greenhouse	180	(E7)	Learning Services Building	105	(D4)	Second St. Garage	134	(E5)
Centennial	29	(B6)	Levy Cancer Center	222	(E2)	Shantz	38	(E6)
CELS	24	(B5)	Library, Main	55	(D6)	SHELL	61	(D4)
Chavez	21	(E3)	Library, Science & Engineering	54	(D6)	Sierra	24	(D4)
CHRP	46	(E5)	Life Sciences North	221	(E3)	Sky View Apartments	180	(E7)
CHRP AHSC	205	(D2)	Life Sciences South	106	(B6)	Slonaker	6	(B5)
Chemical Sciences	44	(E4)	Likins	131	(D7)	Social Sciences	27	(B6)
Chemistry	41	(E3)	Lowell-Klevers	96C	(E6)	Sonett (Space Sciences)	63	(D5)
Cherry Ave. Garage	115	(B5)	Main Gate Garage	159	(A5)	Sonora	83	(A7)
Civil Engineering	72	(E5)	Main Library	55	(D6)	South	32	(B6)
Cochise	31	(B6)	Manzanita	7	(B4)	South Stadium Garage	138	(E7)
Cocconino	5	(B5)	Maricopa	9	(B5)	Steele Sacre	073	(D7)
Colonia de la Paz	118	(D6)	Marley	107	(E6)	Steward Observatory	65	(D5)
Communications	25	(B5)	Marshall	158B	(B5)	Student Recreation Center	117	(D7)
Computer Center	73	(E4)	Marx	17	(E6)	Student Union Memorial Center	17	(E5)
Concho	559	(E2)	Math	89	(E6)	Suede Johnson	109	(D4)
Concho Center	433	(B5)	Math East	45	(E5)	Tennis Facility	93A	(E6)
Concho (Central Refrigeration Plant)	85	(A7)	Math Lab	89A	(E6)	Transit Hub	110A	(E6)
CRP (Central Refrigeration Plant)	174	(B5)	McClendon	108	(A4)	Transit Garage	160	(A6)
DeConcini ENRB	120	(B7)	McClendon Park	78	(B6)	Udall Center	483	(A4)
Donaghy	28	(B6)	McKale Memorial Center	96	(E6)	University Services	158	(A5)
Donaghy Children's Medical Center	28	(B7)	Medical Research	241	(E3)	Vel. Sci. & Microbiology	101	(E5)
Drachman Institute	202	(E3)	Mental (Optical Sciences)	12	(E5)	Visitor Center	412	(A5)
Drama	3	(B4)	Minor Lab	61	(E7)	Vital Arts Graduate Research Lab	197	(B9)
Drama Addition	3A	(B4)	Modern Languages	67	(D5)	Villa Del Puente	121	(D7)
ECE	104	(E4)	Mohave	7A	(B5)	Womens Studies	438	(A5)
Education	69	(D5)	MUI	225	(E1)	Yonagui	34	(E5)
El Portal	182	(D7)	Music	4	(B4)	Yuma	10	(E5)
Eller Theater	90	(E5)	Music Addition	4A	(B4)			
Engineering	20	(E5)						
ENR2	137	(B9)						
Esquire Apts.	420	(B9)						

## DISABILITY CART SERVICES



[parking.arizona.edu/dcs](http://parking.arizona.edu/dcs)

Disability Cart Service: (520)626-2278  
Disability Resource Center: (520)621-3268  
Campus Health: (520)621-2488



Service Map (Exterior and Interior)

## Limited English Proficiency Plan

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Parking & Transportation  
Services

# Disability Cart Service

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*Limited English Proficiency Plan*

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UA PTS Disability Cart Service 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 UA PTS Disability Cart Service program 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 UA PTS Disability Cart Service's extent of obligation to provide LEP services, the UA PTS Disability Cart Service 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 UA PTS Disability Cart Service program service area who may be served or likely to encounter by UA PTS Disability Cart Service program, activities, or services;

<b>LEP Analysis for Pima County Service Area</b>			
<b>Persons with Limited English Proficiency (LEP)</b>	<b>Estimate</b>	<b>% of Persons 5 years and Over</b>	<b>% of Persons 5 Years and Over with LEP</b>
<b>Total Persons 5 Years and Over</b>	938,413	100%	
<b>English Speaking Only</b>	669,630	71.36%	
<b>Limited English Proficiency</b>	77,409	8.25%	100%
<b>Spanish with LEP</b>	63,489	6.77%	82%
<b>Other Indo-European languages with LEP</b>	5,049	0.54%	6.52%
<b>Asian &amp; Pacific Island languages with LEP</b>	7,434	0.79%	9.6%
<b>Other languages with LEP</b>	1,437	0.15%	1.86%

For this service area, according to the US Census Bureau, 2015, American Community Survey five-year estimates, by far the most predominate language spoken by the LEP population is Spanish. The next most popular languages are Chinese (2,817 speakers), Vietnamese (1,688 speakers), and Arabic (1,175 speakers).

