
Title VI Implementation Plan

Tanner Community Development Corporation (TCDC) June 7, 2022 through June 7, 2025



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Title VI Policy Statement

Tanner Community Development Corporation (TCDC) Title VI policy assures full compliance with Title VI of the Civil Rights Act of 1964, and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any TCDC sponsored program or activity. There is no distinction between the sources of funding.

TCDC is committed to administering all programs and maintaining a workplace that is free of harassment and discrimination. TCDC will not tolerate discrimination against staff members, volunteers, or agency clients. Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the Executive Director or immediate supervisor. Policies and practices may not deny or have the effect of denying persons with limited English proficiency equal access to programs for which such persons qualify.

TCDC does not distribute Federal-aid funds to another entity/person; TCDC does not have any sub-recipients. Kerwin Brown has delegated authority as Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Kerwin Brown, Executive Director



Title VI Notice to the Public

Notifying the Public of Rights Under Title VI Tanner Community Development Corporation (TCDC)

TCDC operates its programs and services without regard to race, color, or national origin 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 TCDC.

For more information on TCDC's civil rights program, and the procedures to file a complaint, contact Kerwin Brown (602) 254-6904 X201, email: tcdc@tcdccorp.org or visit our administrative office at 700 E. Jefferson Street Suite 200 Phoenix, AZ 85034. For more information, visit www.tcdccorp.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

Para información en Español llame: Ms. LaVern Calvin-Stevenson, 602-253-6904, laverncstevenson@tcdccorp.org

If information is needed in another language besides Spanish, please contact Kerwin Brown at 602-253-6904

The above notice is posted in the following locations:

***Tanner Community Development Corporation (TCDC) office
700 E. Jefferson Street
Suite 200
Phoenix, AZ 85034***

Tanner Properties:

***Tanner Garden Apts.
4420 S. 18th Place
Phoenix, AZ 85040***

***Grandfamilies Place of Phoenix
5150 S. 18th Place
Phoenix, AZ 85040***

***Tanner Terrace Apt.
7138 N. 45th Avenue
Glendale, AZ 85301***

***Washington Pointe Apt.
1555E. Washington St.
Phoenix, AZ 85034***

***Tanner Manor Apt.
2150 E. Broadway Road
Phoenix, AZ 85040***

And posted on the TCDC website at www.tcdccorp.org

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI Tanner Community Development Corporation (TCDC)

TCDC (*y sus subcontratistas, si cualquiera*) asegura cumplir 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 país de origen.

Para obtener más información sobre la TCDC's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Kerwin Brown, tcdc@tcdccorp.org, (602 253-6904 X201 o visite nuestra oficina administrativa en 700 E. Jefferson Street Suite 200 Phoenix AZ 85034 Para obtener más información, visite www.tcdccorp.org

Él 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

The above notice is posted in the following locations:

***Tanner Community Development Corporation (TCDC) office
700 E. Jefferson Street
Suite 200
Phoenix, AZ 85024***

Tanner Properties:

***Tanner Garden Apt.
4420 S. 18th Place
Phoenix, AZ 85040***

***Grandfamilies Place of Phoenix
5150 S. 18th Place
Phoenix, AZ 85040***

***Tanner Terrace Apts
7138 N. 45th Avenue
Glendale, AZ 85301***

***Washington Pointe Apts
1555 E. Jefferson St.
Phoenix, AZ 85034***

***Tanner Manor Apts
2150 E. Broadway Road
Phoenix, AZ 85040***

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by Tanner Community Development Corporation (TCDC) 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, or national origin may file a Title VI 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 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 TCDC 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 TCDC or submitted to the State or Federal authority for guidance.
- (7) TCDC will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-253-6904; email to: tcdc@tcdccorp.org or mail to: Kerwin [Brown, 700 E. Jefferson St, Phoenix, AZ 85034](#)

- (8) TCDC has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 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 30 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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (10) A complainant dissatisfied with TCDC decision may file a complaint directly with the City of Phoenix Public Transit Department (COP): Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the Federal Transit Administration (FTA) offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) A copy of these procedures can be found online at: www.tcdccorp.org

Procedures for Tracking and Investigating Title VI Complaints

Tracking Complaints:

Complaint comes to TCDC's office and is directed to the Executive Director and is logged into the TCDC Title VI complaint log. The Executive Director is responsible for ensuring that information is complete and that all appropriate parties are notified within 24 hours. The Executive Director and the CEO will audit complaints to ensure appropriate notifications and closure.

Investigating Complaints:

- Summary of the complaint to be completed by the Executive Director
- A statement of the concerns will be developed to include: Who, What, When, Where and How

The issues will be outlined for investigation.

Respondent's reply to concerns/issues: (Respondent is any source of information that can contribute to the investigation)

- Obtain information from each respondents (tape) review documents
- Document information collected in customer contact

- Complete documentation to include:
 - Determine steps/action to be taken
 - Follow up with customer
 - Operator (interview/history)
 - GPS tracking
 - Maintenance (Staff/records)
 - Incident reports (any eye witness, Police, etc.)
 - Route history

- Findings of Facts: Investigate every issue (stated in the statement of concerns/issues noted) Separate fact from opinions.

- Citations of pertinent regulations and rules. Develop list of all regulations, rules, policies & procedures that may apply to the investigation.
 - Title VI requirements
 - Company rules & procedures
 - TCDC policies and service standards

- Conclusion of law
 - Compare each fact from “findings of fact” to the list of regulations, rules etc.
 - Make a decision on whether violations(s) occurred
 - List of violations become “conclusions of law”

- Description of remedy for each violation
 - Specific corrective actions for each violation found
 - Include plans for follow up checks
 - Do not conclude report with “no action taken”
 - If no violations found, conclude the report in a positive manner
 - Review policies and procedures
 - Review Title VI provisions

Response to Customer:

Detail summary of conversation with customer, Send copy of letter to customer.

Action taken

- Include specific corrective action for each violation found
- If no violation found, note policies, procedures & review with operator
- Do not state “no action taken”

Procedimientos de Quejas Bajo el Título VI

Estos procedimientos proporcionan orientación para todas las quejas presentadas bajo el Título VI del Decreto de los Derechos Civiles de 1964, en lo que se refieren a cualquier programa o actividad que sea administrado por la Tanner Community Development Corporation (TCDC), incluyendo a los asesores, contratistas y proveedores. Por ley, se prohíbe la intimidación o las represalias como resultado de una queja. Además de estos procedimientos, los reclamantes se reservan el derecho de presentar una queja formal ante otras agencias estatales o federales o de solicitar asesoría privada para quejas alegando discriminación. Se hará todo lo posible para resolver las quejas al nivel más bajo posible.

- (1) Cualquier persona que crea que ha sido discriminada por motivos de raza, color, u origen nacional puede presentar una queja bajo el Título VI completando y presentando la Forma de Quejas del Título VI de la agencia.
- (2) Las quejas formales se deben presentar dentro de 180 días de calendario de la última fecha del supuesto acto de discriminación o de la fecha en la que el/los reclamante/s se haya/n enterado de la supuesta discriminación, o cuando haya habido un curso de conducta continuo, la fecha en la que la conducta haya sido suspendida o la última ocasión en la cual ocurrió la conducta.
- (3) Las quejas se deben hacer por escrito y deben ser firmadas por el/los reclamante/s y deben incluir el nombre, el domicilio y el número de teléfono del/los reclamante/s. Si es necesario, la persona de contacto del Título VI ayudará al/la reclamante a documentar las cuestiones.
- (4) Las alegaciones recibidas por fax o por correo electrónico serán admitidas y procesadas, una vez que se haya establecido la identidad del/la reclamante y la intención de proceder con la/s queja/a. Para ello, se requiere que el/la reclamante envíe por correo postal una copia original firmada del fax o de la transmisión de la nota electrónica para que la queja sea procesada.
- (5) Las alegaciones recibidas por teléfono se reducirán a un formato por escrito y se les proveerán al/la reclamante para su confirmación o revisión antes de su procesamiento. Se remitirá una forma de la queja al/la reclamante para que la complete, la firme y la devuelva para su procesamiento.
- (6) Una vez presentada, la TCDC revisará la forma de la queja para determinar la jurisdicción. Todas las quejas recibirán una carta de reconocimiento informándole si la queja será investigada por la TCDC o presentada a la autoridad estatal o federal para recibir su orientación.
- (7) La TCDC le notificará al Coordinador del Título VI sobre todas las quejas del Título VI dentro de 72 horas por teléfono llamando al: 602-253-6904; por correo electrónico escribiendo a: tcdc@tcdccorp.org. [mail to: Kerwin Brown, 700 E. Jefferson St., Phoenix, AZ 85034](mailto:tcdc@tcdccorp.org)

- (8) La TCDC tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad puede ponerse en contacto con el/la reclamante. El/la reclamante tiene 60 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el/la reclamante o no recibe la información adicional dentro de los 30 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso también se puede cerrar administrativamente si el/la reclamante ya no desea seguir adelante con su caso.
- (9) Después de que el investigador revise la queja, emitirá una de dos cartas al/la reclamante: una carta de cierre o una carta de hallazgo “Letter of Finding” (LOF). Una carta de cierre resume los alegatos y afirma que no hubo una infracción con respecto al Título VI y que el caso se cerrará. Una carta LOF resume las alegaciones y las entrevistas con respecto al supuesto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del/la miembro del personal u otra acción. Si el/la reclamante desea apelar a la decisión, tiene 30 días después de la fecha de la carta o de la LOF para hacerlo.
- (10) Un/a reclamante insatisfecho/a con la decisión de la TCDC puede presentar una queja directamente con el Departamento de Transporte Público de la Ciudad de Phoenix: City of Phoenix Public Transit Department (COP), Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, ó con las oficinas de Derechos Civiles de la Administración Federal de Transporte: Federal Transit Administration (FTA), Offices of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) Una copia de estos procedimientos se puede encontrar en línea en: www.tcdccorp.org

Title VI Complaint Form

Section I:		
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
Section II:		
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 Section III.</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
Section III:		
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		
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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court : _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Signature

Date

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

Tanner Community Development Corporation

Kerwin Brown

700 E. Jefferson Street, Suite 200

Phoenix, AZ 85034

602.253.6904

tcdc@tcdccorp.org

A copy of this form can be found online at www.tcdcorp.org

FORMA DE RECLAMACIÓN BAJO EL TÍTULO VI

Cualquier persona que crea que ha sido discriminada por Tanner Community Development Corporation o por cualquiera de sus proveedores de servicios y cree que la discriminación fue basada en su raza, color u origen nacional, puede registrar una queja formal ante el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información para procesar su queja. Hay formatos e idiomas alternativos disponibles si se solicitan. Usted se puede comunicar con el Servicio al Cliente llamando al (602)253-6904 (TTY: 711) ó por correo electrónico a tcdc@tcdcorp.org.

SECCIÓN 1: INFORMACIÓN DEL CLIENTE

Nombre: _____ Apellido: _____
Domicilio: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Teléfono del Hogar: _____ Teléfono Celular: _____

Correo Electrónico: _____
Método preferido de contacto: Teléfono
Correo Electrónico

SECCIÓN 2: INFORMACIÓN SOBRE EL INCIDENTE

Fecha del Incidente: _____ Hora del Incidente: _____ AM PM Ciudad: _____
Ubicación del Incidente: _____
Dirección del Viaje:
 _____ _____ Ruta #: _____ Autobús/Tren
Ligero/Tranvía #: _____ Tipo de Servicio: Autobús Local Express/RAPID
Circulador/Conector Tren Ligero Tranvía Dial-a-Ride Nombre del/la Operador/a:

Descripción del/la Operador/a:

¿En qué se basó la discriminación? (Marque todo lo que sea aplicable):

Raza Color Origen Nacional Otro _____

Explique lo más claramente posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron (si los conoce), así como los nombres y la información de contacto de cualquier testigo. Si se necesita más espacio, por favor use el reverso de esta forma. Usted también puede adjuntar cualquier material por escrito u otra información relevante a su queja.

¿Ha usted registrado esta queja ante la Administración Federal de Transporte (FTA por sus siglas en inglés)?

Sí No Si contestó Sí, por favor provea información sobre una persona de contacto en la administración FTA donde se registró la queja:

Nombre: _____ Título: _____

Domicilio: _____ Teléfono _____

¿Ha usted registrado previamente una queja bajo el Título VI ante esta agencia? Sí

No Firma y fecha requeridas abajo:

Firma _____ Fecha _____



City of Phoenix

VALLEY
METRO

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 or disability)	Status	Action(s) Taken (Final findings?)
Investigations				
1)				
2)				
3)				
4)				
Lawsuits				
1)				
2)				
3)				
4)				
Complaints				
1)				
2)				
3)				
4)				

TCDC is a new recipient of funds and has not had any Title VI complaints, investigations, or lawsuits to report.

**Tanner Community
Development
Corporation (TCDC)
Public Participation
Plan**

TCDC provides limited transit services solely to persons who are enrolled in its programs to Tanner Properties and partner organizations

TCDC provides marketing and outreach to the community in the following manner:

- TCDC participates in outreach via community partners, faith-based organizations and health & wellness fairs.
- TCDC provides a monthly calendar of events and a quarterly newsletter
- TCDC coordinates with to a number of member organizations and associations.

TCDC participates in the Maricopa Association of Government outreach meetings but does not engage directly in transit planning or decision-making.

TCDC participates in outreach to the public through communication to the various Tanner Properties. We do not have Public Meetings.

Limited English Proficiency Plan


Tanner Community
Development
Corporation (TCDC)

Limited English
Proficiency Plan

This plan details procedure 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 TCDC's extent of obligation to provide LEP services, the TCDC 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 TCDC service area who may be served or likely to encounter by TCDC's program, activities, or services;
- 2) The frequency with which LEP individuals come in contact with TCDC services;
- 3) The nature and importance of the program, activities or services provided by the TCDC to the LEP population; and
- 4) The resources available to TCDC and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

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).

The Tanner Community Development Corporation has chosen to adopt the City of Phoenix/Valley Metro Language Assistance Plan. Please see the attached  document.

Safe Harbor Provision

TCDC 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) Schedules
- (5) Routing changes

Non-elected Committees Membership Table

TCDC does not select membership of any transit related committees, planning boards or advisory councils.

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%

Monitoring for Sub-Recipient Title VI Compliance

The Tanner Community Development Corporation does NOT monitor sub-recipients for Title VI compliance.

Title VI Equity Analysis

Tanner Community Development Corporation has no current or anticipated plans to develop new transit facilities covered by these requirements

Board Approval for the Title VI Program

Tanner Community Development Corporation Board of Directors approved the Title VI Implementation Plan at the October 11, 2022 