- 2) The frequency with which LEP individuals come in contact with an UA PTS Disability Cart Service program services;

Overall, UA PTS Disability Cart Service receives almost no requests for information or services in languages other than English. An informal 2018 survey of 14 part-time disability

cart drivers and dispatch staff showed that none of them had received any requests for information in a language other than English or served customers who did not speak English. UA PTS Disability Cart Service will periodically re-survey its staff to determine the nature of requests for language assistance and modify its LEP practices accordingly.

- 3) The nature and importance of the program, activities or services provided by UA PTS Disability Cart Service to the LEP population; and

The UA PTS Disability Cart Service is a free demand-response transit operation specifically designed to meet the transportation needs of temporarily and permanently disabled staff, students, and visitors requiring assistance to move throughout the approximately 347 acres of campus and its 390 buildings. This service allows gives these individuals access to valuable educational, employment, and enrichment opportunities.

The services provided by the UA PTS Disability Cart Service are important to the individuals we serve, but are not emergency or crisis-related. The services are provided mostly by student (and some permanent) staff. The level of spoken language communication required to accomplish the services is not high. For example, a service user could point to their desired destination on a campus map to confirm with the staff member the desired drop-off location.

- 4) The resources available to UA PTS Disability Cart Service and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Due to fiscal constraints and limited resources at this time, UA PTS Disability Cart Service is best able to provide interpretation and translation services with advance notice. Non-vital documents can be made available in languages other than English with advance notice. Vital documents and forms are readily available in both English and Spanish and can be made available in other languages with advance notice, using fee-based services with the National Center for Interpretation on the University of Arizona campus.

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.

### **Safe Harbor Provision**

UA PTS Disability Cart Service 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 to the Public
- (2) Non 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

# Non-elected Committees Membership Table

A subrecipient who selects 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	Caucasian	Latino	African American	Asian American	Native American
Population	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

X UA PTS Disability Cart Service does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Subrecipient Title VI Compliance

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X UA PTS Disability Cart Service does NOT monitor subrecipients for Title VI compliance.



# Title VI Training

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Student and full-time staff are trained to be familiar with the LEP policy and resources before encountering an LEP person. Staff know to contact their chain of command and the National Center for Interpretation for further assistance.

Training received by UA PTS Disability Cart Service Staff:

- LEP Policies and Procedures; October 2018
- Preventing Discrimination and Harassment for Nonsupervisory Employees (online training); date varies by employee
- ADA and Communicating with Differently-Abled Individuals training; date varies by employee

Training received by UA PTS Disability Cart Service Coordinator:

- Preventing Discrimination and Harassment for Supervisors and Faculty (online training); July 2018

# Title VI Equity Analysis

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The UA PTS Disability Cart Service has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements have been built.

# Board Approval for the Title VI Program

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## **PARKING & TRANSPORTATION SERVICES**

1117 E. 6<sup>th</sup> Street  
P.O. Box 210181  
Tucson, AZ 85721-0181

Tel: 520-621-3550  
Fax: 520-621-9898

[parking.arizona.edu](http://parking.arizona.edu)

October 23, 2018

To whom it may concern,

I approve the foregoing Title VI Implementation Plan for the Disability Cart Service within Parking & Transportation Services at the University of Arizona.

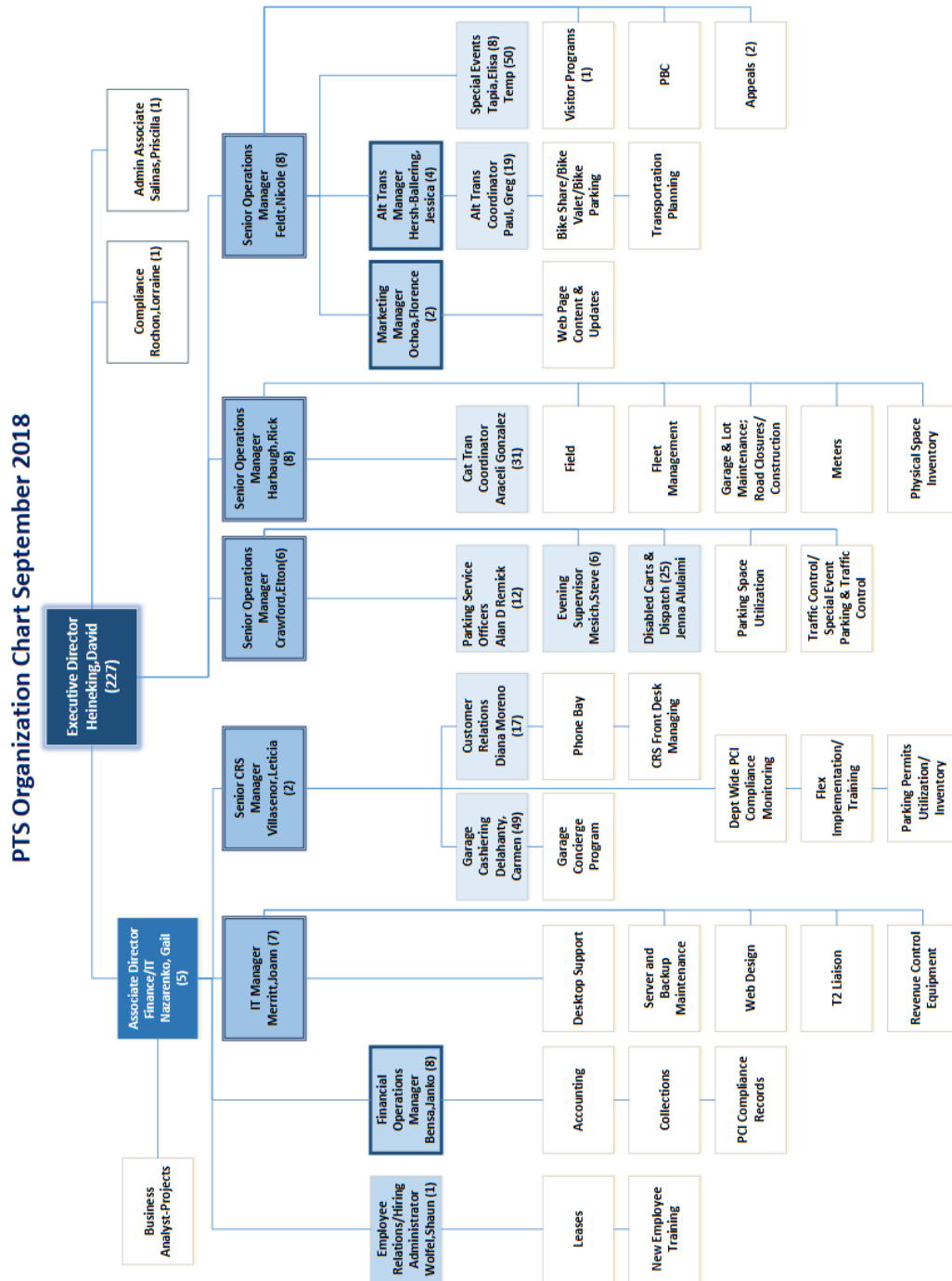
Sincerely,

A handwritten signature in black ink, appearing to read 'Gail Nazarenko'. The signature is fluid and cursive, with a large loop at the end.

Gail Nazarenko

Executive Director Parking & Transportation Services (Interim)  
University of Arizona

# Organizational Chart



# ADA Policy

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It is the policy of UA PTS Disability Cart Service to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended, including all programs, services, activities, operations and relationships with—and accommodations/modifications of—employees, client-customers, and the general public, including but not limited to those stated below.

The Americans with Disabilities Act of 1990 (ADA) requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

All recipients must keep federally funded equipment and facilities in good operating condition. Recipients must have policies and procedures to maintain vehicles. Recipients must maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired promptly if they are damaged or out of order. Recipients must establish a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.

Specific transportation provisions of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, as amended, include but are not limited to the following requirements:

**Equivalent service:** As required by the ADA, UA PTS Disability Cart Service has a sufficient number of, or access to, wheelchair accessible vehicles in our fleet regardless of employment status to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

**Maintenance of Accessible Features on Vehicles:** As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly.

**Transporting and securing wheelchairs:** A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. UA PTS Disability Cart Service will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver’s satisfaction, unless the wheelchair exceeds the size or weight capacity of the wheelchair lift or ramp.

**Adequate Time for Vehicle Boarding and Disembarking:** As required by the ADA, UA PTS Disability Cart Service provides adequate time for boarding and disembarking our vehicles for individuals with disabilities.

**Use of Portable Oxygen/Respirator Equipment:** As required by the ADA, individuals using our transportation service may bring respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the

transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

**Service Animals:** As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abide by local animal safety regulations.

**Training in Wheelchair Securement, Sensitivity to Passengers:** As required by the ADA, UA PTS Disability Cart Service trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way. The Disability Cart Service Program Coordinator provides training to personnel prior to being released to drive for UA PTS Disability Cart Service.

**Driver use of, and assistance with, Accessibility Equipment:** As required by the ADA, UA PTS Disability Cart Service personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices.

**ADA complaints:** UA PTS Disability Cart Service discrimination related customer service complaints, including those associated with ADA regulations, are reported to ADOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per USDOT regulations.

Contact Jessica Hersh-Ballering, at 520-626-2458 or at [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu).