



## Yuma County Intergovernmental Public Transportation Authority

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### **Procurement Policy** **Adopted: October 1, 2011** **Revised: September 1, 2014**

**(A.R.S. 11-254.01, Title 34-201)**

#### **1 SCOPE AND PURPOSE**

##### **1.1 Scope:**

This Purchasing Policy addresses the purchase of all goods and services by the Yuma County Intergovernmental Public Transportation Authority (YCIPTA). It includes policy direction about how to handle these transactions in their various forms and within the constraints of legal and policy requirements.

##### **1.2 Purpose:**

The purpose of this Policy is to provide guidance and uniformity for purchases of goods and services. It also serves to assist staff with preparing procedures to comply with the requirements of the YCIPTA bylaws, the laws of the State of Arizona, and Federal Transit Administration (FTA) regulations relating to purchases of goods and services. Unless otherwise specified in this Policy, applicable State or Federal laws shall apply.

##### **1.3 Compliance:**

When procurement involves the expenditure of FTA grant funds, the Financial Services Operations Manager or Purchasing Agent, or authorized authority shall comply with Code of Federal Regulations Title 49, Subtitle A, Part 18, and U.S. Department of Transportation Circulars (i.e. FTA C 4220.1F) for full compliance with terms of the grant. Additionally, procurement shall comply with local guidelines as set forth in the YCIPTA bylaws, any local administrative rule, and any written established internal procedure as well as applicable Arizona law. In the event of a conflict, the Federal guidelines shall govern. If there is no State law on a particular aspect of procurement, then Federal contract law principles apply.

The FTA Best Practices Procurement Manual shall be used when making procurement decisions when utilizing Federal funds.

##### **1.4 Contracting Party:**

Throughout this manual, "YCIPTA" is the contracting and procuring party.

### **1.5 Responsibility:**

YCIPTA is responsible for the management of a public transportation system. This includes the planning, design and programming of transportation projects. YCIPTA receives funding from both Federal and state government. Therefore, YCIPTA must follow procurement policies and procedures that are consistent with local and federal regulations and the laws of the State of Arizona. Additional guidance on specific contractual actions is provided by OMB Circular A-102, Attachment O and FTA Circular 4220.1F as well as the FTA Best Practices Procurement Manual.

### **1.6 Standards:**

The purpose of this policy is to provide standards for YCIPTA and its staff in the procurement of supplies, equipment, construction and other services. These standards have been developed and will be adopted by YCIPTA to ensure that such materials and services are obtained in an effective manner and in compliance with the provisions of all applicable federal, state, and local laws and regulations. This policy includes guidelines for the solicitation, award and administration of formally advertised contracts as well as small purchases.

### **1.7 Review of Purchases:**

The Chairman or a delegated member of the Board of Directors shall review purchases made by the YCIPTA Transit Director on a monthly basis for accountability and financial oversight prior to submission to Yuma County Financial Services.

## **2 GENERAL STANDARDS - THIRD PARTY PROCUREMENTS**

### **2.1 Contract Administration System:**

YCIPTA will maintain a contract administration system that ensures that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.

### **2.2 Full and Open Competition:**

All procurement transactions will be conducted in a manner providing full and open competition. Some situations considered to be restrictive of competition include, but are not limited to:

**2.2.1 Prohibition Against Geographic Preferences:** YCIPTA shall conduct procurements in a manner that prohibits the use of statutorily or administratively imposed in-State or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference. This does not preempt State licensing laws. However, geographic location may be a selection criterion in procurements for architectural and engineering (A&E) services provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract. The criterion may only be used to account for the benefits that can be brought to the project by specialized knowledge of local geography, geology, or architecture.

**2.2.2** In order to promote full and open competition no unreasonable requirements will be placed on firms in order to qualify to do business within the jurisdiction of YCIPTA.

### **2.3 Written Procurement Selection Procedures:**

YCIPTA shall have written selection procedures for procurement transactions. All solicitations shall:

1) Incorporate a clear and accurate description of the technical requirements for the material, product, or service to be procured. Such description shall not, in competitive procurements, contain features that unduly restrict competition. The description may include a statement of the qualitative nature of the material, product, or service to be procured and when necessary, shall set forth those minimum essential characteristics and standards to which it must conform if it is to satisfy its intended use. Detailed product specifications should be avoided if at all possible. When it is impractical or uneconomical to make a clear and accurate description of the technical requirements, a "brand name or equal" description may be used as a means to define the performance or other salient characteristics of a procurement. The specific features of the named brand which must be met by offerors shall be clearly stated.

2) Identify all requirements that offerors must fulfill and all other factors to be used in evaluating bids or proposals.

## **2.4 Prequalification Criteria:**

YCIPTA shall not preclude potential bidders from qualifying during the solicitation period, which is from the issuance of the solicitation to its closing date. All procurement transactions will be conducted in a manner providing full and open competition.

## **2.5 Written Standards and Code of Conduct:**

The standards established in this Policy shall apply to all employees engaged in the award and administration of contracts and contractors, consultants or advisors who provide advice on the selection and award of contracts. No employee, contractor, consultant, advisor, officer, agent, immediate family member, or Board member of YCIPTA shall participate in the selection, award, or administration of a contract for YCIPTA if a conflict of interest, real or apparent, would be involved.

## **2.6 Personal Conflict of Interest:**

Conflict of interests arises, whether real or apparent, may arise when any of the following has a financial or other interest in the firm(s) considered or selected for award:

- a) An employee, officer, director, or agent of YCIPTA;
- b) Any member of his/her immediate family, including but not limited to, husband, wife, father, mother, brother, sister, son, daughter, father-in-law, mother-in-law, son-in-law, and daughter-in-law;
- c) His/her business associate; or
- d) A company or organization, which is about to employ any of the above.

Employees, officers, directors, and agents of YCIPTA shall be subject to the laws of the State of Arizona concerning conflicts of interest. Anyone found to violate the standards established by such laws may be subject to the penalties, sanctions, or other disciplinary actions as provided by law.

In cases where an employee, officer, director, or agent of YCIPTA may have a conflict or potential conflict of interest, YCIPTA's policy is that such individual(s) must promptly report the conflict in writing to the YCIPTA Transit Director. If the YCIPTA Transit Director has a conflict or potential conflict, they must promptly report the conflict in writing to the Chair of the YCIPTA Board of Directors. Failure to adhere to this requirement shall constitute a violation of policy and may subject the violator to disciplinary action, up to and including discharge.

## **2.7 Organizational Conflict of Interest:**

An organizational conflict of interest occurs where - because of other activities, financial interests, relationships, or contracts - a contractor is unable, or potentially unable, to render impartial assistance or advice to the grantee; the contractor's objectivity in performing the contract work is or might be impaired; or a contractor has an unfair competitive advantage.

Where a real or apparent organizational conflict of interest is detected by staff steps will be taken to mitigate or avoid the conflict. Every effort will be made to ensure a level playing field for all potential contractors is maintained by making all pertinent non-proprietary information available to all parties.

A fairly won competitive advantage is not an organizational conflict of interest. A contractor may have a fair competitive advantage by virtue of its prior experience, its expertise, its more efficient operations, etc. Occasionally an incumbent contractor may have what appears to be an insurmountable competitive advantage by virtue of its previous work for the grantee. An advantage of this type may not necessarily be unfair.

### **2.8 Gifts and Gratuities:**

No employee, officer, director, or agent of YCIPTA may solicit or accept, either directly or indirectly, any gift, gratuity, loan, or other item or service of value from a contractor or potential contractors, or parties to subagreements.

Notwithstanding the above, this section shall not apply to the following:

- a) An occasional non-monetary gift of nominal (\$50) value accepted in the ordinary course of a business meeting; or
- b) Unsolicited advertising or promotional material of nominal value.

1 See also State of Arizona Secretary of State (<http://www.azsos.gov/>) for State law concerning limitations on Gifts, Honoraria, Travel, and Loans. Failure to adhere to the provisions of this section shall constitute a violation of YCIPTA policy and may subject the violator to disciplinary action, up to and including discharge.

### **2.9 Contacts with Vendor, Bidders and Proposers:**

Prior to the issuance of a procurement solicitation, informational and research contacts with prospective vendors may be made for the purpose of gathering data. However, in making such contacts, employees, officers, directors, and agents shall adhere to these written guidelines, and avoid any commitment, or implication, of a possible future award.

Accordingly, requests for substantial complimentary services or supplies, which may imply an obligation on the part of YCIPTA, shall be prohibited. Requests for testing services, product samples, or demonstrations, for which YCIPTA shall have no obligations to purchase said items or services may be allowed.

Whenever procurement is in process (e.g., during the solicitation, evaluation, negotiation, and award phases) all contacts with potential contractors or vendors shall be made through the designated staff person identified in the solicitation or the YCIPTA Transit Director.

### **2.10 Releases and Use of Information:**

All technical and price information received from a vendor will be treated as confidential during the bid/quotation period. These documents will become public information only after the bid/purchase has been awarded, with the exception of sealed bid pricing during bid opening. During the bidding/quotation period extreme care will be taken to avoid giving a bidder an advantage over another through an unequal exchange of information. Vendors should be informed that it is YCIPTA's practice to make competitive choices for Invitations for Bid (IFBs) on

the basis of the first price submitted and no revised prices will be solicited or accepted.

No employee, officer, director, or agent of YCIPTA shall use such confidential information for the actual or anticipated benefit for themselves, their relatives, or persons with whom they have a common financial interest.

### **2.11 Disadvantaged Business Enterprise (DBE):**

YCIPTA will file, as prescribed by law, a DBE program which describes YCIPTA's procedures and obligations regarding DBE's.

For the purpose of this program, a DBE is defined as a small business concern, which is both owned and controlled by socially and economically disadvantaged persons. This means that disadvantaged individuals must own at least 51% of the business and control the management and daily operations of the business. Included in the classification of disadvantaged individuals are United States citizens who are Black Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, Asian-Indian Americans, women or members of other groups or individuals who the Small Business Administration (SBA) has determined are economically and socially disadvantaged under 49 CFR Part 26. The following affirmative steps shall be taken to assure that small and minority businesses are utilized when possible as sources of supplies, equipment, construction and services:

- a) Including qualified small and minority businesses on solicitation lists;
- b) Assuring that small and minority businesses are solicited whenever they are potential sources;
- c) When economically feasible, dividing total requirements into smaller tasks or quantities so as to permit maximum small and minority business participation;
- d) Where the requirement permits, establishing delivery schedules which will encourage participation by small and minority businesses;
- e) Using the services and assistance of the Small Business Administration, the Office of Minority Business Enterprises of the Department of Commerce and the Community Services Administration as required; or
- f) If any subcontracts are to be let, requesting that the prime contractor take the affirmative steps listed above. If separate contract goals are established, the prime contractor is required to take the affirmative steps listed above.

YCIPTA does not certify DBEs. DBEs will be identified through the database maintained by the Arizona Department of Transportation at <http://www.azdot.gov/azdbe/index.asp>.

### **2.12 Equal Employment Opportunity (EEO) Policy:**

YCIPTA has adopted an Equal Employment Opportunity (EEO) Policy, which applies to both internal hiring and promotion practices as well as to vendors who do business with YCIPTA. All invitations for Bids and Requests for Proposal issued by YCIPTA require the Bidder or Proposer to certify that:

a) It does not discriminate against any employee or applicant for employment, because of race, religion, sex, age, creed, color, disability, or national origin;

b) It is in compliance with all Executive Orders and federal, state and local laws regarding fair employment practices and non-discrimination in employment; and

c) It agrees to demonstrate positively and aggressively the principle of equal opportunity in employment.

### **2.13 Intergovernmental Procurements:**

**2.13.1** Whenever feasible YCIPTA will utilize available federal, state, and local intergovernmental agreements for procurement or use of common goods and services, including purchases from available Federal General Services Administration (GSA) and State of Arizona ProcureAZ cooperative procurements. When obtaining goods or services in this manner, YCIPTA will ensure all federal requirements, required clauses, and certifications (including Buy America) are properly followed and included, in the contract.

**2.13.2** Whenever feasible, YCIPTA will procure goods and services jointly with other FTA grantees. When obtaining goods or services in this manner, YCIPTA must ensure all federal requirements, required clauses, and certifications are properly followed and included in the resulting joint solicitation and contract documents.

**2.13.3** Any procurement obtained thorough use of this section must not be obtained by any partnering government engaging in a prohibited “Tag-on” process as defined in section 14 of this policy regarding Changes to Purchase Orders and Contracts.

### **2.14 Written Records of Procurement History:**

YCIPTA will maintain records detailing the history of each procurement. At a minimum, these records shall include:

- 1) The rationale for the method of procurement;
- 2) Selection of contract type; (if a Time & Materials type of contract is selected it must be documented to file that no other type of contract is suitable and that a ceiling price is set for the contract);
- 3) Reasons for contractor selection or rejection;
- 4) The basis for the contract price; and
- 5) A determination that the price offered is fair and reasonable.

### **2.15 Dividing Procurements Prohibited:**

The requirements outlined in this Purchasing and Procedures document apply to the total purchase amount of supplies, equipment, materials, construction or services. Related parts of procurement are not to be divided for the express purpose of avoiding bidding requirements (e.g. bid-splitting).

## **2.16 Ensuring Most Efficient and Economic Purchase:**

Each proposed procurement will be reviewed by staff to avoid purchase of unnecessary or duplicative items. Consideration will be given to consolidating or breaking out procurements to obtain a more economical purchase.

Where appropriate, an analysis will be made of lease versus purchase alternatives and any other appropriate analysis to determine the most economical approach.

## **2.17 No Advance Payments:**

Advance payments utilizing FTA funds are prohibited without prior written FTA concurrence. Progress payments may be made for receipt of deliverables, percentage of work completed, milestones, or titles received. The Project Manager or Contract Administrator shall make determinations regarding work completed and milestones achieved as part of the invoice payment process.

## **2.18 Liquidated Damages:**

Liquidated Damage assessments must be calculated at a specific rate per day for each day of overrun, and must be credited to the project unless written permission to do otherwise is obtained from FTA. Calculations for liquidated damages must be based on data showing how delay causes damage.

## **2.19 Authority to Contract:**

Authority to purchase and contract is held by the YCIPTA Board of Directors and currently delegated to the YCIPTA Transit Director for all purchases in the amount of \$100,000 and less which are not subject to formal competitive bidding procedures and for all service contracts for which there are appropriated funds in the YCIPTA Board of Directors approved budget.

The YCIPTA Transit Director shall have the authority to issue request for proposals and/or invitation for bids necessary to procure the necessary services and supplies for YCIPTA.

If the YCIPTA Transit Director determines that operational efficiency and effectiveness may be negatively impacted by a delay in obtaining YCIPTA Board of Directors approval, the YCIPTA Transit Director is delegated the authority to make such necessary purchases and/or contracts for all purchases or services up to \$150,000 for which there are appropriated funds in the YCIPTA Board of Directors approved budget. Such determination shall be made in writing and provided to the YCIPTA Board of Directors at the next regularly scheduled Board of Directors meeting.

The YCIPTA Transit Director may delegate this authority, wholly or in part pursuant to a letter of delegation filed with the Board Secretary.

For purchases and contracts which are above \$100,000, including public works projects in an amount above \$100,000, and all other goods and services which must be competitively bid either because the YCIPTA Bylaws require it, or because the Arizona state procurement statutes requires it, or because the Federal guidelines require such competitive bidding, YCIPTA will look to its bylaws and this policy for purposes of determining whether the authority to approve any purchase or enter into any contract exists.



Under no circumstances will a subcontractor or consultant have signatory authority to enter into any contract on behalf of YCIPTA. For goods and services which are competitively bid, and whose final contract price exceeds \$100,000, the award must be made by the YCIPTA Board of Directors. Awards for competitively bid or otherwise quoted good and services whose final contract price is less than \$100,000, may be made by the YCIPTA Transit Director or the YCIPTA Board of Directors.

## **2.20 Independent Cost Estimates:**

YCIPTA must perform a cost or price analysis in connection with every procurement action, including contract modifications. The method and degree of analysis is dependent on the facts surrounding the particular procurement situation (FTA Circular 4420.1F Section 10). The Financial Services Operations Manager must make independent estimates before receiving bids or proposals. These estimates may be obtained from published competitive prices, results of competitive procurements, historical prices and trends, or by the Financial Service Operations Manager estimates or outside estimators.

The Cost and Price Analysis Form must be submitted to the Financial Services Operations Manager prior to issuing any solicitation.

### **1. Cost Analysis**

- a. A cost analysis must be performed when the offeror is required to submit the elements (i.e., Labor Hours, Overhead, Materials, etc.) of the estimated cost, e.g., under professional consulting and architectural and engineering services contracts.
- b. A cost analysis will be necessary when adequate price competition is lacking and for sole source procurements, including contract modifications or change orders, unless price reasonableness can be established on the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or on the basis of prices set by law or regulation.

### **2. Price Analysis**

- a. A price analysis may be used in all other instances to determine the reasonableness of the proposed contract price.
2. Profit
  - a. The Financial Services Operations Manager or Financial Services Operations Manager or Purchasing Agent will negotiate profit as a separate element of the price for each contract in which there is no price competition and in all cases where cost analysis is performed.
  - b. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.

## **2.21 Full and Open Competition:**

The principle of full and open competition has one primary and two secondary purposes. The primary purpose is to obtain the best quality and service at

minimum cost, in other words, to get the best buy. The secondary purposes are to guard against favoritism and profiteering at public expense and to provide equal opportunities to participate in public business to every potential offeror.

YCIPTA staff must conduct all procurement in a manner providing full and open competition. This policy assures that all responsible bidders are permitted to compete for the procurement. In the case of sole or single source procurement, justification for use of the source must be documented on the Sole Source Justification Form.

Contracts with a value of more than \$100,000 shall be awarded by sealed bid or by the competitive and noncompetitive proposal process unless there is an explicit exception. YCIPTA staff must refrain from the following practices, which are deemed restrictive of competition:

- a. Unreasonable requirements placed on firms in order for them to qualify to do business;
- b. Unnecessary experience and excessive bonding requirements;
- c. Noncompetitive pricing practices between firms or between affiliated companies;
- d. Noncompetitive awards to any person or firm on retainer contracts;
- e. Organizational conflicts of interest;
- f. Restrictive use of brand names;
- g. Any arbitrary action in the procurement process; and
- h. Geographic preferences.

## **2.22 Contract Provisions**

All contracts shall include provisions to define a sound and complete agreement. In addition, contracts and subcontracts shall contain contractual provisions or conditions that allow for:

- a. Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, including sanctions and penalties as may be appropriate. (All contracts in excess of the small purchase threshold.)
- b. Termination for cause and for convenience by YCIPTA or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000.)

### **3 METHODS OF PROCUREMENT**

Once authority to purchase or contract has been determined, the following methods of procurement may be used as appropriate:

#### **3.1 Purchases for less than \$3,000 - Procurement by Micro-Purchases:**

Micro-purchases are those purchases under \$3,000. Purchases below that threshold may be made without obtaining competitive quotations. Such purchases are exempt from Buy America requirements. There should be equitable distribution among qualified suppliers and no splitting of procurements to avoid competition. The Davis-Bacon Act applies to construction contracts above \$2,000. Minimum documentation required, but purchases must be documented as fair and reasonable.

These purchases may be accomplished by Petty Cash, if under \$50, by purchase through a purchasing card, or by Purchase Requisition and/or purchase order.

#### **3.2 Purchases for amounts between \$3,000 to \$100,000 - Procurement by Small Purchase Procedures / Informal Quotes (IQ):**

Small purchase procedures will be used for those relatively simple and informal procurement methods for securing services, supplies, or other property that cost more than \$3,000 but less than \$100,000. The Davis-Bacon Act applies to construction contracts above \$2,000. Minimum documentation is required. A determination that the price is fair and reasonable and how this determination was derived must be included in the file.

Purchase Requisitions are appropriate for purchases in this category. Purchase orders will be obtained. A Purchase Requisition, with the correct approval, must be completed before a purchase order can be prepared.

**3.2.1 Minimum Number of Bids.** Wherever possible, small purchases will be based on at least three bids, and shall be awarded to the lowest responsible bidder. The requisitioner would need to give the approving authority a Requisition form with at least three vendors, if possible, and their contact information. If only two bids can be obtained, documentation must be provided by the requesting party that a total of five businesses have been solicited.

**3.2.2 Notice Inviting Quotes / Bids.** The Financial Services Operations Manager or Purchasing Agent will solicit bids or quotes by written or verbal requests to prospective vendors.

**3.2.3** As an alternative to Small Purchase Procedures, materials, equipment or supplies may be made by request from the State Purchasing Cooperative, which is a program of the Arizona Department of Administration, State Procurement Office, in accordance with the provisions of A.R.S. 11-254.01, Title 34-201.

### **3.3 Purchases of More than \$100,000 - Procurement By Sealed Bids/Invitation For Bid (IFB):**

Bids are publicly solicited and a firm-fixed-price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. In order for sealed bidding to be feasible, the following conditions should be present:

- 1) A complete, adequate, and realistic specification or purchase description is available;
- 2) Two or more responsible bidders are willing and able to compete effectively for the business;
- 3) The procurement lends itself to a firm fixed price contract and the selection of the successful bidder can be made principally on the basis of price; and
- 4) No discussion with bidders is needed.

#### **3.3.1 Requirements. If this procurement method is used, the following requirements apply:**

- a) Technical specifications and requirements for the Invitation for Bids (IFB) will be prepared by the appropriate requisitioner and submitted to YCIPTA Transit Director or his or her designee. If approved, the YCIPTA Transit Director or his or her designee will forward the information to the appropriate staff member who will work with the requisitioner to draft the appropriate Invitation for Bids (IFBs). The IFB will be reviewed for FTA, local and state law compliance and accuracy before release.
- b) The invitation for bids will be publicly advertised and bids shall be solicited from an adequate number of known suppliers, providing them sufficient time to prepare bids prior to the date set for opening the bids; advertising for sealed proposals shall at a minimum be by publication in the official newspaper by at least one insertion made by at least ten days prior to the time for opening of bids and publication on the YCIPTA website. Notices inviting bids shall at least include a general description of work, equipment, materials or supplies, and shall refer for details to bid specifications. Location of bid specifications shall be released in the notice inviting bids and may include physical or internet addresses or both.
- c) The invitation for bids, which will include any specifications and pertinent attachments, shall define the items or services sought in order for the bidder to properly respond.
- d) Any change or modification in plans or specifications will occur by way of addenda issued to contractors who have signed up to be on the project planholder's list. Addenda will be posted to the YCIPTA website and notice sent to contractors appearing on the planholder's list.

e) Sealed bids shall be submitted to the person and address appearing in the notice to contractors and shall be identified as “Bids-[insert solicitation number and short title]” on the envelope or package.

f) All proposals shall be made in accordance with the solicitation documents and furnished to interested bidders as provided in the “Notice Inviting Bids/Proposals” with a non-collusion affidavit and any other forms / bonds as required by the solicitation documents. Each bid shall have thereon the affidavit of the bidder that this is genuine and not sham or collusive, or made in the interest of, or in behalf of any persons not therein named, and that the bidder has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, or corporation, or firm to refrain from bidding, and that the bidder has not in any manner sought by collusion to secure to himself an advantage over other bidders.

g) Any bid made without such affidavits or other documents as required by the solicitation documents or in violation thereof and any contract let as a result shall be void.

h) If, at any time, discovery is made that a contract has been let to a bidder who has violated or evaded this oath, the contract shall be canceled and no recovery shall be had thereon, and the YCIPTA Board of Directors shall at once proceed as before to award a new contract.

i) All proposals or bids offered, except as provided below, shall be accompanied by a bank cashier’s check, or by a check certified by a responsible bank, payable to YCIPTA, in an amount as specified in the notice inviting bids, or by a bidder’s bond for the amount and so payable, signed by the bidder and any one or more sureties authorized to transact surety business in the state of Arizona, acceptable to the Financial Services Operations Manager or Purchasing Agent and YCIPTA Legal Counsel. No proposal shall be considered unless accompanied by such check or bond; provided, however, that in the case of proposals or bids concerning a contract for the purchase of materials, supplies, equipment or services, the Financial Services Operations Manager or Purchasing Agent may:

1. Eliminate the requirement that the bids or proposals for a contract be accompanied by a bidder’s check or bond; or
2. Set the amount of security required to accompany bids for a contract on a purchase by purchase basis.

j) Construction or facility improvement contract and subcontract bids over \$100,000 have the following additional requirements:

1. A bid guarantee equivalent to five (5) percent of the bid price. The bid guarantee shall consist of a firm commitment such as a bid bond, certified check, or other negotiable instrument accompanying a bid as assurance that the bidder will, upon acceptance of his bid,

execute such contractual documents as may be required within the time specified;

2. A performance bond on the part of the contractor for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract; and

3. A payment bond on the part of the contractor. A payment bond is one executed in connection with a contract to assure payment, as required by law, of all persons supplying labor and material in the execution of the work provided for in the contract. Payment bond amounts determined to adequately protect the federal interest are as follows:

4. Fifty percent of the contract price if the contract price is not more than \$1 million;

5. Forty percent of the contract price if the contract price is more than \$1 million but not more than \$5 million; or

6. Two and a half million dollars if the contract price is more than \$5 million.

k) The Financial Services Operations Manager or Purchasing Agent shall direct opening of sealed bids at the time and place designated in the invitation for bids as stated in the public notices. The opening shall occur in the presence of any two of the following officers: a member of the YCIPTA Board of Directors, the Financial Services Operations Manager or Purchasing Agent, the YCIPTA legal counsel, or the YCIPTA Transit Director, and all other interested parties and bidders who desire to be present. As each bid is opened, it shall be read aloud so that all persons interested in the bidding may become acquainted with the contents thereof. From and after the time of opening, the Financial Services Operations Manager or Purchasing Agent shall, upon the request of any interested party, read or give such further information from the said bid as may be requested. A tabulation of all bids received shall be open for public inspection at the office of the Financial Services Operations Manager or Purchasing Agent during business hours for a period of one year after the bid opening.

l) After they have been opened, all bids shall be referred to the YCIPTA Transit Director together with a price and cost analysis and, if appropriate, a staff report to the YCIPTA Board of Directors together with such recommendations as may be deemed appropriate. (Payment discounts will only be used to determine the low bid when prior experience indicates that such discounts are usually taken advantage of.

m) Any or all bids may be rejected if there is a sound documented business reason.

n) Upon execution of the contract, the contractor will deliver to the Financial Services Operations Manager or Purchasing Agent security to guarantee performance of the requirements and obligations to be performed by the contractor.

o) The sealed bid method is the preferred method for procuring construction if the conditions in paragraph (a) above apply.

### **3.4 Procurement By Competitive Proposal/Request for Proposals (RFP):**

This method is appropriate when conditions are not appropriate for the use of sealed bids because one of the following reasons exists and the method is not prohibited by state or local law:

- 1) A complete, adequate, and realistic specification or purchase description is not available.
- 2) Two or more responsible bidders are not willing and able to compete effectively for the business.
- 3) The procurement does not lend itself to a firm fixed price contract and the selection of the successful bidder cannot be made principally on the basis of price.
- 4) Discussion with the bidders is needed.

**3.4.1** Requests for proposals will be publicized, which shall require at a minimum publication on the YCIPTA website. All evaluation factors will be identified along with their relative importance; technical specifications and requirements.

**3.4.2** Awards will be made to the responsible firm whose proposal is most advantageous and of best value to YCIPTA's program with price and other factors considered.

**3.4.3** In determining which proposals is most advantageous, YCIPTA may award to the proposer whose proposals offer the greatest business value to YCIPTA based upon an analysis of a tradeoff of qualitative technical factors and price/cost to derive which proposal represents the "Best Value" to YCIPTA. "Best Value" is a selection process in which proposals contain both price and qualitative components, and award is based upon a combination of price and qualitative considerations. The award selection is based upon consideration of a combination of technical and price factors to determine {or derive} the offer deemed most advantageous and of the greatest value to YCIPTA if the Financial Services Operations Manager elects to use the best value selection method as the basis for award, however, the solicitation must contain language which establishes that an award will be made on a "best value" basis. Publication of evaluation criteria with the RFP will serve as notice to proposers that a "best value" method will be used.

### **3.5 Procurement of Architectural and Engineering Services (A&E):**

YCIPTA will use qualifications-based competitive proposal procedures when contracting for A&E services as defined in 40 U.S.C. §541 and 49 U.S.C. §5325(d). Services subject to this requirement are program management, construction management, feasibility studies, preliminary engineering, design, architectural, engineering, surveying, mapping, and related services.

Qualifications-based competitive proposal procedures require that:

- 1) An offeror's qualifications be evaluated;
- 2) Price be excluded as an evaluation factor;
- 3) Negotiations be conducted with only the most qualified offeror; and
- 4) Failing agreement on price, negotiations with the next most qualified offeror be conducted until a contract award can be made to the most qualified offeror whose price is fair and reasonable to YCIPTA.

These qualifications-based competitive proposal procedures can only be used for the procurement of the services listed above. This method of procurement cannot be used to obtain other types of services even though a firm that provides A&E services is also a potential source to perform other types of services.

### **3.6 Procurement of Design-Bid-Build:**

YCIPTA may procure design-bid-build services through means of sealed bidding or competitive negotiations. These services must be procured in a manner that conforms to applicable state and local law, the requirements of the appropriate FTA guidance relative to the method of procurement used and all other applicable federal requirements.

### **3.7 Procurement of Design-Build:**

YCIPTA may procure services using the design-build delivery method. YCIPTA must procure design-build services through means of qualifications-based competitive proposal procedures based on the Brooks Act when the preponderance of the work to be performed is considered to be for architectural and engineering (A&E) services. Qualifications-based competitive proposal procedures should not be used to procure design-build services when the preponderance of the work to be performed is not of an A&E nature, unless required by State law.

### **3.8 Procurement By Noncompetitive Proposals (Sole Source):**

Sole source procurements are accomplished through solicitation of a proposal from only one source, or after solicitation of a number of sources, competition is determined inadequate. A contract change that is not within the scope of the original contract is considered a sole source procurement that must comply with this subparagraph.

**3.8.1 Other Than Full and Open Competition (Federally Funded Purchases).** Normally, the recipient must provide for full and open competition when soliciting bids or proposals. The Common Grant Rule for governmental recipients, however, acknowledges that under certain circumstances, a recipient may conduct procurements without providing for full and open competition.



1.) When appropriate, YCIPTA may use noncompetitive proposals only when the procurement is inappropriate for small purchase procedures, sealed bids, or competitive proposals, and at least one of the following circumstances are present:

**a. Competition Adequacy.** After soliciting several sources, the Financial Services Operations Manager or Purchasing Agent will review its specifications to determine if they are unduly restrictive or if changes can be made to encourage submission of more bids or proposals. After the Financial Services Operations Manager or Purchasing Agent determines that the specifications are not unduly restrictive and changes cannot be made to encourage greater competition, the Financial Services Operations Manager or Purchasing Agent may determine the competition adequate. A cost analysis must be performed in lieu of a price analysis when this situation occurs.

**b. Sole Source.** When YCIPTA requires supplies or services available from only one responsible source, and no other supplies or services will satisfy its requirements, YCIPTA may make a sole source award. When the YCIPTA requires an existing contractor to make a change to its contract that is beyond the scope of that contract, YCIPTA has made a sole source award that must be justified.

**i. Unique Capability or Availability.** The property or services are available from one source if one of the conditions described below is present:

**1. Unique or Innovative Concept.** The offeror demonstrates a unique or innovative concept or capability not available from another source. Unique or innovative concept means a new, novel, or changed concept, approach, or method that is the product of original thinking, the details of which are kept confidential or are patented or copyrighted, and is available to YCIPTA only from one source and has not in the past been available to YCIPTA from another source.

**2. Patents or Restricted Data Rights.** Patent or data rights restrictions preclude competition.

**3. Substantial Duplication Costs.** In the case of a follow-on contract for the continued development or production of highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered through competition.

**4. Unacceptable Delay.** In the case of a follow-on contract for the continued development or production of a highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in unacceptable delays in fulfilling the recipient's needs.

**ii. Single Bid or Proposal.** Upon receiving a single bid or proposal in response to a solicitation, the Financial Services Operations Manager or Purchasing Agent should determine if competition was adequate. This should include a review of the specifications for undue restrictiveness and might include a survey of potential sources that chose not to submit a bid or proposal.

**1. Adequate Competition.** Competition is acknowledged to be adequate when the reasons for few responses were caused by conditions beyond the control of YCIPTA. Many unrelated factors beyond YCIPTA's control might cause potential sources not to submit a bid or proposal. If the competition can be determined adequate, competition requirements will be fulfilled, and the procurement will qualify as a valid sole source.

**2. Inadequate Competition.** Competition is inadequate when, caused by conditions within YCIPTA's control. For example, if the specifications used were within the YCIPTA's control and those specifications were unduly restrictive, competition will be inadequate.

**c. Unusual and Compelling Urgency.** YCIPTA may limit the number of sources from which it solicits bids or proposals when a YCIPTA has such an unusual and urgent need for the property or services that YCIPTA would be seriously injured unless it were permitted to limit the solicitation. YCIPTA may also limit the solicitation when the public exigency or emergency will not permit a delay resulting from competitive solicitation for the property, supplies, or services.

**d. Associated Capital Maintenance Item Exception Repealed.** Any sole source procurement of associated capital maintenance items must qualify for an exception under the same standards that would apply to other sole source acquisitions.

**e. Authorized by FTA.** The Common Grant Rules provide Federal agencies authority to permit a recipient to use noncompetitive proposals. Under this authority, FTA has made the following determinations:

**i. Consortium, Joint Venture, Team, Partnership.** With some exceptions, when FTA awards a grant agreement or enters into a cooperative agreement with a consortium, joint venture, team, or partnership, or provides FTA assistance for a research project in which FTA has approved the participation of a particular firm or combination of firms in the project work, the grant agreement or cooperative agreement constitutes approval of those arrangements. In such cases, FTA expects the recipient to use competition, as feasible, to select other participants in the project.

**ii. Federal Acquisition Regulation (FAR) Standards.** To ensure that the recipient has flexibility equal to that of Federal contracting officers, FTA authorizes procurement by noncompetitive proposals in all of the circumstances authorized by FAR Part 6.3. In addition to circumstances discussed in the Common Grant Rules, the FAR authorizes less than full and open competitive procurements in one or more of the following circumstances:

**1. Statutory Authorization or Requirement.**

To comply with Department of Transportation (DOT) appropriations laws that include specific statutory requirements, with the result that only a single contractor can perform certain project work.

**2. National Emergency.** To maintain a facility, producer, manufacturer, or other supplier available to provide supplies or services in the event of a national emergency or to achieve industrial mobilization.

**3.** To establish or maintain an educational or other non-profit institution or a federally funded research and development center that has or will have an essential engineering, research, or development capability.

**4. Protests, Disputes, Claims, Litigation.** To acquire the services of an expert or neutral person for any current or anticipated protest, dispute, claim, or litigation.

**5. International Arrangements.** When precluded by the terms of an international agreement or a treaty between the United States and a foreign government or international organization, or when prohibited by the written directions of a foreign government reimbursing the recipient for the cost of the acquisition of the supplies or services for that government.

**6. National Security.** When the disclosure of the recipient's needs would compromise the national security.

**7. Public Interest.** When the recipient determines that full and open competition in connection with a particular acquisition is not in the public interest.

2.) When prohibited, less than full and open competition is not justified based on:

**a. Failure to Plan.** YCIPTA's lack of advance planning, or

**b. Limited Availability of Federal Assistance.** Concerns about the amount of Federal assistance available to support the procurement (for example, expiration of Federal assistance previously available for award).

3.) **Procurement Procedures.** When less than full and open competition is available to YCIPTA will:

**a. Potential Sources.** Solicit offers from as many potential sources as is practicable under the circumstances.

**b. Sole Source Justification.** If YCIPTA decides to solicit an offer from only one source, YCIPTA must justify its decision adequately in light of the standards of subparagraph (1)(b) of this Chapter. Sole source justification must be in writing.

**c. Cost Analysis.** Prepare or obtain a cost analysis verifying the proposed cost data, the projections of the data, and the evaluation of the costs and profits.

**d. Preaward Review.** Submit the proposed procurement to FTA for preaward review if FTA so requests.

### **3.9 Options:**

YCIPTA may include options in contracts. An option is a unilateral right in a contract by which, for a specified time, YCIPTA may elect to purchase additional equipment, supplies, or services called for by the contract, or may elect to extend the term of the contract. If an option is included in a contract, the requirements below apply:

1) **Evaluation of Options.** The option quantities or periods contained in the contractor's bid or offer must be evaluated in order to determine contract award. When options have not been evaluated as part of the award, the exercise of such options will be considered a sole source procurement.

2) **Exercise of Options.**

a. YCIPTA will ensure that the exercise of an option is in accordance with the terms and conditions of the option stated in the initial contract awarded.

b. An option may not be exercised unless YCIPTA has determined that the option price is better than prices available in the market or that the option is the more advantageous offer at the time the option is exercised.

### **3.10 Capital Purchases:**

For financial purposes, items over \$5,000 with a useful life of over one (1) year are defined as capital purchases. In addition to any other requirements which may apply, such expenditures must be charged against capital accounts, rather than operating accounts. The YCIPTA Board of Directors must approve all budgeted capital expenditures for the current fiscal year along with the operating budget. Un-budgeted capital expenditures must be submitted to the YCIPTA Board of Directors for approval. The YCIPTA Transit Director or designee must approve all capital expenditures. The YCIPTA Transit Director may delegate this authority to approve capital purchases. If this authority is delegated, the YCIPTA Transit Director must specify the dollar limit for purchases that the authorized staff may approve.

## **4 CONTRACT COST OR PRICE ANALYSIS FOR EVERY ACTION**

YCIPTA will perform a cost or price analysis in connection with every procurement action, including contract modifications. A cost or price analysis must be performed before Bids or Proposals are received. The method and degree of analysis is dependent on the facts surrounding the particular procurement situation, but as a starting point, YCIPTA must make independent estimates before receiving bids or proposals. Responsibility for ensuring that an independent estimate is completed will reside with the person issuing the solicitation. No solicitation will be issued prior to conducting an independent estimate regarding the anticipated cost of the item or service to be procured. The estimate will include the methodology used to make the estimate.

### **4.1 Cost Analysis:**

A cost analysis must be performed when the offeror is required to submit the elements (i.e., labor hours, overhead, materials, etc.) of the estimated cost, (e.g., under professional consulting and architectural and engineering services contracts, etc.). A cost analysis will be necessary when adequate price competition is lacking and for sole source procurements, including contract modifications or change orders, unless price reasonableness can be established on the basis of a catalog or market price of a commercial product sold in substantial quantities to the general public or on the basis of prices set by law or regulation.

### **4.2 Price Analysis:**

A price analysis may be used in all other instances to determine the reasonableness of the proposed contract price.

### **4.3 Profit:**

YCIPTA will negotiate profit as a separate element of the price for each contract in which there is no price competition and in all cases where cost analysis is performed. To establish a fair and reasonable profit, consideration will be given to the complexity of the work to be performed, the risk borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.

### **4.4 Federal Cost Principles:**

Costs or prices based on estimated costs for contracts under grants will be allowable only to the extent that costs incurred or cost estimates included in negotiated prices are consistent with Federal cost principles. Grantees may reference their own cost principles that comply with applicable Federal cost principles.

### **4.5 Cost Plus Percentage of Cost Prohibited:**

The cost plus a percentage of cost and percentage of construction cost methods of contracting shall not be used.

## 5 REJECTION OF BIDS

Invitations for bids may be canceled after opening but prior to award, and all bids rejected, where it is consistent with Federal, State, and local procurement regulations. A written determination must be included in the invitation for bid file stating that cancellation is in the best interest of YCIPTA for reasons such as the following:

- a) Inadequate, ambiguous, or otherwise deficient specifications were cited in the invitation for bids;
- b) The supplies or services are no longer required;
- c) The invitation for bids did not provide for consideration of all factors of cost to YCIPTA;
- d) Bids received indicate that the needs of YCIPTA can be satisfied by a less expensive item differing from that on which bids were received;
- e) All otherwise acceptable bids received are at unreasonable prices;
- f) The bids were not independently arrived at in open competition, were collusive, or were submitted in bad faith. Such situation must be substantiated and reported to YCIPTA Legal Counsel;
- g) The bids received did not provide competition, which was adequate to ensure reasonable prices. A price or cost analysis may be used to establish the reasonableness of price; or
- h) Adequate funding is not available to enter into and administer the contract.

### 5.1 Rejection of Individual Bids:

Normally, any bid which fails to conform to the essential requirements of the invitation for bids, such as specifications, delivery schedule, warranty, or the required bid documents, shall be rejected as non-responsive.

A bid shall be rejected where the bidder imposes conditions, which modify requirements of the invitation for bids. For example, bids may be rejected in which the bidder:

- 1) Attempts to protect himself against future changes in conditions such as increased costs, if a total price to YCIPTA cannot be determined for bid evaluation;
- 2) Fails to state a price and in lieu thereof states that price shall be “price
- 3) States a price but qualifies such price as being subject to “price in effect at time of delivery”;

4) Where not authorized by the invitation for bid, conditions or qualifies his/her bid by stipulating that the bid is to be considered only if, prior to date of award, bidder received or does not receive award under a separate procurement;

5) Limits rights of YCIPTA under any contract clause;

6) Fails to comply with all of the requirements of the IFB.

**5.1.1** Bids received from any person or firm debarred or ineligible shall be rejected if the period of debarment or ineligibility has not expired.

**5.1.1.1** The Excluded Parties Listing System (EPLS) shall be verified for all procurements over \$25,000 is made to ensure that the vendor is not debarred suspended, ineligible or voluntary excluded from participation in Federally assisted transactions or procurements. Visit <https://www.epls.gov/> for the EPLS.

**5.1.1.2** A copy of the printed screen should be included in the procurement file showing that the vendor selected is not showing up in the EPLS.

**5.1.2** Low bids received from firms determined to be not responsible pursuant to Federal, State or local procurement regulations shall be rejected.

**5.1.2.1** A determination of responsibility will be made and documented to file prior to award, and the review used to make that determination shall consist of an analysis of the bidder's ability to provide the appropriate financial backing, equipment, facility and personnel; ability to meet the delivery schedule, a satisfactory period of performance, record of integrity (suspension or debarred list checks), and receipt of all necessary data from the supplier.

**5.1.3** A bid may be rejected if a bid guarantee and / or insurance is required and a bidder fails to furnish it in accordance with the requirement of the invitation for bids.

**5.1.4** The originals of all rejected bids, and any written findings with respect to such rejections, shall be preserved in the file relating to the procurement.

**5.1.5** After submitting a bid, if a bidder transfers all of his/her assets or that part of his/her assets related to the bid during the period between the bid opening and the award, the transferee may not take over the bid, thus, YCIPTA may reject the bid.



## **6 AWARD OF CONTRACT/COMPETITIVELY BID CONTRACTS**

In the event of a purchase subject to sealed bids, after considering the report of the YCIPTA Transit Director, the YCIPTA Board of Directors shall award the contract to the lowest responsible bidder, or reject all bids, and may readvertise in its discretion. A firm fixed-price contract award will be made in writing to the lowest responsive and responsible bidder. When specified in bidding documents, factors such as discounts, transportation costs, and life cycle costs shall be considered in determining which bid is lowest. Contracts for goods or services based on other procurement methods allowed as described above in section 3 may be awarded as follows:

### **6.1 Contracts for procurement of goods and services for amounts of \$100,001 and above:**

Contracts in this range will be awarded by YCIPTA Board of Directors authorizing the YCIPTA Transit Director to enter into such contract.

### **6.2 Contracts for Procurement of goods and services for amounts between \$0 and \$100,000:**

Contracts for procurements of goods and services for amounts between \$0 and \$100,000 shall be awarded by the YCIPTA Transit Director, in his/her discretion and as authorized by YCIPTA bylaws, or any other YCIPTA Board of Directors action or resolution.

### **6.3 Contract Term Limitation**

YCIPTA shall not enter into any contract for rolling stock or replacement parts with a period of performance exceeding five (5) years inclusive of options. All other types of contracts (supply, service, leases of real property, revenue and construction, etc.) will be based on sound business judgment. Length of contracts shall be for not more than the amount of time required to accomplish the purpose of the contract, and will also include consideration for competition, pricing, fairness, and public perception. Once a contract has been awarded, an extension of the contract term length that amounts to an out of scope change will require a sole source justification.

### **6.4 Revenue Contract**

Revenue contracts are those third party contracts whose primary purpose is to either generate revenues in connection with a transit related activity, or to create business opportunities utilizing an FTA funded asset. FTA requires these contracts to be awarded utilizing competitive selection procedures and principles. The extent of and type of competition required is within the discretionary judgment of YCIPTA.

## 7 DETERMINATION - LOWEST RESPONSIBLE BIDDER EVALUATION

Before the YCIPTA Board of Directors awards the contract, or the YCIPTA Transit Director authorizes the procurement, YCIPTA shall make a determination that a prospective contractor is responsible and the prices are reasonable. This information will be given to the Financial Services Operations Manager or Purchasing Agent . A responsible prospective contractor is one who meets the standards forth below:

- a) Has adequate financial resources, or the ability to obtain such resources as required during the performance of the contract;
- b) Is not listed on the Federal “List of Parties Excluded from Federal Procurement or Nonprocurement Programs (Debarred List)” located at <http://www.epls.gov/>
- c) Is able to comply with the required or proposed deliver or performance schedule, taking into consideration all existing business commitments, commercial as well as governmental;
- d) Has a satisfactory record of performance. Contractors who are, or have been seriously deficient in current or recent contract performance, when the number of contracts and the extent of deficiency of each are considered, will be considered non-responsive;
- e) Has a satisfactory record of integrity and business ethics;
- f) Is otherwise qualified and eligible to receive an award under applicable laws and regulations;
- g) Has the necessary organizational, experience, operational controls; and technical skills, or the ability to obtain them; or
- h) Has the necessary production, construction, and technical equipment and facilities, or the ability to obtain them.

Evaluation of the responsibility of prospective contractors may be made based upon the following sources:

- 1) A list of debarred, suspended or ineligible firms or individuals;
- 2) From the prospective contractor's bids and proposals, replies to questionnaires, financial data such as balance sheets, profits & loss statements, cash forecasts, and financial histories of the contractor and affiliated concerns; current and past production records, list of tolls, equipment, and facilities, written statements of commitments concerning financial assistance and subcontracting arrangements;
- 3) Publications, including credit ratings, trade and financial journals, and business directories may also be used;

- 4) References such as suppliers, subcontractors, customers or the prospective contractor, banks and financial institutions, commercial credit agencies, other government agencies, purchasing and trade associations, and better business bureaus and chamber of commerce; or
- 5) Documented past performance on contracts with YCIPTA.

## 8 FILING PROTESTS

### 8.1 Definitions

**1) Awarding Authority:** The YCIPTA Board of Directors or Transit Director or Financial Services Operations Manager or Purchasing Agent possessing the authorization to make final decisions regarding selection of bidders or proposers.

### 8.2 Filing Procedure:

Protests dealing with restrictive specifications or alleged improprieties in solicitation must be filed no later than ten (10) working days prior to bid opening or closing date for receipt of proposals. Any other protest must be filed no later than three (3) working days after:

1. Notification of Intent to Award is issued for award of contract if the contract is awarded by YCIPTA Board of Directors and YCIPTA Board of Directors follows staff recommendation; or
2. Notification of Award is issued if the YCIPTA Board of Directors has delegated award authority to the Financial Services Operations Manager or Purchasing Agent or YCIPTA Board of Directors does not award the contract according to the Notification of Intent to Award.

Protests shall be in writing and addressed to the YCIPTA Transit Director. The protest shall identify the protestor, contain a statement officially declaring a protest and describing the reasons for the protest, and provide any supporting documentation. Additional materials in support of the initial protest will only be considered if filed within the time limit specified above. The protest shall indicate the ruling or relief desired from YCIPTA.

### 8.3 Confidentiality:

Materials submitted by a protester will not be withheld from any interested party, except to the extent that the withholding of information is permitted or required by law or regulation. If the protest contains proprietary material, a statement advising of this fact may be affixed to the front page of the protest document and the alleged proprietary information must be so identified wherever it appears.

### 8.4 Withholding of Award:

When a protest is filed before opening of bids or closing date of proposals, the bids will not be opened prior to resolution of the protest, and when the protest is filed before award, the award will not be made prior to resolution of the protest, unless the Awarding Authority determines that:

- a) Items to be procured are urgently needed, or delivery or performance will be unduly delayed by failure to make award promptly; or
- b) Failure to make award will cause undue harm to YCIPTA.

In the event an award is to be made while a protest is pending, the FTA shall be notified if Federal funding is involved.

### **8.5 Processing the Request:**

a) The YCIPTA Transit Director shall respond to the protestor within five (5) working days of receiving the protest. A conference on the merits of the protest may be held with the protestor.

b) Any additional information required by YCIPTA from the protestor shall be submitted as expeditiously as possible, but no later than three (3) days after receipt of such request.

### **8.6 Notification:**

The YCIPTA Transit Director shall notify the protestor of a decision regarding the protest no later than ten (10) days following receipt of all relevant information.

### **8.7 Appeal:**

If a protestor is not satisfied with the decision made by the YCIPTA Transit Director the protestor may appeal the decision to the Awarding Authority by way of a letter to the YCIPTA Transit Director no later than three (3) working days after notification of denial of the protest by the YCIPTA Transit Director. If the YCIPTA Transit Director is the Awarding Authority the protestor will be deemed to have exhausted its appeals to YCIPTA upon receipt of the initial rejection of the protest by the YCIPTA Transit Director. If Federal funds are involved, the protestor may file protest with the FTA and/or Arizona Department of Transportation (ADOT) appealing the final decision of the Awarding Authority.

Review by FTA and/or ADOT will be limited to:

- a) Violation of Federal law or regulations.
- b) Violation of YCIPTA's protests procedures described herein, or failure by YCIPTA to review protest.

Protests must be filed with FTA (with a concurrent copy to YCIPTA) within five (5) days after the Awarding Authority renders a final decision, or five (5) days after the protestor knows, or has reason to know, that the Awarding Authority failed to render a final decision.

After five (5) days, YCIPTA will confirm with FTA that FTA has not received protest on the contract in question.

Circular 4220.1F is available for review at YCIPTA office or online on YCIPTA's website. A copy also may be obtained from FTA or ADOT at the following addresses:

Federal Transit Administration  
Region IX  
201 Mission Street – Suite 2210  
San Francisco, Arizona 94105

Arizona Department of Transportation  
Multimodal Planning Division  
206 South 17th Avenue, MD 310 B  
Phoenix, AZ 85007

YCIPTA shall not be responsible for any protests not filed in a timely manner with FTA and/or ADOT.

In the event an award is to be made while a protest is pending, FTA and/or ADOT shall be notified if Federal funding is involved.

## **9 PURCHASE REQUISITION APPROVAL AND PURCHASE ORDERS**

- a) All purchase orders between \$1,000 to \$100,000 require the approval of the YCIPTA Transit Director, or his/her designee.
- b) Purchase orders greater than \$101,000 require the approval of the YCIPTA Board of Directors.
- c) Purchase orders are not required for medical, legal, insurance, payroll, petty cash, travel reimbursements, utility payments, postage, temporary help, conferences and subscription renewals.
- d) Purchase Requisition forms are filled out by the party requesting goods or services, and then input into the YCIPTA's automated purchasing system by administrative staff to begin the approval process.

### **9.1 Purchase Orders:**

Purchase order numbers are assigned by the YCIPTA' automated purchasing system after receipt and approval of a purchase requisition by the appropriate parties with proper authorization.

The YCIPTA Transit Director will review the purchase requisition and all documentation to ensure its completeness, accuracy and compliance with FTA regulations.

### **9.2 Purchase Order Approval:**

YCIPTA automated purchasing system will route purchase requisitions to the correct authorization levels, and upon final authorization, assign a purchase order number. YCIPTA Financial Services Operations Manager will sign the generated purchase order and notify the requestor that the purchase order has been authorized and provide the requestor with the purchase order.

The Requisitioner may either fax or orally notify the vendor of the approved purchase order number. A copy of the approval purchase order shall be sent to the vendor along with any FTA terms and conditions unless those terms already exist in a formal contract. The method of purchase shall be specified on the Purchase Requisition.

Vendors shall be told to include their purchase order number on all correspondence, including packages, invoices, credit memos, etc.

### **9.3 Receiving/Approval to Pay:**

Only authorized persons may receive goods. Upon receipt, the packing slip is compared to the goods received.

If correct, the packing slip is signed and dated as received.

If the packing slip is also an invoice, these documents will then be sent to YCIPTA Financial Services Operations Manager for payment.

If the packing slip is not an invoice, requisitioner will check invoice file. If the invoice has been received, it should be matched against the packing slip. If it does not match the vendor should be notified. When a correct invoice is received, it should be attached to the rest of the procurement documentation and sent to YCIPTA Financial Services Operations Manager for payment.

For the receipt of services, the responsibility to deem the service completed will rest with the requisitioner. Upon completion, sign all documents that confirm the proper completion of services performed and forward the receiving document to the YCIPTA Transit Director for payment.

#### **9.4 Blanket Purchase Orders:**

YCIPTA does not authorize the use of this type of purchase order unless Board of Directors approval has been provided and the appropriate method of procurement has been followed as directed in this manual.

#### **9.5 Releasing Purchase Order Numbers:**

YCIPTA does not authorize the practice of giving Purchase Order numbers to requisitioners over the telephone without adherence to the policies contained herein.



## **10 CHECK REQUEST POLICY**

Check request forms are used to request payment for materials or services.

Check requests will be granted on the following circumstances:

1. Checks will be cut in accordance with the Yuma County Accounts Payable schedule.
2. Original invoice must be attached.
3. All receiving documents must be attached.
4. All requests must be signed by the YCIPTA Transit Director and YCIPTA Financial Services Operations Manager.
5. Purchase order must be referenced, if applicable.

## **11 PETTY CASH POLICY**

Purchases of up to \$15 may be made through petty cash. However, this is a privilege that should never be used to circumvent the procurement procedures. A petty cash voucher shall be obtained from YCIPTA Financial Services Operations Manager and approved by the YCIPTA Transit Director. All receipts, and any change received in the transaction, shall be returned to YCIPTA Financial Services Operations Manager immediately upon return to the facility.

## **12 EMERGENCY ACQUISITIONS**

For internal control purposes, deviations from the process outlined in this section are permitted only in emergency situations, and only with the approval of the YCIPTA Transit Director. Whether an emergency exists will be determined by the YCIPTA Transit Director. Emergency procurements are those which, due to unusual circumstances beyond the control of the requisitioner, cannot be foreseen or otherwise provided for in the routine manner, but which must be accomplished without delay. Emergencies usually involve urgent repair of revenue vehicles, facilities or utilities, correction of unsafe conditions, which if left uncorrected would result in immediate financial loss, and the like.

When a purchase order is issued in an emergency situation, the responsibility for following through with a Purchase Requisition is not relieved when the purchase is accomplished through emergency channels. A properly executed and approved Purchase Requisition must be provided in order to complete the requisition.

When an emergency arises, the requester may inform the YCIPTA Transit Director or his/her authorized designee of the requirements, including the vendor's name and the approximate amount of the procurement. It is then the responsibility of the requisitioner to coordinate completion of the confirming Purchase Requisition. If the requester does not know which vendor will be used, the YCIPTA Transit Director or his/her authorized designee shall be notified as soon as a vendor is located.

In instances where a valid emergency exists and goods or services may be obtained after normal working hours, the requester may follow one of the several options:

- 1) Make the purchase from a firm willing to accept an oral purchase order;
- 2) Pay cash and be reimbursed from petty cash (if less than \$15), or by check, the following business day; or
- 3) Charge the purchase and present the sales slip the following day to have a Purchase Requisition processed and a check issued for reimbursement.

## **13 SERVICE CONTRACTS AND/OR MAINTENANCE AGREEMENTS**

Service contracts and maintenance agreements are legally binding documents stating that a particular vendor will perform the specified services on equipment as agreed upon and described. These contracts should be obtained by whichever procurement method is applicable, depending on amount and/or circumstances. All contracts, including service and maintenance, shall be submitted to the YCIPTA Legal Counsel for review and approval.

Repairs of equipment not covered by service contracts or maintenance agreements must have a purchase order number issued before the equipment can be repaired. If the equipment is to be shipped or hand carried for repair, a Purchase Requisition should be prepared (including estimates) for proper record keeping prior to shipment.

For all repairs, the following information is required:

- a) Make, model and serial number of equipment;
- b) Inventory tag number;
- c) Department where equipment is located;
- d) Hourly or flat rate to be charged; and
- e) If the item being repaired is an accessory to a major piece of equipment, provide the above information from the equipment to which it is an accessory.

(NOTE: If a purchase order number was orally given because of an on-site emergency repair, the Purchase Requisition must have that number affixed, include all the information shown above, and have a written service report of the incident attached before sending to YCIPTA Financial Services Operations Manager.)

## 14 PROCEDURES FOR CHANGE ORDERS/CONTRACT MODIFICATION

This section describes the steps to take when changes or cancellations must be made to existing purchase orders or contracts.

### 14.1 Changes to Purchase Orders and Contracts:

Changes are made to existing purchase orders and contracts either by issuing a purchase order change or a contract amendment (and sometimes both). Examples of circumstances that warrant making a change to a purchase order or contract are:

- 1) When there is a substantial change in the description of the supplies or services to be delivered against the purchase order or contract.
- 2) When there is a change in the scope, price and/or quantity or delivery of supplies or services to be delivered against the purchase order or contract.
- 3) When the specifications, terms or conditions are in error or need to be modified.
- 4) When there is a change in funding.

All purchase order and contract modifications for purchases over \$3,000 must be approved by the YCIPTA Transit Director. The YCIPTA Transit Director may approve changes and modifications that do not exceed the project budget and do not exceed a one-time increase of 10% above the originally-approved contract price, with a limit of \$100,000. Changes/Modifications that exceed \$100,000 must be approved by the YCIPTA Board of Directors.

**14.1.1 Processing Time Required:** Changes to purchase orders and contracts will usually be completed within five (5) working days after a Request for Correction/Change to Purchase Order is received by the YCIPTA Transit Director.

**NOTE:** Changes that require approval of the YCIPTA Board of Directors require a longer period of time. If YCIPTA Board of Directors approval is required, a minimum of three (3) weeks may be required before a change can be completed.

**14.1.2 Information Required by the YCIPTA Transit Director:** A completed memo stating the request for correction/change to purchase order or contract must be submitted to the YCIPTA Transit Director. The Request should include a complete description of all needed changes and the reason for the changes. It must be signed by the Project Manager.

**14.1.3 Changes to purchase orders and contracts that constitute an “out of scope” or “Cardinal change” to the purchase order or contract are considered “Tag-ons” and are prohibited unless accompanied by a sole source justification. A determination that a change to a purchase order or**

contract does not constitute an out of scope change is required prior to authorization and that determination must be documented to the contract file.

## **14.2 Cancellations of Purchase Orders:**

Purchase orders are canceled either by issuing a purchase order change or a letter of cancellation (or both). Such cancellations can be made by the YCIPTA Transit Director when the necessary information regarding the need for the cancellation is provided.

**14.2.1 Processing Time Required:** Cancellations of purchase orders and contracts will usually be completed within five (5) working days after the YCIPTA Transit Director receives a memo regarding a request for correction or change to a purchase order. The requesting organization will receive a copy of the purchase order marked CANCELED or a copy of the letter canceling the contract after the cancellation has been completed.

**14.2.2 Information Required by YCIPTA Transit Director:** A Request for Cancellation must be submitted to the YCIPTA Transit Director. The Request should ask that the purchase order or contract be canceled and should give the reason for the cancellation. It must be signed by requisitioner.

**14.2.3 Description of Process:** Upon receipt of the Request for Cancellation, the YCIPTA Transit Director will review the information and approve/disapprove, as appropriate. If cancellation is approved, the purchase order/contract will be forwarded to the YCIPTA Financial Services Operations Manager who will effect the cancellation. The requesting organization and the vendor will receive a copy of the purchase order marked "CANCELED" and/or letter notifying them of contract cancellation

## **15 PURCHASING PROCEDURE AMENDMENT**

From time to time, the U.S. Department of Transportation, FTA or other governing bodies may set forth new procurement standards, issue supplementary directives, or revise certain procurement regulations or procedures. The amended policy or procedures will then be incorporated into YCIPTA's Procurement Policy.

## **16 CONTRACT PROVISIONS FOR FTA GRANTEES**

A number of general contract provisions are required by the FTA for FTA funded contracts. These provisions are intended to establish minimum guidelines to which grantees must adhere when purchasing supplies, equipment and construction and professional services. Additionally, a number of provisions are required by State law and local practice.

YCIPTA will work with the YCIPTA Legal Counsel's office to include all necessary contract clauses in each contract. Special attention will be given to the applicability and inclusion of model contract clauses from the FTA's Best Practices Procurement Manual. These contract requirements change from time to time, so when drafting a contract check the latest contract clause requirements from FTA.

FTA C 4220.1F, Appendix D, Federally Required And Other Model Clauses stated the necessary clauses and forms for inclusion in YCIPTA contracts and purchase orders.



## **17 SURPLUS PROPERTY**

### **17.1 Purpose**

The intent of this policy is to establish uniform guidelines for the disposal or transfer of surplus, or obsolete YCIPTA equipment and supplies. This policy shall apply to all tangible personal property, including rolling stock and technology equipment.

### **17.2 Definitions**

“Equipment” shall mean all tangible personal property that has a useful life of more than one (1) year and an acquisition cost of \$1,000 or more per unit. This definition includes rolling stock and other tangible (movable) property used in the provision of public transit service.

“Supplies” shall mean all tangible personal property of YCIPTA other than Equipment having a useful life of less than one (1) year and an acquisition cost under \$1,000.

“Surplus or obsolete equipment” means tangible personal property which YCIPTA determines is no longer required for its needs or for the fulfillment of its responsibilities.

“Market Value” means the most probable price which equipment or supplies should bring in a competitive and open market.

“Net proceeds from the sale of surplus or excess property” means the amount realized from the sale of property no longer needed for transit purposes less the expenses of any actual and reasonable selling and fixing-up expenses.

“Service Life or Useful Life” of rolling stock begins on the date the vehicle is placed in revenue service and continues until it is removed from service.

“Straight Line Depreciation” means the method by which the value of YCIPTA equipment is depreciated (reduced) over its service or useful life as a percentage of its cost.

### **17.3 Disposition Authorization**

The YCIPTA Transit Director may authorize the disposal of any surplus or obsolete equipment or supplies having an original acquisition cost not exceeding \$100,000, providing the useful life of said equipment or supplies have been met.

The YCIPTA Transit Director is authorized to sell or dispose of surplus or obsolete equipment or supplies, when it is judged to be in the best interest of the organization that the property concerned is an estimated market value of up to \$25,000 per unit.

The Board of Directors may authorize the disposal of any surplus or obsolete equipment or supplies having an original acquisition cost exceeding \$101,000 or any real property owned by YCIPTA.

The YCIPTA Transit Director shall prepare a report to the YCIPTA Board of Directors recommending disposition shall include acquisition cost, source of funding, funding agency and reimbursement to the funding agency, if required.

#### **17.4 Disposition of FTA Funded Tangible Personal Property**

**17.4.1 Rolling Stock:** With respect to rolling stock originally funded by FTA funds, any disposition before the end of its service life requires prior FTA approval. In addition, if rolling stock is removed from service and disposed of before the end of its useful life, the return to FTA is the greater of the FTA share of the unamortized value of the remaining service life per unit, based on straight line depreciation of the original acquisition cost, or the Federal share of the sales price (even though the unamortized value is \$5,000 or less).

**17.4.2 Equipment and Supplies over \$5,000 value:** After the service life of equipment is reached, equipment with a current market value exceeding \$5,000 per unit, or unused supplies with a total aggregate fair market value of more than \$5,000, may be retained or sold, with reimbursement to FTA of an amount calculated by multiplying the total aggregate fair market value at the time of disposition, or the net sale proceeds, by the percentage of FTA's participation in the original acquisition.

**17.4.3 Equipment and Supplies less than \$5,000 value:** Equipment with a unit market value of \$5,000 or less, or supplies with a total aggregate market value of \$5,000 or less, may be retained, sold or otherwise disposed of with no obligation to reimburse FTA, providing the useful service life requirements have been met. Records of this action must be retained.

#### **17.5 Methods of Disposition of Tangible Personal Property**

Approved methods for the disposition of surplus or obsolete tangible personal property shall include: (1) trade-in as part of a new procurement; (2) transfer or sale to other public agencies; (3) transfer to non-profit agencies or organizations consistent with established legal parameters; (4) sale by auction open to the public; (5) solicitation of sealed bids or negotiated sale; whichever maximizes the disposal value to YCIPTA; or (6) disposal through scrapping.

#### **17.6 Prohibited Sales**

Except in the case where surplus or obsolete YCIPTA property is sold at public auction conducted by an independent third party auctioneer, members of the Board of Directors and/or employees of YCIPTA, or persons acting as agents of the foregoing, shall not be permitted to purchase at the sale.

#### **17.7 Reports to the Board of Directors**

On a bi-annual basis, the YCIPTA Transit Director shall provide, as an information item to the Board, a report of the activities relating to the disposal of surplus or obsolete property describing the identification of property, type of items disposed of, original purchase price information and dates, the gross sales price, and the net proceeds to YCIPTA.

Approved:

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John Andoh  
Transit Director

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Date



## Yuma County Intergovernmental Public Transportation Authority

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076  
Fax: 928-783-0309, email: [info@ycipta.az.gov](mailto:info@ycipta.az.gov), Web: [www.ycipta.az.gov](http://www.ycipta.az.gov)

### **TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE POLICY** Effective: May 1, 2014

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. All persons, regardless of their citizenship, are covered under this regulation. In addition, YCIPTA prohibits discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity in its employment and business opportunities. YCIPTA will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.

As a Federal Transit Administration (FTA) fund recipient, YCIPTA will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964. This policy was prepared with guidance from FTA Circular 4702.1B dated October 1, 2012. The legal authority states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

YCIPTA will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.

YCIPTA will promote the full and fair participation of all affected populations in the transportation decision-making process.

YCIPTA will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities,

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John Andoh, Transit Director

and services on minority populations and low-income populations within YCIPTA's service area as provided herein.

YCIPTA will ensure that Limited English Proficient (LEP) individuals have access to YCIPTA's programs, activities, and services.

This regulation shall be maintained in English and Spanish and provided in other languages upon a 24 hour request to YCIPTA.

### **APPLICABILITY**

This policy is applicable to all YCIPTA employees, members of the public and all contractors hired by YCIPTA.

Failure of an YCIPTA employee to follow this policy and procedure shall subject such employee to disciplinary action up to and including employment termination.

### **DEFINITIONS**

***“Adverse Effect”*** means having a harmful or undesired effect.

***“Discrimination”*** refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.

***“Disparate Impact”*** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

***“Disproportionate Burden”*** refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

***“Disparate Treatment”*** refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

***“Gender Identity”*** refers to an individual's gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived, nor is it always based on sexual orientation. The gender identities one may choose from include male, female, both, somewhere in between (third gender) or neither.

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**“Limited English Proficient (LEP) Persons”** are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

**“Low-Income Person”** means a person whose median household income is at or below 150 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

**“Low-Income Population”** means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

**“Minority Individuals”**

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

**“National Origin”** means the particular nation in which a person was born, or where the person’s parents or ancestors were born.

**“Race”** means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

**“Recipient”** means one that has received or is receiving Federal Financial assistance under the Acts. The term includes subrecipients of a recipient and subrecipients in FTA’s State administered programs.

**“Retaliation”** Any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

**“Sex”** refers to the classification of an individual’s gender as either male, or female.

**“Sexual orientation”** refers to an individual’s preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual, or bisexual.

**“Vital Documents”** are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

## **GENERAL REQUIREMENTS AND GUIDELINES**

YCIPTA will carry out its programs, activities, and services in compliance with Title VI of the Civil Rights Act of 1964. YCIPTA or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any of YCIPTA’s programs, services, or activities.

YCIPTA or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:

- a) Provide any service, financial aid, or benefit that is difference from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any of YCIPTA’s programs, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements; and
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

YCIPTA shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income, minorities, and Limited English Proficient individuals. This applies to major service changes that affect 20% of service hours of a route. (See Attachment D and E for demographic maps.)

YCIPTA holds at least one Board Meeting every month to ensure that all individuals are afforded an opportunity to participate in transportation decisions.

As of March 6, 2014, YCIPTA has not received or investigated any Title VI complaints. Legal Counsel and YCIPTA Title VI Coordinator will maintain a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege YCIPTA discriminated against a person or group on the basis of race, color, national origin, age sex, sexual orientation, or gender identity. This list will include:

- a) The date the investigation, complaint, or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint, or lawsuit; and
- d) Any actions or corrective actions taken by YCIPTA in response to the investigation, complaint or lawsuit.

YCIPTA will keep the public informed of the protections against discrimination afforded to them by Title VI and YCIPTA's obligations under Title VI by posting this policy, or a *Title VI Policy Statement* (Attachment A): (1) on YCIPTA's website [www.ycat.az.gov](http://www.ycat.az.gov), (2) on transit vehicles, and (3) in printed rider's guides. *Title VI Policy Statement* (Attachment A) will be posted in English and Spanish at YCIPTA provided in other languages upon a 24 hour request to YCIPTA.

YCIPTA will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).

YCIPTA will provide information, upon request from FTA and/or Arizona Department of Transportation, in order to investigate complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.

YCIPTA will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with title VI Requirements.

YCIPTA will ensure that minority and low-income individuals have meaningful access to YCIPTA's programs, activities and services.

### **SUBRECIPIENT MONITORING**

To ensure that subrecipients are complying with the Title VI regulations, YCIPTA must monitor their subrecipients for compliance with the regulations. If a

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subrecipient is not in compliance with the Title VI requirements, then the YCIPTA is not in compliance.

As of March 6, 2014, YCIPTA does not have subrecipients. When an entity receives funding through YCIPTA, the agency will ensure Title VI requirements are met. YCIPTA's subrecipients shall adhere to the following:

- a) Supply a copy of their Title VI notice to the public, that indicates the compliance with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Also, provide a list of locations of this;
- b) Provide a copy of instructions to the public explaining how to file Title VI discrimination complaints, including a copy of the complaint form;
- c) Maintain and make available a list of Title VI investigations, complaints, or lawsuits filed as well as any actions or corrective actions taken in response. The list only pertains to allegations of discrimination on the basis of race, color, or national origin;
- d) Make available a table depicting the racial and ethnic demographics of its voluntary advisory committee. And a description of the outreach processes the agency uses to encourage the participation of minorities that committee;
- e) Provide documentation of their public participation and Limited English Proficiency plan; and
- f) Submit this information to YCIPTA at least 120 days prior to the due date of the Title VI Program submission to FTA.

## **SERVICE STANDARDS AND POLICIES**

The following standards and policies have been developed by YCIPTA; to ensure persons shall not be discriminated against by: routing, scheduling, and frequency of service and age, quality, and capacity of vehicles assigned to routes.

### **Vehicle Headway**

*Measure: Provides adequate service frequency based on the corridor of operation and ridership demand.*

YCIPTA's system-wide goal is to provide service every 60 minutes during the peak and off-peak times along all primary transportation corridors in the urbanized areas of Yuma County, as demand warrants. As many routes provide overlapping service within a given corridor, corridor frequencies are typically much higher than route level frequencies. Services in rural areas will be deployed as demand warrants. The vehicle headway standard is designed to

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ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses along the same route or service corridor.

## Service Availability

*Measure: Provides accessible and reliable transit services to Yuma County.*

YCIPTA’s goal is to provide transit service to major origins and activity centers within Yuma County. This goal includes providing transit within ¼ mile of 75% of all Yuma County residents by census block, 75% of major employers and other large trip generators, and 75% of large multifamily housing developments as well as ensuring that 75% and 75% of middle and high schools are within ½ mile and ¼ mile, respectively, of transit service.

Service Type	Bus Routes
Urban	Red 1 / Orange 2/2A / Green 4/4A
Urban Contracting Party	Brown 3 / Purple 6
Rural	Blue 5 / Gold 8A / Silver 9 / Yellow 95
Rural Flex	Purple 6A / Violet 7 / Gold 8 / Turquoise 10
Demand Response	YCAT OnCall / WelltonCAT
Special Service	HolidayCAT / NightCAT

YCIPTA differentiates between four types of bus service as defined below:

1. Fixed – provides service on a recurring, set schedule along a particular route path with pickup and drop-off of passengers at specific locations.
2. Flex – allows for deviations from a particular route path, to provide direct pickup and drop-off of passengers, who live in the designated geographic area of the basic route.
3. Special Service – generally provides service for a target group of passengers, with a unique transportation need.
4. Demand Response – passenger trips are generated by calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick the passengers up and transport them to their destinations. This service is primarily for ADA eligible customers.

## Vehicle Assignment for Each Mode

The vehicle assignment policy is designed to provide the framework for the distribution of buses in an equitable fashion throughout the system. All vehicles used in transit service will be ADA accessible and accommodate at least two wheelchairs and two bicycles. Vehicle size and capacity will be assigned based on demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 19’ cutaway, those with medium demand will be assigned a 21’ cutaway or 34’ vehicle, and those with the

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highest demand will be assigned a 35' or 40' vehicle or other service modifications that will comply with the vehicle load standard.

## Vehicle Load

*Measure: Provides service levels to prevent overcrowding and standees.*

YCIPTA's system-wide goal is to have an average maximum load factor for local service not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 10 standees on a 34' vehicle for example.

YCIPTA works closely with its contractor to ensure passengers are not left behind due to overcrowding or overloads. Overcrowding is particularly monitored on routes to and from San Luis and Arizona Western College/Northern Arizona University/University of Arizona. YCIPTA provides frequent bus service using 40 foot buses to minimize overcrowding and ensure passengers wait no longer than 60 minutes for the next bus during peak periods.

Buses in YCIPTA's fleet currently used have capacities of:

Length	Make	Model	Size	Seats	Standing	Total
16 ft	El Dorado / Braun	Amerivan / Interven	Minivan	4	-	4
19 ft	El Dorado	Aerolite	Small	6	5	11
21 ft	El Dorado	Aerolite	Medium	8	5	13
31 ft	Freightliner	Specialty Trolley	Medium	20	15	35
34 ft	El Dorado	MST II	Large	36	18	54
	El Dorado	Passport		32	18	50
37 ft.	El Dorado	EZ Rider II	Large	35	19	54
40 ft.	New Flyer	D40LF	Large	38	28	66

YCIPTA's bus fleet assignment by route:

Route	AM	Midday	PM	Saturday
1	Large / Trolley	Large / Trolley	Large / Trolley	Large / Trolley
2/2A	EZ Rider / New Flyer / Large	EZ Rider / New Flyer / Large	EZ Rider / New Flyer / Large	Large / Trolley
3	Small / Trolley	Small / Trolley	Small / Trolley	Small / Trolley
4/4A	Large / Trolley	Large / Trolley	Large / Trolley	Large / Trolley
5	Medium / Trolley	Medium / Trolley	Medium / Trolley	Medium / Trolley
6/6A	Large / Trolley	Large / Trolley	Large / Trolley	Large / Trolley
7	Large	Large	Large	-
8	Small / Trolley	-	Small / Trolley	-
9	Large	-	Large	-
10	Medium/Large	-	Medium/Large	Medium/Large

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95	New Flyer / EZ Rider / Large	New Flyer / EZ Rider / Large	New Flyer / EZ Rider / Large	New Flyer / EZ Rider / Large
NightCAT	-	-	Large / Medium	-
WelltonCAT	-	-	Small / Minivan	-
YCAT OnCall	Small / Minivan	Small / Minivan	Small / Minivan	Small / Minivan

## Distribution of Transit Amenities for Each Mode

The transit amenities policy is designed to provide the framework for the distribution of bus stop amenities equitably throughout the system. When resources allow for improvements at multiple stop locations, YCIPTA will prioritize resources based on passenger activity and transfer opportunities. YCIPTA will also recognize the amount of observed boarding versus alighting activity when sitting amenities such as shelters, benches, and real-time.

In situations where YCIPTA has the authority and available resources to site new amenities at multiple bus stops, amenities will be programmed for placement at those stops based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While YCIPTA will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

## On-time Performance

*Measure: Provides accessible and reliable transit services to Yuma County.*

To ensure reliable services, YCIPTA aims to have a 90% on-time performance target at major stops and transfer hubs and an 80% on-time performance target at minor timepoint stops for fixed route operations. In addition, YCIPTA's standard is less than 1% of fixed-route trips missed or removed from the daily schedule. For paratransit services, the standard for on-time performance is at least 90% of all paratransit trips arriving within the thirty minute pick-up window.

## ENVIRONMENTAL JUSTICE REQUIREMENTS

YCIPTA shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. YCIPTA is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. YCIPTA will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

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 Richard Watenpaugh – Town of Wellton, Bill Lee – City of Somerton, Paul Soto – Cocopah Tribe

John Andoh, Transit Director

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

**LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS**

YCIPTA will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. YCIPTA’s public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

YCIPTA will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. YCIPTA will continually assess the language assistance needs of the population to be served.

YCIPTA will use the following four factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.

- b) Frequency with which LEP individuals come into contact with YCIPTA's programs, activities, and services.
- c) Importance of the program, activity, or service provided by YCIPTA to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

### **ORAL LANGUAGE ASSISTANCE**

YCIPTA maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative office and within its Customer Service office for basis transit questions and trip planning assistance.

### **SAFE HARBOR STIPULATION**

Federal law provides a "Safe Harbor" situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A "safe harbor" means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

YCIPTA will comply with the Safe Harbor provisions when additional information is requested to be translated in languages other than English.

### **COMPLAINTS/LAWSUITS AND APPEALS**

**How to File a Title VI Complaint with YCIPTA:** Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age sex, sexual orientation, or gender identity with respect to YCIPTA's programs, activities, services, or other transit related benefits, may file a written Complaint with YCIPTA. A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. YCIPTA will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation. **Complaint must include the following information:**

- a) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

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**A Complaint Form** (*Attachment B*) can be used to file a Title VI complaint with YCIPTA. A *Complaint Form* will be made in an accessible format upon request. A *Complaint Form* can be obtained at:

- a) YCIPTA's website at [www.ycat.az.gov](http://www.ycat.az.gov) or [www.ycipta.az.gov](http://www.ycipta.az.gov).
- b) By calling YCIPTA at 928.539.7076, ext 237 a complaint form can be mailed, faxed or emailed.
- c) By picking up a complaint form at 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365.
- d) By emailing [info@ycipta.az.gov](mailto:info@ycipta.az.gov).
- e) By faxing a request or letter to 928.783.0309.

If the Complaint is received by anyone besides YCIPTA's Transit Director, the individual in receipt of the Complaint shall forward it to the Transit Director or his/her designee as soon as practicable but no later than two (2) working days of receipts. The Transit Director shall immediately provide a copy of the Complaint to the Chair of the Board of Directors of the program, activity or service that is identified as being out of compliance.

### **YCIPTA's Procedures for Investigating Complaints**

The Transit Director or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) working days of his/her receipt of the complaint. The Transit Director or his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

### **Efforts to Contact Complainant**

YCIPTA Transit Director or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. YCIPTA Transit Director or his/her designee shall review and consider the response prepared by YCIPTA Transit Director or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. YCIPTA Transit Director or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

### **Completion of Investigation**

As soon as it is practicable, but no later than twenty (20) working days following receipt of the initial complaint, the YCIPTA Transit Director or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

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John Andoh, Transit Director

## **Appeal to Chairman**

If the complainant is not satisfied with the findings and/or action of YCIPTA's Transit Director or his/her designee, then the complainant may file his/her Complaint with the Chairman of the Board of Directors or with the FTA's Office of Civil Rights.

## **Appeal Process**

If the complainant chooses to file his/her Complaint with the Chairman of the Board of Directors, then the complaint and any supporting documentation should be submitted within five (5) working days of his/her receipt of the results of the Transit Director's investigation, with the Chairman of the Board of Directors by providing it to Transit Director at YCIPTA facility. Upon review of the file, the Chairman of the Board of Directors shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chairman within ten (10) working days of the Chairman's notification that the complainant is not satisfied with the results of the YCIPTA Transit Director's investigation. The decision of the Chair of YCIPTA Board of Directors shall be final.

## **Timeline Waiver**

Any timeline set forth herein may be extended by the YCIPTA Transit Director upon a showing of good cause.

## **How to File a Title VI Complaint with the FTA and ADOT**

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to YCIPTA's programs, activities, or services, or other transit related benefits, may file a written Complaint with FTA and Arizona Department of Transportation (ADOT). A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination. FTA and ADOT will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations *49 CFR 21.11(b) and 21.11 (c)*.

A. A Complaint must include the following information: A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken. In cases where a Complainant is unable or incapable of providing a written statement, but wishes FTA, ADOT or DOT to investigate alleged discrimination, a verbal Complaint of discrimination may be made to the FTA Director, Office of Civil Rights or ADOT Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal Complaint into writing. All Complaints must, however, be signed by the Complainant or his/her representative.

### FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator

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John Andoh, Transit Director



East Building, 5th Floor – TCR  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590  
TTY: 1-800-877-8339  
Voice: 1-866-377-8642  
[FTA.ADAAsistance@dot.gov](mailto:FTA.ADAAsistance@dot.gov)

ADOT Civil Rights Office Address:

ADOT Civil Rights Office  
Attn: Title VI Program Manager  
1135 N. 22nd Avenue, Mail Drop 154A  
Phoenix, AZ., 85009  
Voice: (602) 712-7761  
Fax: (602) 712-8429  
TDD: 711  
[lschrader@azdot.gov](mailto:lschrader@azdot.gov)

B. A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

### **Complaint Acceptance**

Once a Complaint has been accepted, FTA and ADOT will notify YCIPTA that it has been subject to a Title VI Complaint and ask YCIPTA to respond in writing to the Complainant's allegations. Once the Complainant agrees to release the Complaint to YCIPTA, FTA and ADOT will provide YCIPTA with the Complaint. FTA and ADOT may choose to close a Complaint if the Complainant does not agree to release the Complaint to YCIPTA. FTA and ADOT strive to complete a Title VI Complaint investigation within 180 days of the acceptance date of a Complaint.

### **Investigations**

FTA and ADOT will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's and ADOT's investigation will include a review of the pertinent practices and policies of YCIPTA, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether YCIPTA has failed to comply with Title VI regulations.

Following the investigation, FTA's and ADOT's Office of Civil Rights will transmit to the Complainant and YCIPTA one of the following three letters based on its finding:

a) Letter of Resolution: which explains the steps that YCIPTA has taken or

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John Andoh, Transit Director

promises to take to come into compliance with Title VI.

b) Letter of Finding (Compliance): which explains that YCIPTA is found to be in compliance with Title VI. This letter will include an explanation of why YCIPTA was found to be in compliance, and provide notification of the Complainant's appeal rights.

c) Letter of Finding (Noncompliance): which explains that YCIPTA is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the reconciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to YCIPTA in devising a remedial plan for compliance.

### **Appeals Process**

The letters of finding and resolution will offer the Complainant and YCIPTA the opportunity to provide additional information that would lead FTA to reconsider its conclusions.

FTA requests that the parties in the Complaint provide this additional information within 60 days of the date of the FTA and ADOT letter of finding. FTA's and ADOT's Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

### **DEFICIENCIES WITH TITLE VI COMPLIANCE**

Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FTA determines that YCIPTA is in noncompliance with Title VI, it will transit a *Letter of Finding* that describes FTA's determination and requests that YCIPTA voluntarily take corrective action(s) which FTA deems necessary and appropriate.

YCIPTA will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

### **PUBLIC PARTICIPATION REQUIREMENTS**

YCIPTA will adopt the present YMPO Public Participation Plan as the basis for public participation as it relates to Title VI compliance. YCIPTA will use various media methods to disseminate the public's rights and obligations as well as the development of this plan and future updates. Information to the public will be disseminated:

- On the YCIPTA website at: [www.ycat.az.gov](http://www.ycat.az.gov) and [www.ycipta.az.gov](http://www.ycipta.az.gov)
- At the YCIPTA office

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Richard Watenpaugh – Town of Wellton, Bill Lee – City of Somerton, Paul Soto – Cocopah Tribe

John Andoh, Transit Director

- At public and project meetings on subjects related to YCIPTA
- At transit centers
- On transit vehicles


**ADMINISTRATION OF REGULATION**

YCIPTA will integrate the provisions within its Title VI Program into all programs, activities, and services provided by YCIPTA.

YCIPTA will integrate the Title VI Program into its policies and procedures.

YCIPTA compliance of Title VI Program is shown in Attachment C.

Approved:



\_\_\_\_\_  
John Andoh  
Transit Director

\_\_\_\_\_  
Date

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John Andoh, Transit Director

## **Attachments for the Title VI Program**

- A. Title VI Policy Statement
- B. Title VI Complaint Form
- C. Title VI Compliance
- D. Low Income Maps For Yuma County
- E. YCIPTA Board of Directors Resolution Approving the Title VI Program
- F. Membership of the YCIPTA Board of Directors By Race
- G. Limited English Proficiency Plan
- H. Title VI Questions and Answers
- I. Title VI Notice on Buses, Rider's Guide, Online and at YCIPTA Offices
- J. Public Participation Plan
- K. Environmental Justice Policy

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John Andoh, Transit Director





## **Yuma County Intergovernmental Public Transportation Authority**

*2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)*

### **Attachment A TITLE VI POLICY STATEMENT**

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. YCIPTA operates its programs, activities and services without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.

As a Federal Transit Administration (FTA) fund recipient, YCIPTA will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person, who believes that he/she, has been subjected to discrimination on the basis of race, color, nation origin, age, sex, sexual orientation, or gender identity, with respect to YCIPTA's programs, activities, services, or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainants name, address, and telephone number or other means by which the complainant can be contacted. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

To request additional information on YCIPTA's non-discrimination obligations or to file a Title VI Complaint, please submit your request or complaint in writing to the following means:

- a) YCIPTA's website at [www.ycat.az.gov](http://www.ycat.az.gov)
- b) By mail to 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365.
- c) By emailing [tojandoh@ycipta.az.gov](mailto:tojandoh@ycipta.az.gov).
- d) By faxing a request or letter to 928.783.0309.

**Complaint Forms can also be obtained at [www.ycat.az.gov](http://www.ycat.az.gov), by calling 928.539.7076, ext 237 to have one mailed to you, by emailing a request to [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) or by faxing 928.783.0309.**

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Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
John Andoh, Transit Director

**Title VI Complaints may be filed directly to:**

Federal Transit Administration Office of Civil Rights  
Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Arizona Department of Transportation Civil Rights Office  
Title VI Program Manager  
1135 N. 22nd Avenue, Mail Drop 154A  
Phoenix, AZ., 85009

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John Andoh, Transit Director

**Attachment B**  
**Yuma County Intergovernmental Public Transportation Authority**  
**TITLE VI DISCRIMINATION COMPLAINT FORM**

Name of Complainant: \_\_\_\_\_

Home Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Email address: \_\_\_\_\_

Race/Ethnic Group: \_\_\_\_\_ Gender:    M    F

Person discriminated against (if other than Complainant):

\_\_\_\_\_

Home address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Work: \_\_\_\_\_

**1. SPECIFIC BASIS OF DISCRIMINATION (Circle appropriate category):**

↑ Race

↑ Color

↑ National Origin

↑

Low Income

↑ Limited English Proficiency (LEP)

2. Date of alleged discriminatory act(s): \_\_\_\_\_

3. RESPONDENT (individual that complaint is filed against):

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Work Location: \_\_\_\_\_

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John Andoh, Transit Director



Program or Service: \_\_\_\_\_

4. Describe how you were discriminated against. What happened? Who was responsible? For additional space, attach additional sheets of paper.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Did you file this complaint with another federal, state or local agency or Did you file this complaint with a federal or state court? (Circle One)

**Yes**                      **No**

If answer is yes, circle the agency in which the complaint was filed.

**Federal Agency**                      **Federal Court**                      **State Agency**                      **State Court**  
**Local agency**                      **FTA**                      **ADOT**

Date filed: \_\_\_\_\_

6. Provide contact information for the filing Agency or Court:

Name of Agency or Court : \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

***Attach any supporting documents if necessary.***

If you have any questions or need assistance filling out this form, please contact YCIPTA at 928.539.7076, ext 237, TTD/TTY users can call 711 through the Arizona Relay Service. YCIPTA will respond within 60 days of the alleged discrimination once YCIPA receives this form. The complaint must be filed within 180 days of the date of the alleged discrimination.

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**Attachment C**  
**Yuma County Intergovernmental Public Transportation Authority**  
**TITLE VI COMPLIANCE**

**1. Title VI Complaint Procedure**

Yuma County Intergovernmental Public Transportation Authority (YCIPTA) Title VI compliant procedures are available in this report as Attachment A.

**2. Requirements to Record Title VI Investigation, Complaints and Lawsuits**

YCIPTA have not had any Title VI complaints, investigations or lawsuits.

**3. Requirements to Provide Meaningful Access to Limited English Proficiency Persons**

It is the policy of YCIPTA to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination.

YCIPTA will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested, within a 24 – hour notice.

LEP requests shall be submitted to John Andoh, Transit Director, YCIPTA, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, via telephone to: 928-539-7076, ext 237, via fax to: 928.783.0309 or via email [tojandoh@ycipta.az.gov](mailto:tojandoh@ycipta.az.gov).

Customer service representatives at Yuma County Area Transit are available to provide transit information to LEP persons by calling 928.783.2235, TTD: 711 through Arizona Relay Service. Materials on board buses are available in English and Spanish, including rider notices and Rider Guides.

**4. Requirement to Notify Beneficiaries of Protection Under Title VI**  
**YCIPTA Title VI policy statement is stated in the Title VI**

YCIPTA Title VI Policy Statement is posted online at [www.ycat.az.gov](http://www.ycat.az.gov) as well as on board all YCIPTA vehicles and at the YCIPTA Bus Facility.

**5. Guidance on Promoting Inclusive Public Participation**

YCIPTA has adopted a Public Participation Plan as the basis for YCIPTA's guidance on public participation regarding Title VI, fare and service changes and other matters relating to the transit system. These measures include:

- On the YCIPTA website at: [www.ycat.az.gov](http://www.ycat.az.gov)
- At the YCIPTA office
- At public and project meetings on subjects related to YCIPTA
- On transit vehicles and at transit centers

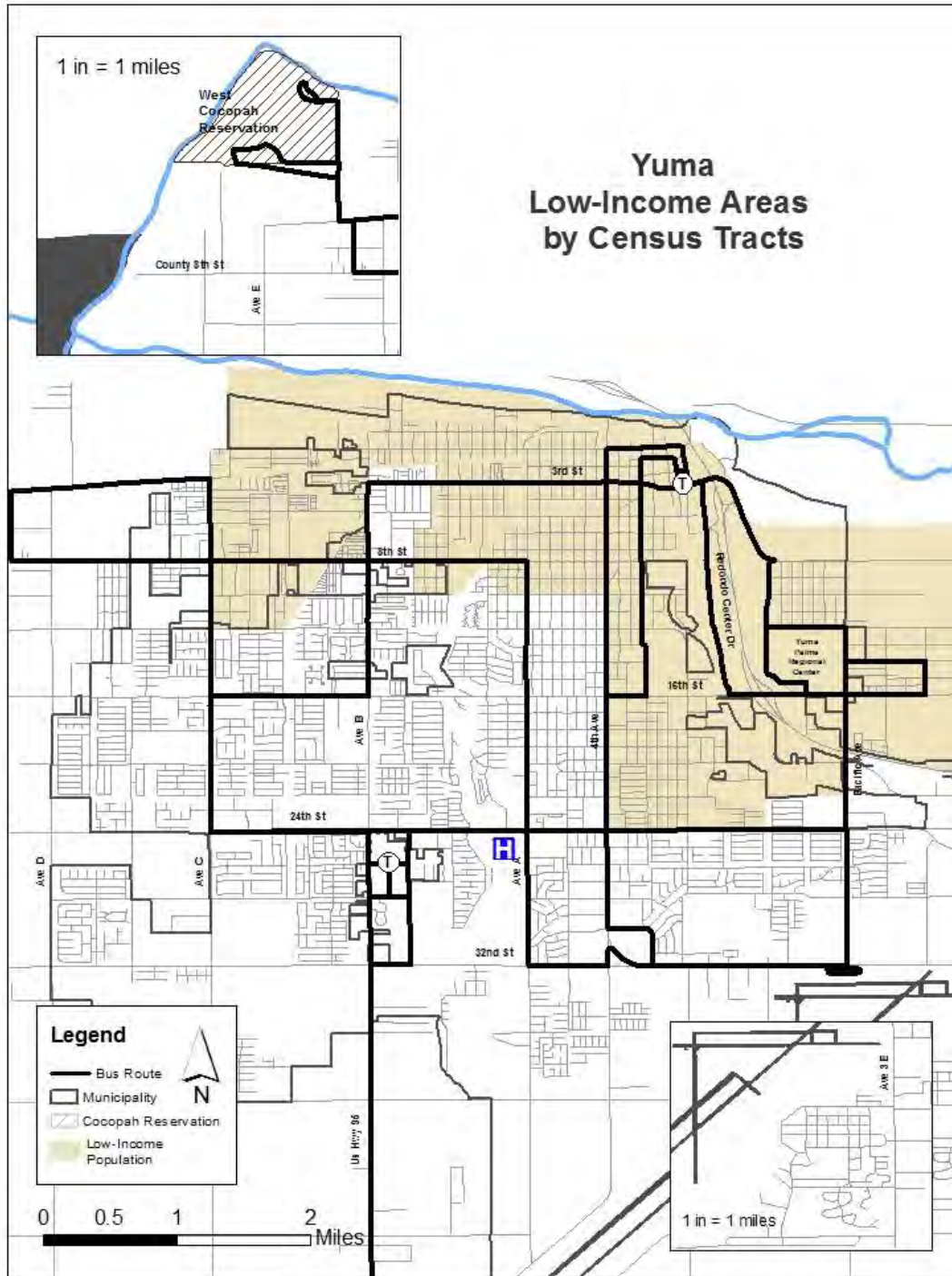
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**Attachment D  
Low-Income Area Map**

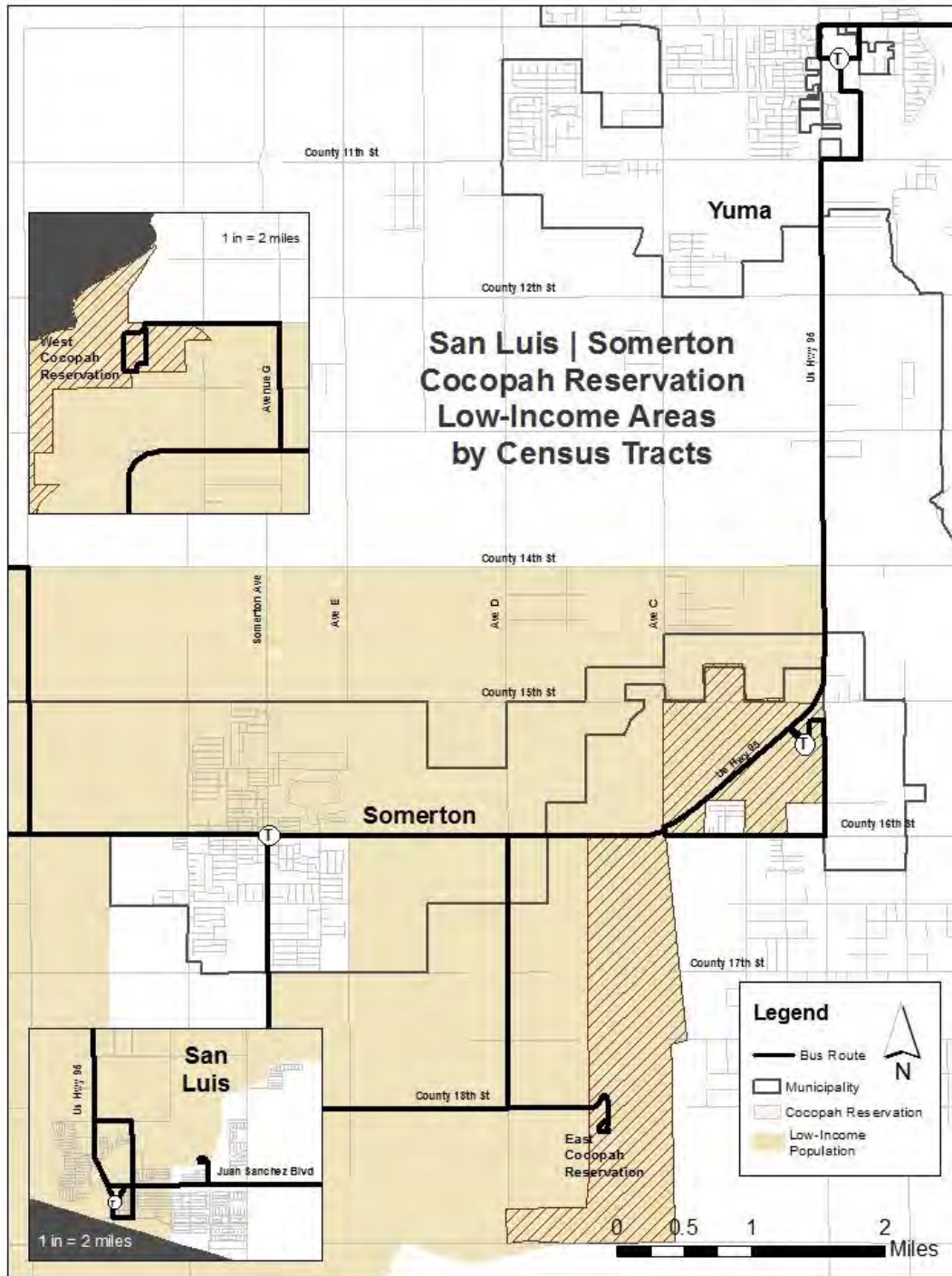
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John Andoh, Transit Director



Source: ACS S1903 S1101, YCAT\_Routes, Yuma County, and Yuma\_UZA\_2010

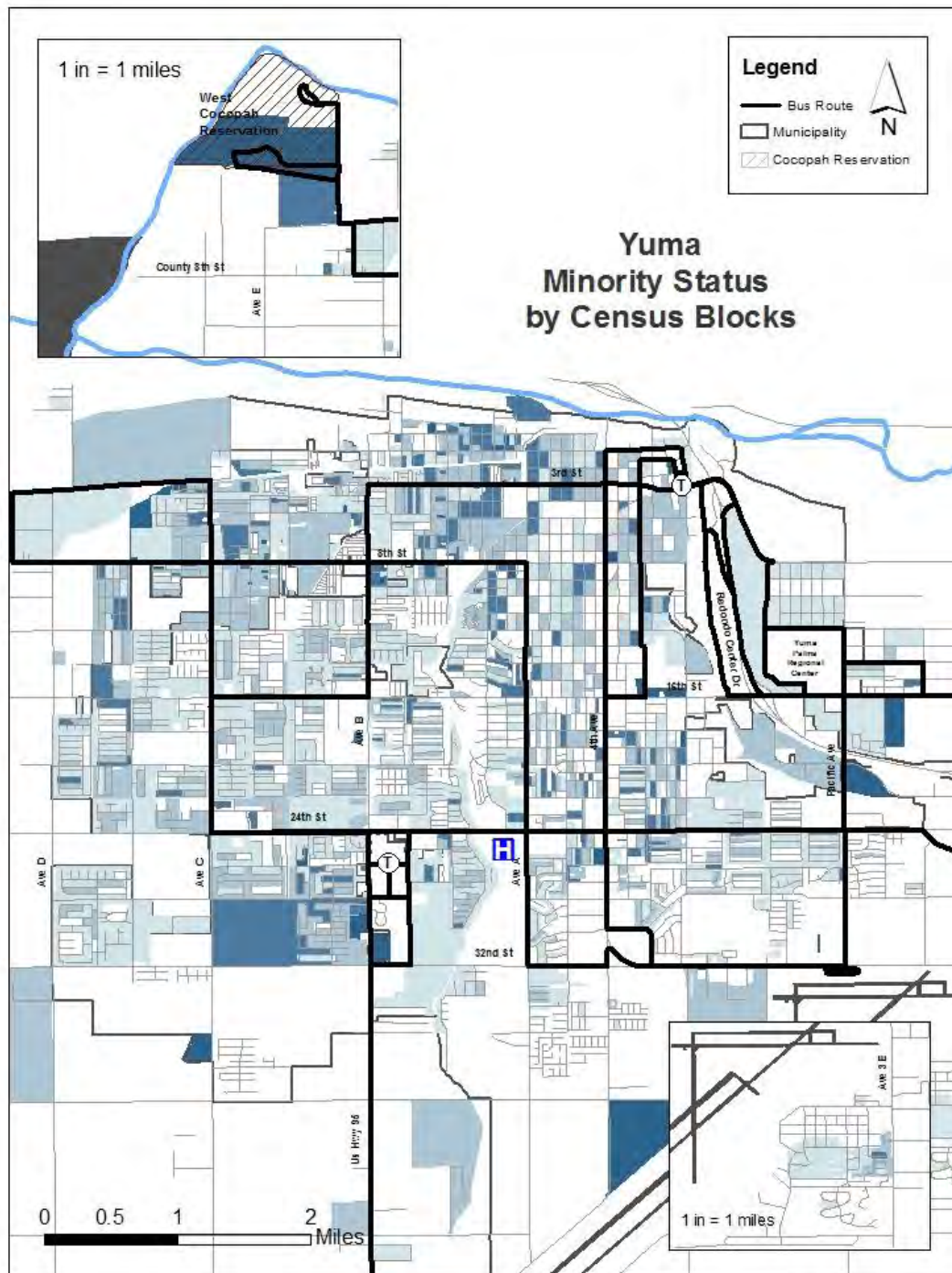
**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
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 John Andoh, Transit Director



Source: ACS S1903 S1101, YCAT\_Routes, Yuma County, and Yuma\_UZA\_2010

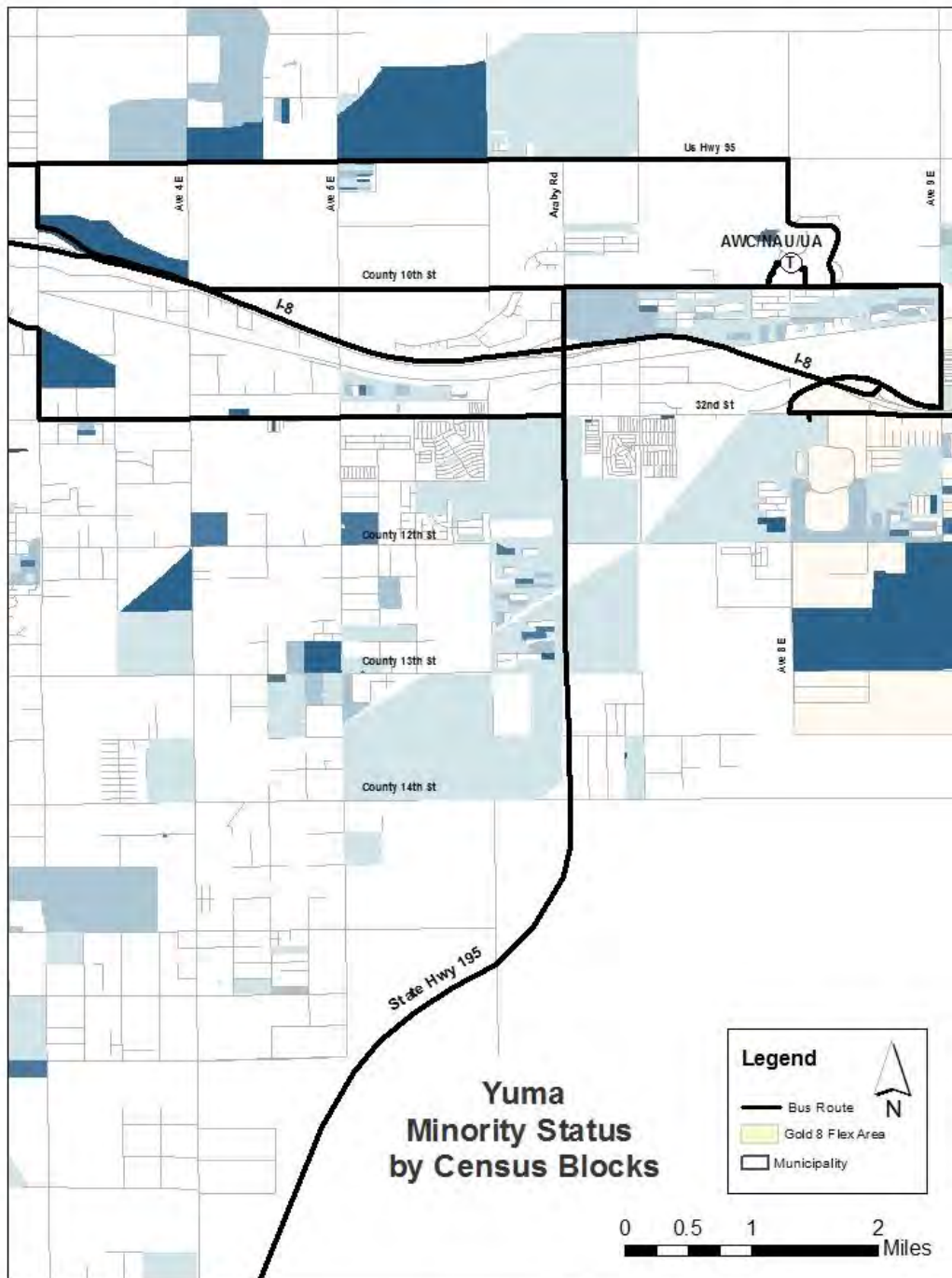
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 John Andoh, Transit Director

## Attachment D Minority Status Map



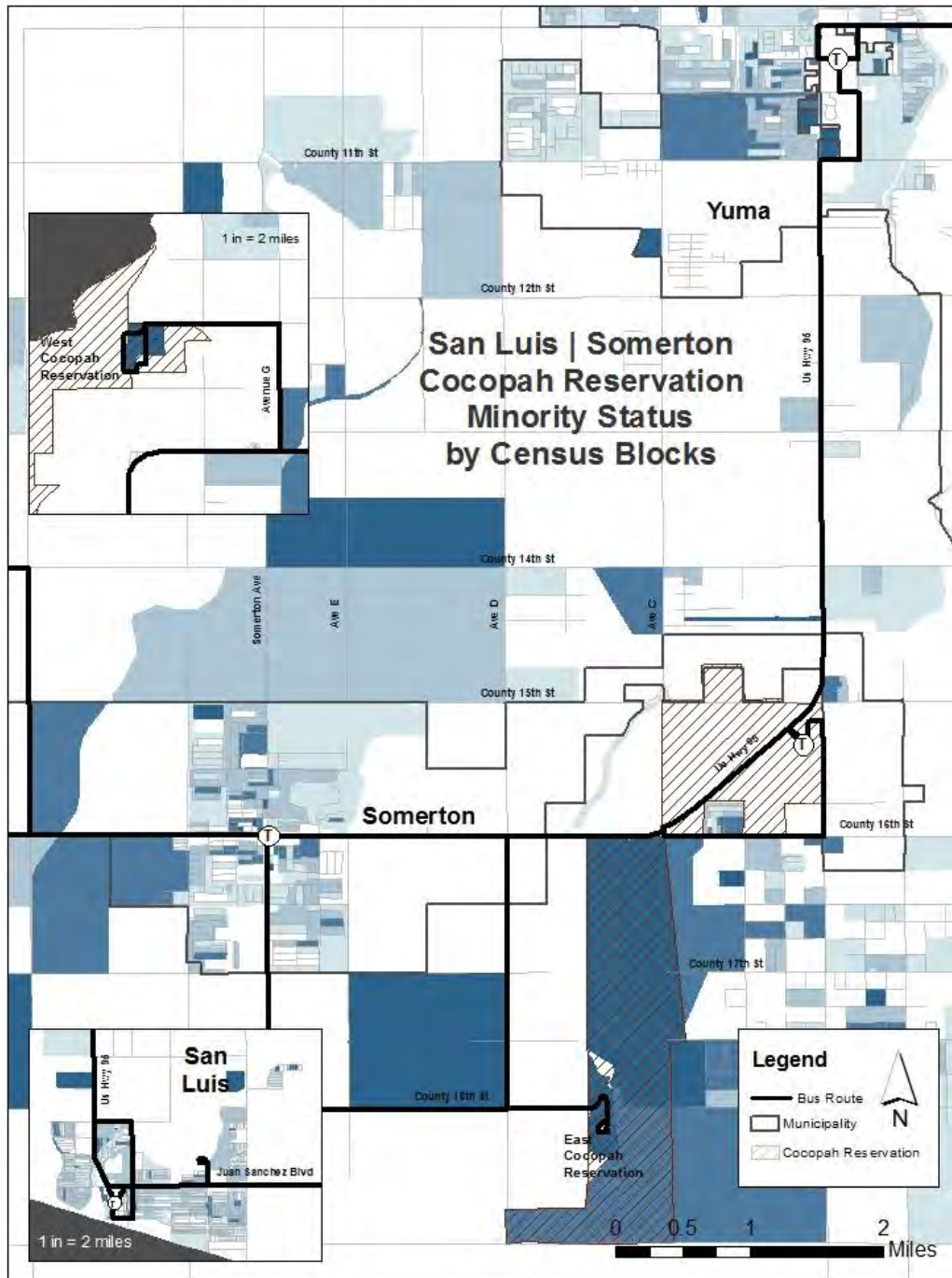
Source: 2010 Census P3, YCAT\_Routes, Yuma County, and Yuma\_UZA\_2010

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Source: 2010 Census P3, YCAT\_Routes, Yuma County, and Yuma\_UZA\_2010

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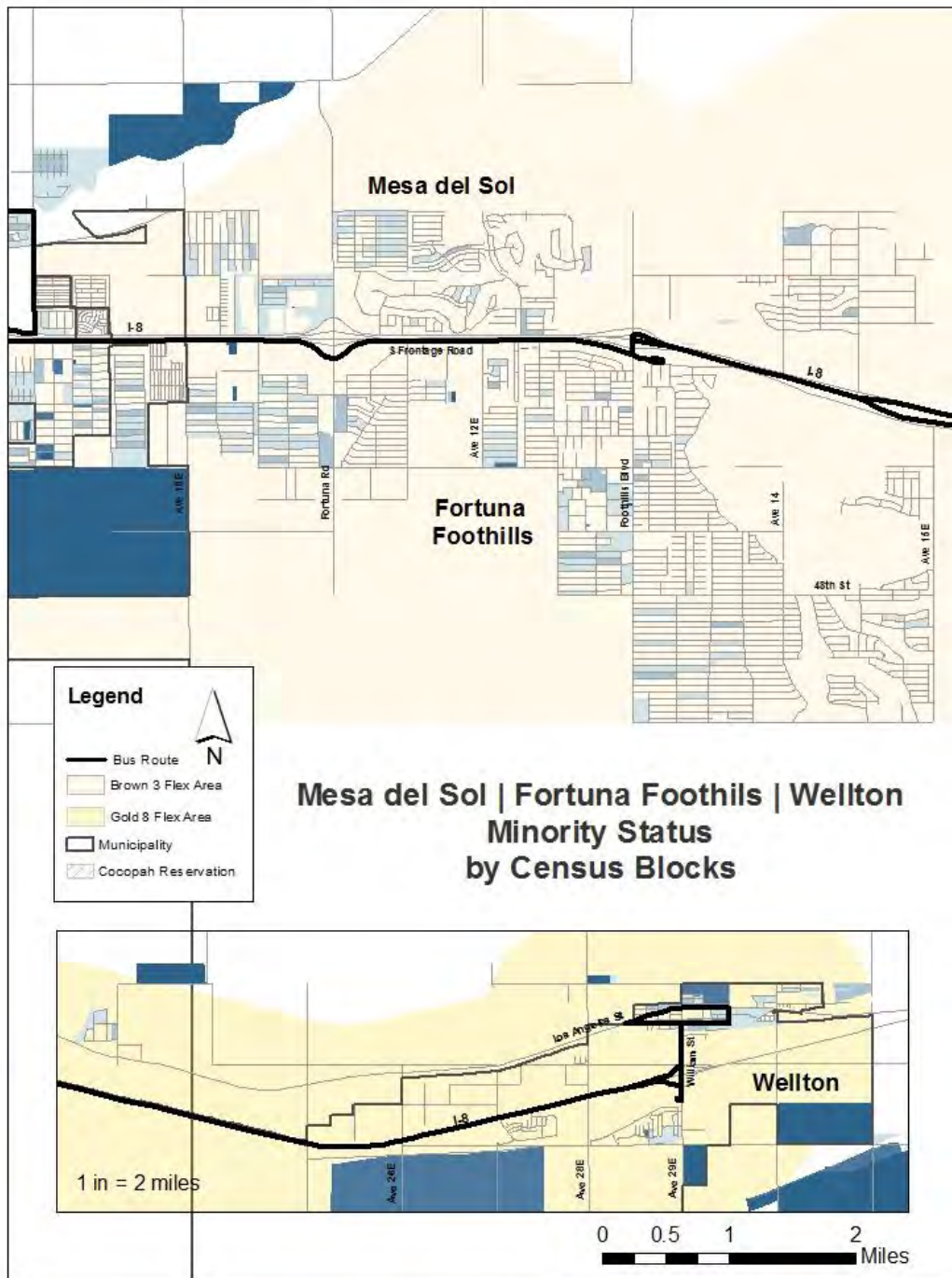


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John Andoh, Transit Director



Source: 2010 Census P3, YCAT\_Routes, Yuma County, and Yuma\_UZA\_2010

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 John Andoh, Transit Director

**Attachment E**  
**Board Approval of Title VI Program**

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John Andoh, Transit Director

**Attachment F**  
**Membership of the YCIPTA Board of Directors By Race**



**Robert L. Pickels, Jr,**  
**Chairman**  
Yuma County  
term ending 2/28/2018



**Greg Wilkinson, Vice**  
**Chairman**  
City of Yuma  
term ending 2/28/2016



**Dr. Larry Gould**  
Northern Arizona University  
term ending 2/28/2019



**Dr. Glenn Mayle**  
Arizona Western College  
term ending 2/28/2016



**Ralph Velez**  
City of San Luis  
term ending 2/28/2018



**Richard Watenpaugh**  
Town of Wellton  
term ending 2/28/2019

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Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
John Andoh, Transit Director



**Bill Lee**

City of Somerton  
term ending 2/28/2015



**Paul Soto**

Cocopah Indian Tribe  
term ending 2/28/2016



**Brian Golding Sr.**

Quechan Indian Tribe  
term ending 2/28/2017

<b>Race</b>	<b>Quantity</b>
White	6
African American	0
Asian/Pacific Islander	0
American Indian or Alaskan Native	2
Native Hawaiian or Other Pacific Islander	0
Multi Race	0
Hispanic	1

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 Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
 John Andoh, Transit Director

**Attachment G**  
**Limited English Proficiency Plan**

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John Andoh, Transit Director

## Limited English Proficiency Plan Effective: June 1, 2013

### ***Introduction***

This Limited English Proficiency (LEP) Plan has been prepared to address the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

### ***Plan Summary***

YCIPTA is the administrator of the Yuma County Area Transit (YCAT) fixed route, vanpool and demand response bus service and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by YCIPTA. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

YCIPTA currently implements a number of measures to ensure that limited-English speaking clients and customers have meaningful input into its services and projects. Therefore, YCIPTA staff believes that it meets the standard for providing methods for meaningful input and access for limited-English speaking customers.

In order to prepare this plan, YCIPTA undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an YCIPTA program, activity or service.
2. The frequency with which LEP persons come in contact with YCIPTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by YCIPTA to the LEP population.
4. The resources available to YCIPTA and overall cost to provide LEP assistance.

A summary of the results of the YCIPTA four-factor analysis is in the following section.

**Four Factor Analysis**

- **Factor 1: The Number and Proportion of LEP persons in the YCIPTA Service Area**

The first step towards understanding the profile of LEP persons eligible to be served or likely to be encountered by a program, activity or service is a review of the 2010 Census Data. For planning purposes, YCIPTA is considering individuals that speak English “not well” or “not at all” and only the top three language groups are included in the analysis.

**Table 1** is derived from the 2010 US Census and shows the percentage of persons that speak English, Spanish, or another language at home. The City of San Luis has the greatest concentration of LEP persons – over 94%. The second highest is the City of Somerton with 93.5%.

**Table 1: Limited English Proficiency Persons in the YCIPTA Service Area**

	<b>CITY OF YUMA</b>	<b>SOMERTON</b>	<b>SAN LUIS</b>	<b>WELLTON</b>	<b>YUMA COUNTY</b>	<b>GADSDEN</b>	<b>DATELAND</b>	<b>TACNA</b>
ENGLISH	64.70%	5.60%	3.70%	55.30%	39.20%	48.40%	31%	46.40%
SPANISH	27.40%	93.50%	94.20%	38.30%	55.70%	49.30%	69%	49.50%
OTHER LANGUAGE	7.90%	0.90%	2.10%	6.40%	5.10%	2.30%	0%	4.10%

- **Factor 2: The Frequency in which LEP Persons Encounter YCIPTA Programs**

YCIPTA has assessed the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is a large percentage of the general population who are Spanish-speaking persons, and people of various descents who speak English less than very well. As a fixed route and demand response transportation provider, it is necessary to recognize these segments of the general population.

Phone inquiries and staff feedback indicate that the transit dispatchers and drivers interact the majority of their time with people with limited English speaking skills.

- **Factor 3: The Importance of Services Provided by YCIPTA Programs**

Public transportation and regional transportation planning is vital to many people’s lives. According to the Department of Transportation’s *Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons*, “Providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment.” As part of the preparation of the Yuma



Regional Transit Study by Arizona Department of Transportation, they administered an on-board passenger survey to collect data on usage of and access to YCAT transit services.

Additionally, surveys and comment cards are collected on all transit buses as well online at [www.ycat.az.gov](http://www.ycat.az.gov).

According to the passenger survey analysis, the most common age among all the participants in the surveys was the 25 to 44 age group.

- **Factor 4: The Resources Available and Overall YCIPTA Cost**

YCIPTA assessed its available resources that are currently being used, and those that could be used, to provide language assistance. Notwithstanding the significant cuts in funding for public transportation service, YCIPTA provides a reasonable degree of services for limited English speaking persons upon request. YCIPTA also requires its contractors and staff to be bilingual in speaking, reading and writing English and Spanish.

YCIPTA will continue its efforts to collaborate with other state and local agencies to provide language translation and interpretation services when practical and in consideration of available funding.

#### ***How YCIPTA May Identify an LEP Person Who Needs Language Assistance***

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to YCIPTA sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at YCIPTA meetings.
4. This will assist YCIPTA in identifying language assistance needs for future events and meetings.
5. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to YCIPTA's management for follow-up.
6. Vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners, will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

#### ***Language Assistance Measures***

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which YCIPTA staff responds to LEP persons, whether in person, by telephone or in writing as defined below:

##### ***Public Meetings & Workshops***

- Offer customized presentations to existing groups and organizations.
- Co-host workshops with community groups, business associations, etc.

- Sponsor a forum or summit with partner agencies, with the media, or other community organizations.
- Encourage opportunities for public input directly to YCIPTA Board Members.
- When YCIPTA staff makes community presentations to groups whom they know in advance are limited-English speakers, they will hire an interpreter to translate information from the presentation to meeting attendees.
- When customers communicate with YCIPTA staff and state a language preference, requested materials are provided in the requested language.

#### *Techniques for Public Meetings/Workshops*

- Open Houses.
- Facilitated discussions.
- Question and Answer session with YCIPTA transit staff and YCIPTA Board Members.
- Customized presentations.
- Vary the time of day for workshops (day/evening).

#### *Visualization Techniques*

- Maps.
- Charts, Illustrations, Photographs.
- Web content and interactive games.
- Electronic voting.
- PowerPoint slide shows.

#### *Polls/Surveys*

- For major planning studies, such as the Yuma Regional Transit Study, conduct statistically valid telephone polls in English as well as in Spanish.
- Electronic surveys via web.
- Intercept interviews where people congregate, such as at transit hubs.
- Printed surveys distributed at meetings, transit hubs, on-board transit vehicles etc.

#### *Printed Materials*

- User- friendly documents (including use of executive summaries).
- Outside review of written materials to ensure clear, concise language.
- Post cards.
- Maps, charts, photographs, and other visual means of displaying information.

#### *Targeted Mailings/Flyers*

- Work with community-based organizations to distribute flyers.
- Distribute "Take-one" flyers to key community organizations.
- Notices that are posted on YCIPTA transit vehicles are provided in English and Spanish, as drivers most frequently come into contact with Spanish-speaking individuals. YCIPTA provides these notices to other limited-English speaking customers upon request.

#### *Utilize local media*

- News releases.
- Opinion pieces/commentaries.
- Purchase display ads.
- Negotiate inserts into local printed media.
- Place speakers on Radio/TV talk shows.

- Public Service Announcements on radio and TV.
- Develop content for public access/cable television programming.
- Civic journalism and non-profit partnerships.

*Use of the Internet/Electronic Access to Information*

- Web site with updated content.
- Use social media to reach a larger audience.
- Electronic duplication of open house/workshop materials.
- Interactive web with surveys.
- Use the web to provide interaction among participants.
- Access to planning data (such as maps, charts, background on travel models, forecasts, census data, and research reports).
- Provide information in advance of public meeting.

*Notify Public via*

- Blast e-mails.
- Notice widely disseminated through new partnerships with community-based and interest organizations.
- Newsletters.
- Printed materials.
- Electronic access to information.
- Local media.
- Notices placed on board transit vehicles at transit hubs.

*Techniques for Involving Low Income Communities and Communities of Color*

- "Take One" flyers on transit vehicles and transit hub.
- Outreach in the community (flea markets, churches, health centers, etc.).
- Include information on meeting notices and how to request translation assistance.
- Robust use of "visualization" techniques, including maps and graphics to illustrate trends, choices being debated, etc.

*Techniques for Reporting on Impact of Public Comments*

- Direct mail and email to participants from meetings, surveys, etc., to report final outcomes.
- Newsletter articles.
- Updated and interactive web content.

*Techniques for Involving Limited-English Proficient Populations*

- Personal interviews or use of audio recording devices to obtain oral comments.
- Translated documents and web content on key initiatives.
- On-call translators for meetings.
- Translated news releases and outreach to alternative language media, such as radio, television, newspapers, and social media.
- Include information on meeting notices on how to request translation services.
- Robust use of visualization techniques, including maps and graphics to choices being debated, etc.
- Train staff to be alert to and anticipate the need of low-literacy participants in meetings, workshops, and the like.
- Information/comment tables or booths at community events and public gathering places.

- Comment cards/"take one" cards on board transit vehicles.

### ***LEP Training and Implementation by YCIPTA Staff***

- When a new hire starts employment with YCIPTA or its contractor, the LEP policy adopted by the YCIPTA Board of Directors will be provided to the new employee to help understand of the importance to outreach to and communication with limited-English speaking persons.
- As new policies/procedures are developed, or existing policies/procedures are amended, these new documents are distributed to affected employees through various methods, including but not limited to paper distribution, electronic documents, postings in employee break rooms, and scheduled group or individual training sessions.
- Vehicle operators, who are the most direct point of contact for LEP persons, have several methods to respond to an LEP individual. In many instances, LEP individuals are accompanied by a companion who speaks English and can translate for the customer. In addition, some vehicle operators are bilingual. If vehicle operators are not bilingual, they are instructed to ask for assistance from a bilingual passenger. In the few cases where there is no one on the bus who can offer language assistance, the vehicle operator contacts a dispatcher. Most of YCIPTA dispatchers speak Spanish, and they are available to assist vehicle operators in translating for their customers.

### ***Dissemination of the YCIPTA LEP Plan***

A link to the YCIPTA LEP Plan and the Title VI Procedures is included on the YCIPTA website at [www.ycat.az.gov](http://www.ycat.az.gov). Any person or agency with internet access will be able to access and download the plan from the YCIPTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which YCIPTA will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the YCIPTA Administrative Assistant or Transit Director.

Yuma County Intergovernmental Public Transportation Authority  
Yuma County Area Transit  
2715 East 14<sup>th</sup> Street  
Yuma, AZ 85365  
Phone: 928-539-7076, ext 237  
Fax: 928-783-0309  
Email: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) (Title VI Coordinator)



## Yuma County Intergovernmental Public Transportation Authority

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)

### LIMITED ENGLISH PROFICIENCY POLICY Adopted: October 1, 2011

It is the policy of the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) to ensure that our programs and activities, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination.

YCIPTA will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested, within a 24 – hour notice.

LEP requests shall be submitted to John Andoh, Transit Director, YCIPTA, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, via telephone to: 928-539-7076, ext 237, via fax to: 928.783.0309 or via email to [jandoh@ycipta.org](mailto:jandoh@ycipta.org).

Customer service representatives at Yuma County Area Transit are available to provide transit information to LEP persons by calling 928.783.2235, TTD: 711 through Arizona Relay Service. Materials on board buses are available in English and Spanish, including rider notices and Rider Guides.

For any additional information or guidance, please refer to <http://www.lep.gov> or the YCIPTA Limited English Proficiency Plan.

Approved:

\_\_\_\_\_  
John Andoh  
Transit Director

\_\_\_\_\_  
9-26-11  
Date

## **Attachment H Title VI Questions and Answers**

### **What is Title VI of the Civil Rights Act of 1964?**

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

### **How do I file a Title VI Complaint?**

You must file a signed, written complaint within one hundred and eighty (180) days of the last date of alleged discrimination.

The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

The complaint may be filed in writing with YCIPTA as follows:

YCIPTA  
Attn: Title VI Coordinator  
2715 East 14th Street  
Yuma, AZ 85365

Complainants may also use the following to initiate the filing of a complaint:

By e-mail to: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) with **Title VI Complaint** in the subject line.

By telephone: YCIPTA Title VI Coordinator - (928) 539-7076, extension 237, TTY/TDD users should use 711.

By fax to: Attention: YCIPTA Title VI Coordinator - (928) 783-0309.

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John Andoh, Transit Director

The Title VI Coordinator will assist with writing a complaint if the complainant is unable to do so upon request.

### **What happens to my complaint after it is submitted to YCIPTA?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by YCIPTA will be recorded in the Title VI Database and electronically assigned an ID number by the Title VI Coordinator.

The YCIPTA Title VI Coordinator reviews all customer feedback and researches complaints alleging discrimination based on race, color or national origin in a service or benefit. Upon request, the YCIPTA Title VI Coordinator will provide appropriate assistance to complainants, including people with disabilities, or who are limited in the ability to communicate in English in accordance with YCIPTA's Limited English Proficiency Plan.

In instances where additional information is needed for assessment or investigation of the complaint, the YCIPTA Title VI Coordinator will contact the complainant in writing within 15 working days. Failure to provide the requested information by a certain date may result in the administrative closure of the complaint.

YCIPTA Title VI Coordinator will investigate the complaint and prepare a draft written response subject to review by the YCIPTA Transit Director and YCIPTA Legal Counsel.

### **How will I be notified of the outcome of my complaint?**

YCIPTA will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. YCIPTA will use its best efforts to respond to Title VI complaints within 60 working days of its receipt of such complaints.

In addition to the complaint process at YCIPTA, individuals and organizations may also file a complaint by completing a Federal Transit Administration (FTA) Office of Civil Rights [Title VI complaint form](#) and submitting directly to the FTA and/or Arizona Department of Transportation (ADOT). Complaints should be signed and include contact information and should be sent to YCIPTA and to:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

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John Andoh, Transit Director

TTY: 1-800-877-8339  
Voice: 1-866-377-8642  
[FTA.ADAAssistance@dot.gov](mailto:FTA.ADAAssistance@dot.gov)

and/or:

ADOT Civil Rights Office  
Attn: Title VI Program Manager  
1135 N. 22nd Avenue, Mail Drop 154A  
Phoenix, AZ., 85009  
Voice: (602) 712-7761  
Fax: (602) 712-8429  
TDD: 711  
[lschrader@azdot.gov](mailto:lschrader@azdot.gov)

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John Andoh, Transit Director



**Attachment I**  
**Title VI Notice on Buses, Rider's Guide, Online and at YCIPTA Offices**

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## Yuma County Intergovernmental Public Transportation Authority

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)

### TITLE VI PROGRAM STATEMENT

Yuma County Intergovernmental Public Transportation Authority (YCIPTA) complies with Title VI of the Civil Rights Act of 1964. The level and quality of transportation service will be provided without regard to race, color, national origin, age, sex or disability.

Any person who believes he/she or any specific class of persons is subjected to discrimination prohibited by Title VI may, by him/herself or by a representative, file a written complaint with YCIPTA, ADOT Civil Rights Office or the Federal Transit Administration (FTA). If the complaint is filed against YCIPTA, the Transit Director is required to forward the complaint to the ADOT Civil Rights Office or the FTA. All complaints will be promptly investigated by YCIPTA, ADOT Civil Rights Office or the FTA.

Contact information for the ADOT Civil Rights Office: ADOT Civil Rights Office, 1135 N. 22nd Ave., 2<sup>nd</sup> Floor Mail Drop 154A, Phoenix, AZ 85009, (602) 712-7761.

Contact information for the FTA Office of Civil Rights: FTA Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, S.E., Washington, DC 205901, 1-866-377-8642.

For further information on YCIPTA nondiscrimination obligation or to file a complaint contact:

John Andoh, Transit Director  
Yuma County Intergovernmental Public Transportation Authority  
2715 East 14<sup>th</sup> Street  
Yuma, AZ 85365  
(928) 539-7076, ext 237  
[jandoh@ycipta.org](mailto:jandoh@ycipta.org)

Information in languages other than English will be provided as needed, within a 24 hour period upon request and will be consistent with USDOT Limited English Proficiency (LEP) Guidance.

The Americans with Disabilities Act of 1990 (ADA) protects persons with mental or physical disabilities from discrimination in connection with the provision of transportation service. Wheelchair accessible vehicles will be available and will be operated in compliance with the ADA.



## Yuma County Intergovernmental Public Transportation Authority

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)

### DECLARACION DE PROGRAMA DEL TITULO VI

La Autoridad del Transporte Publico Intergubernamental del Condado de Yuma cumple con el acta de Los Derechos Civiles del Titulo VI de 1964. El nivel y calidad de servicio de transporte sera proveido sin tener en cuenta raza,color, origen de nacionalidad, edad, sexo o discapacidad.

Cualquier persona que crea que el/ella o cualquier clase especifica de persona esta sujeta a discriminacion prohibida por el Titulo VI puede, por si mismo o por un representante presentar una queja por escrito con YCIPTA, oficina de Derechos Civiles ADOT o la Administracion Federal de Transito (FTA). Si la queja es en contra de YCIPTA, es requerido que el director de transito envíe la queja a la oficina de Derechos Civiles o a la FTA. Todas la quejas seran investigadas puntualmente por YCIPTA, la oficina de Derechos Civiles y FTA.

Informacion para contactar la oficina de Derechos Civiles: ADOT Oficina de Derechos Civiles, 1135 N 22<sup>nd</sup> Ave, 2do piso 154A, Phoenix Az 85009, (602) 712-7761

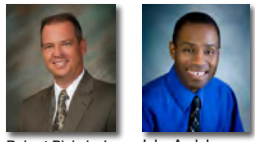
Informacion para contactar la oficina de Derechos Civiles FTA: FTA Oficina de Derechos Civiles, Att: Coordinador del programa Titulo VI, Edificio Este, 5to piso-TCR, 1200 New Jersey Ave, S.E., Washington DC 20591, 1 800-377-8642.

Para mas informacion de YCIPTA de obligacion no discriminatoria o poner una queja contactar a:

John Andoh, Director de Transito  
Autoridad del Transporte Publico Intergubernamental del Condado de Yuma  
2715 East 14<sup>th</sup> Street  
Yuma, AZ 85365  
(928) 539-7076, ext 237  
[jandoh@ycipta.org](mailto:jandoh@ycipta.org)

Informacion en otro idioma que no sea Ingles se les puede proveer si lo necesita, en un period de 24 horas despues de su peticion y sera consistente con las guias de USDOT Limitacion Proeficiente de Ingles (LEP)

El Acta de Americanos con Discapacidades de 1990 (ADA) protege a las personas con discapacidades mentales o fisicas de descriminacion en coneccion con las provisiones de servicio de transporte. Vehiculos con acceso a sillas de ruedas esta disponible y va a ser operado cumpliendo con los reglamentos de ADA



Robert Pickett Jr.  
Chairman  
YCIPTA Board  
of Directors



John Andoh  
YCIPTA  
Transit Director

YCAT is now 15 years old! From the start of Valley Transit in 1998 to YCAT today, I hope you as our passenger has found your ride to be enjoyable and best yet. YCAT continues to get better! The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is pleased to provide starting with this Fall service change, YCAT will now go to Algodones on Blue Route 5, Yuma Palms Regional Center and Imperial Valley Mall on Turquoise Route 10 and Paradise Casino on Red Route 1 , catTRAX is being expanded to all YCAT routes so you can track your bus in real time, NightCAT is being expanded to include more pickups from various areas in Yuma and eastern Imperial Counties, YCATPass is in an electronic form and can now be purchased as APS, Circle K and other locations throughout Yuma County, and YCAT Vanpool for those wanting to share the ride has been implemented. Thank you for being a loyal YCAT rider and I hope you will continue to See Where It Takes You!

## Welcome Aboard!

YCAT provides fixed route, vanpool and complementary paratransit bus service throughout southwestern Yuma County and eastern Imperial County. Service area includes: Yuma, San Luis, Somerton, Wellton, Cocopah and Fort Yuma Indian Reservations, Winterhaven, El Centro and unincorporated communities of Yuma County, including Gadsden, Tacna, Ligurta y Fortuna Foothills.

You can count on YCAT to provide transit services Monday through Friday from 5:50 a.m. to 7:30 p.m., with limited evening service until 11:30 p.m. and Saturday from 9:10 a.m. to 6:30 p.m. every 60 minutes on most routes.

No service is provided on New Years Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

## Fares and Passes – Effective October 21, 2013

- YCAT fares are paid for each one-way trip
- Bus operators only accept cash or check (credit card sales coming soon)
- Exact fare is required – No change is given!
- Fares are subject to change.

**Basic:** All passengers ages 19-64 years old and youth ages 5-18 without student ID.

**Discount:** Students ages 5-18 years old with student ID, seniors age 65 and older, persons with disabilities and Medicare card Holders.

**Express:** Express routes – for all fare categories.

YCAT Fares	Basic	Discount	Express
<b>One Way (Cash)</b>	\$ 2.00	\$ 1.00	\$ 5.00
<b>One Way using YCATPass</b>	\$ 5.00	\$ 2.50	\$ 12.50
<b>Day Pass (Cash)</b>	\$ 1.75	\$ 0.75	\$ 4.00
<b>Day Pass using YCATPass</b>	\$ 3.50	\$ 1.75	\$ 10.00
<b>10-Ride Pass</b>	\$ 17.50	\$ 7.50	\$ 45.00
<b>10-Day Pass</b>	\$ 35.00	\$ 17.50	\$ 45.00
<b>31-Day Pass</b>	\$ 60.00	\$ 30.00	\$ 150.00
<b>Route Deviation Fare for Routes 3, 6/6A, 7, 8 &amp; 10</b>	+\$2.00	+\$2.00	n/a

## YCAT OnCall Fares

Passengers must be ADA certified or a companion to ride YCAT OnCall.

Fare Type	Eligible Riders Only
<b>One Way</b>	\$4.00
<b>10-Ride/Pass</b>	\$35.00
<b>Upgrade</b> Using Day YCATPass, 10-Ride YCATPass or Monthly YCATPass from YCAT to YCAT OnCall	+\$2.00
<b>Buddy Fare</b> (5 or more passengers traveling from/to same location)	\$2.00 per person

Not paying the established fare or misuse of transfers, passes, tokens or tickets with the intent to evade fare payment are illegal.

**Free Rides:** Tribal members from Cocopah Indian Tribe and students, employees and/or faculty from Arizona Western College, Northern Arizona University, University of Arizona, Yuma Private Industry Council Charter High School and Aztec High School and employees and volunteers from Yuma Regional Medical Center may ride free on YCAT unrestricted by showing an ID card with a current YCAT sticker.

**Children:** Up to four small children (ages 4 years old or under) may ride free with an adult. Additional children pay discount fare. Children under the age of 9 must be accompanied by a fare paying passenger age 16 years old or older in order to ride YCAT.

**Seniors, Persons with Disabilities and Medicare Card Holders:** YCAT Discount Card, other transit agency discount cards, state issued ID cards or Medicare card with photo ID are accepted for senior and persons with disabilities fares. To obtain an YCAT Discount Card, please call (928) 783-2235 for additional details.

**Transfers:** YCAT’s main transfer points are at the Downtown Yuma Transit Center at the corner of 3rd Street & Gila Street, Cocopah Casino Resort, Paradise Casino, El Centro Transfer Terminal at State Street & 7th Street, Arizona Western College, Main Street & C Street, San Luis, Main Street & State Avenue, Somerton and West Yuma Transfer Hub @ Walmart on West 26th Street & Avenue B.

Sometimes you may need to use more than one bus to get to your destination. Transfers are not issued by YCAT. Passengers riding three or more times a day are encouraged to purchase a Day YCATPass. This will allow you unlimited rides on YCAT until the end of service day. Transfers are issued to/from YCAT OnCall to YCAT fixed and flex routes only for one trip within a 60 minute period.

YCAT accepts Greyhound tickets at Yuma Palms Regional Center. You can also purchase Greyhound tickets and ship packages at the YCAT Bus Facility, 2715 East 14th Street in Yuma. Visit [www.greyhound.com](http://www.greyhound.com) or call 1-800-231-2222 for more details.

**YCATPasses:** YCATPasses utilize a smart card technology which allows you to store money and passes on the card. YCATPasses initial costs are \$2.00. A lost YCATPass is \$5.00. YCATPasses can store e-cash up to \$300 and use of e-cash provides a discount off one-way and Day YCATPass fares. e-cash, 31-Day, 10-Day and 10-Ride YCATPasses can be purchased at the YCAT Bus Facility, APS, Circle K, El Centro, San Luis & Somerton City Halls, Wellton Town Hall, Paradise and Quechan Casinos and Gonzo’s Super Save USA. You can also order passes through the mail by sending a letter with the specific pass needed and a check or money order payable to YCIPTA, 2715 East 14th Street, Yuma, AZ 85365. Additionally, YCATPasses can be purchased with a credit card by faxing the order from to YCIPTA – (928) 783-0309, calling (928) 783-2235 or online by visiting [www.ycat.az.gov](http://www.ycat.az.gov).

YCATPasses are not available for sale on the buses. YCATPasses are non-refundable, non-replaceable (unless registered) and non-transferable.

## Riding YCAT

**Reading the Timetable:** Travel times on the timetable (on the opposite side) are shown from left to right. The timepoint in the table refer to points on the corresponding route map (“T” on the map). They are intended to help you estimate when the bus will arrive at your stop. There are many bus stops between each time point. Times shown on the timetables are approximate due to variations in traffic, weather and other conditions. Please be at your stop five (5) minutes before the bus is due to arrive. Timetables shown are approximate and not guaranteed. Passengers should allow extra time for delays.

**Boarding the Bus:** YCAT only stops at bus stops with a white & blue YCAT sign. A bus stop list is available in a separate pamphlet. Flag stops are not permitted. When the bus approaches, stand near the bus stop sign and make su re that the bus operator can see you. Some bus stops are served by more than one route, check the windshield or destination sign for information on the route serving your bus stop. Have exact fare, pass or transfer ready when you board the bus. The bus operator can not provide change if you pay more than the posted fare.

### BUS STOP



**Exiting the Bus:** When you see your destination or transfer point, signal the bus operator, by pulling the cord near the window, pushing the yellow strip or calling out “next stop”. Please provide enough notice, so that the bus operator can make a smooth stop. If you are not familiar with the area, ask the bus operator for assistance.

**Flex Route Deviations:** For pick up and drop off locations between regularly scheduled bus stops on the entire Brown Route 3 and Gold Route 8, Purple Route 6/6A and Violet Route 7 within the Cocopah Reservations or on Turquoise Route 10 in El Centro, just ask your bus operator or call (928) 783-2235, at least one hour prior to the bus coming by your location to request a deviation. Deviations are limited to the first four (4) requests per one way trip. Please call ahead to cancel if the deviation is no longer needed to allow another person the opportunity to ride.

**Animals on YCAT:** Service animals are welcome. Non-service animals may travel on the bus if secured in a cage or muzzle.

**Mobility Training:** New to transit? Do you want to learn how to ride the bus? Learn how to ride YCAT and plan your trip. We will provide you with an YCAT Rider’s Guide and upon completion; you will receive a free 10-Ride YCATPass. Call (928) 539-7076 or e-mail [info@ycipta.az.gov](mailto:info@ycipta.az.gov) for more information.

**catTRAX:** All YCAT routes are catTRAX enabled. To find out when the next bus will come in real time, visit [www.ycat.az.gov](http://www.ycat.az.gov), text: yuma ### (which is available in the Bus Stop Guide, on the reverse or posted on the bus stop sign) to 41111 or call (928) 304-7537.

**Bicycles:** Bicycle racks are located on the front of all YCAT buses. Racks are available on a first come-first served basis. Riders are responsible for loading and unloading bicycles. Bus operators cannot assist with the loading or unloading of bicycles. Bicycles may be brought on board buses on a space available basis. Please tell the bus operator before you load the bicycle. When you get off the bus, ask the bus operator to wait while you remove your bicycle. After you remove your bicycle, please lift the rack up and step away from the bus. Passengers use the bicycle racks at their own risk. YCIPTA or its contractors assumes no responsibility for damage or loss to the bicycle.

**Night Owl:** As a safety measure, when the sun goes down, upon request, a bus operator can stop at a location that is closer to your final destination rather than the regular stop when and where the bus operator feels it is safe to pull over.

**HolidayCAT:** Each December, YCAT offers a tour of holiday lights around Yuma for one hour. Buses depart from Downtown Yuma Transit Center at 7:00 p.m. Normal fares apply. Call (928) 783-2235 for more details on this fun and festive service.

**Seniors and Persons with Disabilities:** All YCAT vehicles are fully equipped with mobility device lifts and a mobility device securement area with space for up to two to four mobility devices. The bus operator will provide assistance with normal boarding or exiting, mobility device securement and operation of the lift/ramp. Any other additional assistance will require the use of a personal care attendant (PCA). A PCA can accompany a person with disability at no additional charge. YCAT bus operators are required to secure all mobility devices before the bus can leave the bus stop. If you need a PCA, call (928) 783-2235 one day in advance. The rate is \$10.00 per hour.

Mobility devices are welcome on YCAT. Passengers using a scooter may be asked to transfer to a seat on the bus. All mobility aids must be able to fit within the allocated space, have working brakes and cannot exceed the capacity of the lift/ramp with the passenger and mobility aid). If the mobility aid cannot fit the lift/ramp platform, the passenger will not be able to ride. Mobility devices with leaking batteries or fluids will not be allowed to ride. All mobility devices must be secured to the bus in order to ride.

If you are sitting in one of the front seats, call prepared to give up your seat as a courtesy to seniors and persons with disabilities.

Most YCAT vehicles kneel by lowering the front steps for easier boarding for passengers with mobility limitations. Please let the bus operator know if you need to use the bus kneeling feature upon boarding or exiting.

If an YCAT bus without a working wheelchair lift arrives at your bus stop, YCAT will send a road supervisor or YCAT OnCall bus within 30 minutes to take the passenger direct to their destination free of charge.

**Ride and Read!** Yuma Sun or Imperial Valley Press newspapers for sale for 50 cents. Mini libraries with free books and magazines to read, courtesy of Yuma County Library District are available onboard all YCAT buses.

**Jury Duty:** YCAT provides bus service from all cities and towns in Yuma County to the Yuma County Courthouse in downtown Yuma. Your mileage reimbursement can actually reimburse your travel on YCAT at 44.5 cents per mile traveled!

**Weather - Stay Cool in the Heat:** YCAT wants you to stay safe and keep your cool as you travel to your destination. Please take care as we reach extreme temperatures in the summer months.

- Passengers waiting at bus stops should prepare for the excessive temperatures, especially since routes generally operate every 60 minutes.
- Bring water, wear a hat or use an umbrella, dress for summer—light-colored clothing, and slow down, take your time.
- Remember to board the bus quickly as heat escapes inside the bus from the doors when they open.
- Have your fare ready.

YCAT provides free water on buses when temperature exceeds 115 degrees.



## Rules of the Road!



Rules ensure safety and comfort for all passengers and the bus operator. Please observe the following rules when riding YCAT buses or using YCAT transit facilities (bus stops, Bus Facility and transit centers):

- No smoking on buses, inside transit facilities or within 20 feet of the opening of a window or door at transit facilities per A.R.S. 36-601.01.
- Eating and drinking is permitted provided that you dispose of the waste from eating or drinking.
- Unsealed or consumption of alcoholic beverages are not permitted on public transit vehicles under Federal law.
- No standing in front of the white or yellow “standee” line, in doorways or stepwells while the bus is in motion.
- No unnecessary conversation or interference with bus operator for safety reasons.
- No fighting, using vulgar or offensive language, pushing, shouting or participating in rough behavior on the bus or at transit facilities.
- All electronic devices in use require the use of headphones. Amplified music is not allowed on buses or at transit facilities.
- No flammable, hazardous materials or weapons of kind (unless legally allowed under a concealed weapons permit or a law enforcement officer) shall be allowed on board the bus (except oxygen).
- No large object that cannot be held by the passenger, placed under seat or out of the aisle way is allowed onboard the bus. Up to five shopping bags, luggage or packages are allowed. Bus Operators may assist in carrying packages less than 25 pounds.
- Any behavior which annoys, disturbs, injures or endangers the comfort, health, peace and safety of others properly utilizing the transit facility or riding a bus is illegal.
- A person who commits an assault or battery upon a transit operator with a deadly weapon or presents the ability to use a deadly weapon is subject to a class 6 felony per A.R.S. 13-1204.
- Passengers must have a destination when riding YCAT buses. Passengers will be allowed two complete round trips on YCAT routes to allow for a passenger to access their appropriate destination. Passengers that do not have a destination or exceed the two round trips may be requested to leave the bus by the Bus Operator at the nearest transit center or major transfer point.

YCIPTA or its transit operations contractor reserve the right to refuse service to passengers and/or suspend passengers who demonstrate disruptive and unsafe behavior or violate any of the rules and regulations presented above.

## Connections

YCAT has great connections to other transportation services. An additional fare may be required to transfer to another transportation service.

**Amtrak:** 1-800-USA-RAIL – [www.amtrak.com](http://www.amtrak.com). Intercity train service from Yuma to Los Angeles, New Orleans and Chicago via the Sunset Limited and Texas Eagle. Train departs from 281 Gila Street, Yuma three days a week.

**1st Class Shuttle Express:** 1-877-373-2572 [www.shuttleyuma.com](http://www.shuttleyuma.com) Shuttle service to/from Phoenix Sky Harbor International Airport, seven days a week.

**Buffalo Express Shuttle:** (928) 345-4615 [www.buffaloexpressshuttle.com](http://www.buffaloexpressshuttle.com) Shuttle service to/from Phoenix Sky Harbor International Airport, seven days a week.

**Imperial Valley Transit (IVT):** (760) 482-2900 – [www.ivtransit.com](http://www.ivtransit.com) Bus service in central Imperial County.

**Imperial and El Centro Dial-A-Ride:** (760) 337-8002 [www.arci.org](http://www.arci.org). Demand responsive service in El Centro and between El Centro and Imperial for seniors and persons with disabilities.

**Greyhound:** (800) 231-2222, en Espanol (800) 531-5332 [www.greyhound.com](http://www.greyhound.com) Intercity bus service to over 3,100 destinations in the United States, Canada and Mexico. Buses depart from the Yuma Palms Regional Center at 1245 Castle Dome Avenue, Yuma and tickets are sold at the YCAT Bus Facility, 2715 East 14th Street, Yuma. For local information call (928) 783-4403.

**Numero Uno Shuttle:** (760) 357-2021 [www.numeroonoshuttle.com](http://www.numeroonoshuttle.com) Shuttle service from El Centro Greyhound Agency to Calexico Greyhound Agency.

**Somerton Parks and Recreation Department:** (928) 627-2058 – [www.cityofsomerton.com](http://www.cityofsomerton.com) Senior bus service within Somerton.

**San Luis Seniors On The Go:** (928) 341-8540 [www.cityofsanluis.org](http://www.cityofsanluis.org) Senior bus service within San Luis.

**Saguaro Transportation Service/SARA Rides:** (928) 783-6069 or (928) 372-SARA [www.saguarofoundation.org](http://www.saguarofoundation.org) Special needs bus service and mobility manager in southwest Yuma County.

**Quartzsite Transit Services:** (928) 927-4333 [www.ci.quartzsite.us](http://www.ci.quartzsite.us) Bus service provided on the 1st and 3rd Wednesday of the month. Call for reservations.

**511 Regional Travelers Information:** 511 – [www.az511.org](http://www.az511.org) Regional transit information source throughout Arizona.

**Transporte Supremo:** (928) 627-0341 [www.transportespremo.com](http://www.transportespremo.com) Shuttle service to Phoenix, Tucson, Nogales, AZ and Sonora, MX.

## YCAT OnCall Demand Responsive Service

This door to door demand responsive bus service is available the same service hours as YCAT non-express fixed routes which is generally between 5:50 a.m. and 7:30 p.m., Monday-Friday and 9:10 a.m. to 6:30 p.m. on Saturday, excluding holidays. To use YCAT OnCall, you must be certified and board, travel and alight within 3/4 mile of an operating YCAT route. As the YCAT routes goes out of service for the day, so does YCAT OnCall service in that area. Please see the reverse side for the YCAT OnCall service boundary. YCAT OnCall is reserved for persons with disabilities unable to board YCAT buses or access a bus stop. Passengers need to be Americans for Disabilities Act (ADA) certified to ride through information out an ADA Certification Application.

For more information about YCAT OnCall, including trip reservations & cancellations and certification, call (928) 783-2235 or 511 or TDD/TTY 711 through the relay service, visit [www.ycat.az.gov](http://www.ycat.az.gov) or read the YCAT OnCall Information Guide.

## YCAT Vanpool

Vanpooling can be a great option for larger groups of commuters. YCAT Vanpool provides clearly marked vans to qualifying groups of 7-15 commuters, driven by one of the vanpool members. Passengers share the cost of operating the van by paying a monthly fee to the primary driver. The fee covers gas, insurance, and vehicle maintenance costs. YCIPTA provides a \$300 subsidy to vans on a first come, first served basis through Enterprise Rideshare and vRide. The van must originate, terminate or travel through Yuma County to be eligible for the subsidy.

For more information about YCAT Vanpool call (928) 783-2235 or 511 or TDD/TTY 711 through the relay service, visit [www.ycat.az.gov](http://www.ycat.az.gov) or read the YCAT Vanpool brochure.



## Bienvenido a Bordo!

YCAT ofrece rutas fijas, vanpool y autobús paratransito complementarios en todo el suroeste del Condado de Yuma y el Condado de Imperial oriental. Área de servicio incluye: Yuma, San Luis, Somerton, Wellton, Cocopah y Fort Yuma Reservas Indígenas, Winterhaven , El Centro y las comunidades no incorporadas del Condado de Yuma, incluidos Gadsden, Tacna, Ligurta y Fortuna colinas.

Usted puede contar con YCAT para proporcionar servicios de tránsito de lunes a viernes de 5:50 am a 7:30 pm, con servicio nocturno limitado hasta las 11:30 pm y sábados de 9:10 am a 6:30 pm cada 60 minutos la mayoría de las rutas. Ningún servicio se proporciona en Año Nuevo, el Dr. Martin Luther King Jr., Día de los Presidentes, Día de los Calidos , Día de la Independencia , Día del Trabajo, Día de los Veteranos, Día de Acción de Gracias y Navidad.

## Tarifas y Pases - A partir del 09 de enero 2012

- Tarifas YCAT se pagan por cada viaje de ida
- Los operadores de autobuses sólo aceptan dinero en efectivo o cheque (ventas de tarjetas de crédito en breve)
- Se requiere la tarifa exacta - No se da el cambio!
- Las tarifas están sujetas a cambio.

**Basic:** Todos los pasajeros edades 19-64 años y los jóvenes de 5-18 y sin carné de estudiante.

**Descuento:** Estudiantes edades de 5-18 años de edad con identificación de estudiante, los ancianos mayores de 65 años de edad, personas con discapacidad y de los titulares de tarjetas de Medicare.

**Express:** Rutas Express – para todas las categorías de tarifas.

**YCAT OnCall Tarifas:** Los pasajeros deben estar ADA certificado o un compañero de montar YCAT OnCall.

No pagar la tarifa o mal uso de las transferencias, bonos, vales o tickets con la intención de evadir el pago de la tarifa establecida es ilegal.

**Viajes gratis:** Miembros de la tribu de Cocopah Indian Tribe y los estudiantes, los empleados y/o instalación de Arizona Western College, Universidad del Norte de Arizona, Universidad de Arizona, Yuma Private Industry Charter High School Consejo y Aztec High School y los empleados y voluntarios de Yuma Regional Medical Center pueden viajar gratis en YCAT sin restricciones al mostrar una tarjeta de identificación con una pegatina YCAT actual.

**Niños:** Hasta cuatro niños pequeños (de 4 años de edad o menos) pueden viajar gratis con un adulto. Los niños adicionales pagan tarifa de descuento. Los niños menores de 9 años deben estar acompañados por un pasajero que paga la tarifa edad de 16 años o más con el fin de montar YCAT.

**Personas Mayores, Personas con Discapacidad y de titulares de tarjetas Medicare:** Tarjeta de Descuento YCAT, otras agendas de tarjetas de descuento de tránsito, estales emiten tarjetas de identificación o tarjetas de Medicare con identificación con foto son aceptados por mayor y las personas con discapacidad tarifas. Para obtener una tarjeta de descuento YCAT, por favor llame al (928) 783-2235 para más detalles.

**Traslados:** Principales puntos de transferencia de YCAT están en el Centro de Tránsito de Yuma centro a la esquina de la calle 3 y Gila Street, Cocopah Casino Resort, Paradise Casino, El Terminal de Transferencia Centro en la Calle State y la 7th Street, Arizona Western College, la calle principal y la calle C, San Luis, Main Street y Avenue Estado, Somerton y Yuma West Transfer Hub @ Walmart en West 26th Street y Avenue B.

A veces puede que tenga que utilizar más de un bus para llegar a su destino. Las transferencias no son emitidas por YCAT . Se alienta a los pasajeros que viajabán tres o más veces al día para comprar un YCATPass día. Esto le permitirá viajes ilimitados en YCAT hasta el final del día el servicio. Las transferencias se emiten desde / hasta YCAT OnCall a YCAT rutas fijas y flexibles sólo para un viaje dentro de un período de 60 minutos.

YCAT acepta entradas del galgo en Yuma Palms Center Regional. También puede comprar boletos de Greyhound y paquetes buque en la instalación Bus YCAT, 2715 East 14th Street in Yuma. Visita [www.greyhound.com](http://www.greyhound.com) o llame 1-800-231-2222 para obtener más detalles.

**YCATPasses:** YCATPasses utilizan una tecnología de tarjeta inteligente que permite almacenar dinero y pasa la tarjeta. YCATPasses costo inicial es de \$2.00. A YCATPasses perdidos es de \$5.00. YCATPasses pueden almacenar direcciones de efectivo de hasta \$300 y el uso de dinero electrónico ofrece un descuento en un solo sentido y tarifas YCATPass día, e-cash, 31 días, 10 días y 10 viajes YCATPasses se pueden comprar en el Centro YCAT Bus, APS, Circle K, El Centro, San Luis y Somerton Ayuntamientos, Wellton Town Hall, Paraiso y Casinos Quechan y de Gonzo Super Save USA. También pueden pedir que pasa a través del correo enviando una carta con el pase específica necesaria y un cheque o giro postal a nombre YCIPTA, 2715 East 14th Street, Yuma, AZ 85365. Además, YCATPasses se pueden comprar con tarjeta de crédito por fax la orden de a YCIPTA - (928) 783-0309, llamada (928) 783-2235 o en línea visitando [www.ycat.az.gov](http://www.ycat.az.gov).

YCATPasses no están disponibles a la venta en los autobuses. YCATPasses no son reembolsables, no se puede sustituir (a menos registrado) y no transferibles.

## Bordando YCAT

**Lectura de la Horarios:** Los tiempos de viaje en el calendario (en el lado opuesto) se muestran de izquierda a derecha. El punto de tiempo en la tabla se refieren a los puntos de la hoja de ruta correspondiente (“T” en el mapa). Tienen la finalidad de ayudarle a calcular cuando el bus llegará a su parada. Hay muchas paradas de autobús entre cada punto de tiempo. Las horas indicadas en los horarios son aproximados debido a las variaciones en el tráfico, el clima y otras condiciones. Favor de presentarse en la parada cinco (5) minutos antes de que el autobús está prevista la llegada. Los horarios son aproximados y no están garantizados. Los pasajeros deben disponer de tiempo extra para los retrasos.

**Abordar el autobús:** YCAT sólo se detiene en las paradas de autobús con un signo YCAT blanco y azul. Una lista de la parada de autobús está disponible en un folleto aparte. No se permitan paradas bandera. Cuando se acerque el autobús, de pie cerca de la señal de parada de autobús y asegurarse de que el operador del autobús puede verte. Algunas líneas de autobús son atendidos por más de una ruta, comprobar el signo del paratransit o de destino para obtener información sobre la ruta que atiende a su parada de autobús. Tenga el dinero exacto, pasar o transferir listo cuando aborde el autobús. El conductor del autobús no puede dar cambio si paga más de la tarifa publicada.

**Al salir del autobús:** Cuando vea a su destino o punto de transferencia, indique al operador del autobús, tirando el cable cerca de la ventana, empujando la franja amarilla o llamando a “la próxima parada”. Proporcione suficiente antelación, para que el operador del autobús puede hacer una parada suave. Si usted no está familiarizado con el área, pregunte al conductor del autobús para obtener ayuda.

**Flex desviaciones de ruta:** Para recoger y dejar fuera de la ubicación entre el bus regular paradas en toda la Ruta 3 Brown and Gold Ruta 8, Ruta 6/6A púrpura y violeta Ruta 7 dentro de las Reservas Cocopah o en la ruta Turquoise 10 en El Centro, sólo pregunte a su operador de autobuses o llame al (928) 783-2235, por lo menos una hora antes del autobús que viene por su ubicación para solicitar una desviación. Las desviaciones se limitan a los primeros cuatro (4) solicitudes por viaje de ida. Por favor llame con anticipación para cancelar si ya no es necesaria la desviación para permitir que otra persona la oportunidad de montar.

**Animales en YCAT:** Los animales de servicio son bienvenidos. Animales no - servicio pueden viajar en el autobús si asegurado en una jaula o bosal.

**Formación Movilidad:** Nuevo de tránsito? ¿Quiéres aprender a montar en el autobús? Aprender a montar YCAT y planificar su viaje. Le proveeremos con la guía de un jinete YCAT y una vez terminada, usted recibirá un YCATPass 10 viajes gratis. Llame al (928) 539-7076 o post e-mail [info@ycipta.az.gov](mailto:info@ycipta.az.gov) para más información.

**catTRAX:** Todas las rutas son YCAT catTRAX habilitados. Para saber cuando el próximo autobús llegará en tiempo real , visite [www.ycat.az.gov](http://www.ycat.az.gov), text: yuma # # # (que está disponible en la Guía de la parada de autobús, en el reverso o publicados en la muestra de la parada de autobús) para 411111 o llame al (928) 304-7537.

**Bicicletas:** Bastidores de bicicletas se encuentran en el frente de todos los autobuses YCAT. Bastidores están disponibles en un primer llegado, primer servido base. Corredores son responsables de la carga y descarga de las bicicletas. Los conductores de autobuses no pueden asistir en la carga y descarga de las bicicletas. Las bicicletas se pueden traer en los autobuses en la función del espacio disponible. Por favor, dígame al conductor del autobús antes de cargar la bicicleta. Al bajar del autobús, pregunte al operador del autobús que esperar mientras se quita la bicicleta. Después de quitar su bicicleta, por favor levante la rejilla hacia arriba y aljarse del autobús. Los pasajeros que utilizan los bastidores de bicicleta bajo su propio riesgo. YCIPTA o sus contratistas no asume ninguna responsabilidad por daños o pérdida de la bicicleta.

**Night Owl:** Como medida de seguridad, cuando el sol se oculta, previa solicitud, un operador de bus puede parar en un lugar que está más cerca de su destino final, en lugar de la parada regular cuando y donde el operador del autobús se siente que es seguro para detenerse.

**HolidayCAT:** Cada diciembre YCAT ofrece un recorrido de luces de Navidad alrededor de Yuma durante una hora. Los autobuses salen desde el centro de Centro de Tránsito de Yuma a las 7:00 pm se aplican las tarifas normales. Llame al (928) 783



**See Where It Takes You!**



**Current Weather**  
**68°F**  
 Fair  
 Wind: Northeast 5.8 MPH  
 Humidity: 47%

**Saturday**  

 91° 65°

**Sunday**  

 93° 67°

**Monday**  

 96° 66°

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**catTRAX  
SYSTEM**

## Contact Us

- » [Customer Comments](#)
- » [Request For Public Information](#)
- » [Staff Directory](#)
- » [Title VI and Limited English Proficiency Information](#)
- » [Welcome Message](#)
- » [Email Sign Up](#)

# Title VI and Limited English Proficiency Information

**In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) operates programs without regard to race, color, and national origin. Contact YCIPTA at 2715 East 14th Street, Yuma, AZ 85365, (928) 539-7076, extension 237, or email: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) to request additional information regarding YCIPTA's nondiscrimination obligations. Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with YCIPTA or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, East Building -- 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.**

### Title VI of the Civil Rights Act of 1964

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964. The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) as a federal grant recipient is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color, or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with YCIPTA, Attn: Title VI Coordinator, 2715 East 14th Street, Yuma, AZ 85365, call (928) 539-7076, extension 107, fax to (928) 783-0309 or email to [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) place in the subject line: **Title VI Complaint**.

## General Information About Title VI

### What is Title VI of the Civil Rights Act of 1964?

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

[Click here to review YCIPTA's Title VI Program Statement](#)

[Click here to download YCIPTA's Title VI Service Standards](#)

[Click here to download YCIPTA's Public Participation Plan](#)

### How do I file a Title VI Complaint?

You must file a signed, written complaint within one hundred and eighty (180) days of the last date of alleged discrimination.

[Download the Complaint Form - English](#)

[Download the Complaint Form - Spanish](#)

The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

The complaint may be filed in writing with YCIPTA as follows:

YCIPTA  
Attn: Title VI Coordinator  
2715 East 14th Street  
Yuma, AZ 85365

Complainants may also use the following to initiate the filing of a complaint:

By e-mail to: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) with **Title VI Complaint** in the subject line.

By telephone: YCIPTA Title VI Coordinator - (928) 539-7076, extension 237, TTY/TDD users should use 711

By fax to: Attn: YCIPTA Title VI Coordinator - (928) 783-0309

The Title VI Coordinator will assist with writing a complaint if the complainant is unable to do so upon request.

## What happens to my complaint after it is submitted to YCIPTA?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by YCIPTA will be recorded in the Title VI Database and electronically assigned an ID number by the Title VI Coordinator.

The YCIPTA Title VI Coordinator reviews all customer feedback and researches complaints alleging discrimination based on race, color or national origin in a service or benefit. Upon request, the YCIPTA Title VI Coordinator will provide appropriate assistance to complainants, including people with disabilities, or who are limited in the ability to communicate in English in accordance with **YCIPTA's Limited English Proficiency Plan** - [click here to download the plan](#).

In instances where additional information is needed for assessment or investigation of the complaint, the YCIPTA Title VI Coordinator will contact the complainant in writing within 15 working days. Failure to provide the requested information by a certain date may result in the administrative closure of the complaint.

YCIPTA Title VI Coordinator will investigate the complaint and prepare a draft written response subject to review by the YCIPTA Transit Director and YCIPTA Legal Counsel.

## How will I be notified of the outcome of my complaint?

YCIPTA will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. YCIPTA will use its best efforts to respond to Title VI complaints within 60 working days of its receipt of such complaints.

In addition to the complaint process at YCIPTA, individuals and organizations may also file a complaint by completing a Federal Transit Administration (FTA) Office of Civil Rights [Title VI complaint form](#) and submitting directly to the FTA and/or Arizona Department of Transportation (ADOT). Complaints should be signed and include contact information and should be sent to YCIPTA and to:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590  
TTY: 1-800-877-8339  
Voice: 1-866-377-8642  
[FTA.ADAAssistance@dot.gov](mailto:FTA.ADAAssistance@dot.gov)

and/or:

ADOT Civil Rights Office  
Attn: Title VI Program Manager  
1135 N. 22nd Avenue, Mail Drop 154A  
Phoenix, AZ., 85009  
Voice: (602) 712-7761

Fax: (602) 712-8429  
TDD: 711  
[lschrader@azdot.gov](mailto:lschrader@azdot.gov)

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### Yuma County Intergovernmental Public Transportation Authority

2715 East 14th Street, Yuma, AZ 85365  
Administrative Offices: 928-539-7076  
Transit Information: 928-783-2235 or 511  
Fax: 928-783-0309  
TDD/TTY: 711 Through the Arizona Relay Service



Site by MGM Design

**Attachment J  
Public Participation Plan**

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
John Andoh, Transit Director





**Yuma County  
Intergovernmental Public  
Transportation Authority**

**Public Participation  
Plan**

**Adopted May 28, 2013**

## **INTRODUCTION**

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) formed on December 13, 2010 by the Yuma County Board of Supervisors to administer, plan, operate and maintain public transit services throughout Yuma County, including within the political jurisdictional boundaries of the Cities of Yuma, San Luis, Somerton, Town on Wellton and the unincorporated Yuma County areas. Service is also provided on the Cocopah and Fort Yuma Indian Reservations as well as eastern Imperial County, including the unincorporated community of Winterhaven and El Centro, California. As part of this transportation planning process, YCIPTA desires and requests citizen input on the work, projects, and products proposed and created by YCIPTA.

YCIPTA recognizes the importance and necessity of the public participation process.

The following groups govern the activities of YCIPTA:

Within the YCIPTA Board of Directors, there are nine Board Members that consist of City, County, Town, Indian Tribe and educational institutional administrators from the member entities that set the overall policy for the transit system. Each member entity receives one vote on the Board of Directors. When financial contributions are discussed, the Board of Directors has opted towards a weighted voting structure to ensure that members that pay more into the system have fair representation. The Board of Directors meets on the 4<sup>th</sup> Monday of each month at 1:30 pm at Yuma County Development Services Building inside Aldrich Hall.

All meetings of YCIPTA Board of Directors are open to the public. Members of the public may request time on the agenda of the YCIPTA Board of Directors to comment on specific subjects of interest to the Board Members. A minimum of two weeks advance notice should be given for requested agenda time. Additional subcommittees and working groups may be appointed at any time by YCIPTA Chair to address specific transportation- related topics or areas of interest to YCIPTA.

## **GOALS AND OBJECTIVES**

The public participation process required by 23 CFR 450 should "... provide complete information, timely public notice, full public access to key decisions, and support early and continuing participation of the public in developing plans and Transportation Improvement Programs..."

YCIPTA is committed to the availability of timely, complete information; to the notification of and public access to the decision-making process; and to ongoing public participation throughout the transportation planning process including, but not limited to, the development of the Program of Projects, the Five Year Short Range Transit Plan, the Transportation Improvement Program, review of transit services, fares and operating perimeters and Federal Transit Administration (FTA) civil rights issues such as Title VI, Disadvantage Business Enterprise (DBE), Equal Opportunity Program (EEO) and Americans With Disabilities Act (ADA) and the Public Participation Process. Through this *Public Participation Process*, YCIPTA aims to identify methods for obtaining public

input and encouraging public participation in the transportation planning process.

## **STAKEHOLDERS AND PUBLIC GROUPS**

YCIPTA has identified the following groups and individuals as those having potential interest in public input and participation opportunities:

- Neighborhood organizations;
- Homeowner associations;
- Chamber of Commerce and other business groups;
- Groups representing travel modes - transit, bicycle, pedestrian, freight;
- Advocacy groups for the disadvantaged and/or minority groups;
- Media – newspapers, television, radio;
- Governmental agencies;
- Educational Institutions (school districts, community colleges, private schools, State universities);
- Organizations or individuals who have been notified of public hearings for major projects, or organizations and individuals who have submitted written comments relating to public hearings for major projects, service changes and plans. These individuals and organizations would remain on the mailing list as long as the major project is under development.

## **INFORMATION ACCESS**

All planning and programming information of YCIPTA is available for public review. The information can be viewed at the YCIPTA Bus Facility, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. Additional information will also be posted online at [www.ycipta.az.gov](http://www.ycipta.az.gov).

## **OUTREACH TECHNIQUES**

Information about all YCIPTA meetings will be added to the existing Public Meeting Calendar that is produced weekly and that is distributed to local newspapers (Yuma Sun, San Luis News, El Noticia and Imperial Valley Press, as well as local radio stations in Yuma and El Centro, and is placed on YCIPTA's website. In addition, the agenda for the meetings will be posted in YCIPTA Bus Facility, each member agency posting boards and on the website, [www.ycipta.az.gov](http://www.ycipta.az.gov), a minimum of twenty-four hours prior to the meetings.

Meeting information will also be included in the YCIPTA's newsletter, Cat Tales, as appropriate. This newsletter is published quarterly and distributed to transit passengers. Regular meetings, as well as special activities related to transit planning, Title VI and project development would be included.

Press releases to area newspapers, television stations, and radio stations will also be used to notify citizens of upcoming activities of YCIPTA.

YCIPTA maintains an active participation in the local government access cable channel. Programs describing the activities of YCIPTA will be included in the

programming.

YCIPTA's website, [www.ycipta.az.gov](http://www.ycipta.az.gov), will be used to provide information about YCIPTA activities including information about the development of the Program of Projects, the Five Year Short Range Transit Plan, the Transportation Improvement Program and Federal Transit Administration (FTA) civil rights documents such as Title VI and others. YCIPTA representatives will be listed along with contact information.

Formal notices for public input meetings are published in the Yuma Sun.

## **INPUT MECHANISMS**

YCIPTA accepts input and comments from the public through a variety of means:

- a) YCIPTA's website at [www.ycat.az.gov](http://www.ycat.az.gov) or [www.ycipta.az.gov](http://www.ycipta.az.gov).
- b) By mail to 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365.
- c) By emailing to [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov).
- d) By faxing a request or letter to 928.783.0309.

Comment forms can also be obtained at [www.ycat.az.gov](http://www.ycat.az.gov) or [www.ycipta.az.gov](http://www.ycipta.az.gov), by calling 928.539.7076, ext 237 to have one mailed, by emailing a request to [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov) or by faxing to 928.783.0309.

The public may submit comments to their respective YCIPTA Board of Directors members or direct to the Board itself. Comments on YCIPTA services, plans, reports, and programs may be made at public input meetings. YCIPTA ensures that all public input meeting locations are accessible in accordance with the Americans with Disabilities Act (ADA).

Members of the public, or a representative of a group, with expressed comments on a particular topic may request of YCIPTA Chairman an appointment to serve as a citizen representative on an appropriate subcommittee if one is activated.

Interested members of the public will be able to offer input to the committees at a public forum element of each agenda.

YCIPTA will consider and respond to all public input received during the planning and program development processes. If significant written or oral comments are received on transit services, FTA civil rights or plans, a summary, analysis, and report on the disposition of the comments will be made a part of the conclusion of the public participation process.

## **SCHEDULE**

Notification and announcement of all upcoming public input meetings are made approximately 30 days in advance of the scheduled meeting through the methods described in the Outreach Techniques section of this plan. Legal notice of a scheduled public input meeting is published in the Yuma Sun approximately 30 days prior to the meeting.

Regularly scheduled public input meetings occur on an as needed basis based on specific subject matter such as the development of the Program of Projects, the Five Year Short Range Transit Plan, the Transportation Improvement Program, review of transit services, fares and operating perimeters and Federal Transit Administration (FTA) civil rights issues such as Title VI, Disadvantage Business Enterprise (DBE), Equal Opportunity Program (EEO) and Americans With Disabilities Act (ADA). Other public input meetings are held throughout the year, as necessary.

Updates and revisions to YCIPTA's Public Participation Plan require a 45-day comment period. YCIPTA Board of Directors will approve this document following the completion of the public comment period.

## **EVALUATION**

YCIPTA will review this Public Participation Plan periodically in order to monitor the effectiveness of the procedures outlined in this document. Following evaluation of the outputs and outcomes of the Public Participation Plan, YCIPTA may revise these methods to incorporate new and innovative ways to involve the public in the transportation decision-making process.

## **CONTACT INFORMATION**

YCIPTA believes firmly in the essential role of the public in the transportation planning process, welcoming any and all comments from citizens or groups concerning transportation issues.

YCIPTA may be contacted at the following:

Yuma County Intergovernmental Public Transportation Authority  
2715 East 14<sup>th</sup> Street  
Yuma, AZ 85365  
Phone: (928) 539-7076  
Fax: (928) 783-0309  
Website: <http://www.ycipta.az.gov>

**Attachment K  
Environmental Justice Policy**

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
John Andoh, Transit Director



## Yuma County Intergovernmental Public Transportation Authority

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
 email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)

### ENVIRONMENTAL JUSTICE POLICY Effective June 1, 2013

The purpose of this policy is for the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) to incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA. This policy shall provide guidance on how to fully engage environmental justice populations in the public transportation decision-making process; how to determine whether environmental justice populations would be subjected to disproportionately high and adverse human health or environmental effects as a result of a transportation plan, project, or activity; and how to avoid, minimize, or mitigate these effects.

This policy requires that YCIPTA identify and address as appropriate, disproportionate high and adverse human health or environmental impacts of programs, policies and activities on low-income communities and communities of color. Disproportionate high and adverse impact is defined as an adverse effect that: Is predominantly borne by a minority population and/or a low-income population; or will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority and/or non-low-income population. Moreover, an adverse effect is the totality of significant individual or cumulative effects to include human health, environmental, social and economic effects as listed below:

HUMAN HEALTH	ENVIRONMENT		SOCIAL ECONOMIC
Physical Harm	Air, Noise, & Water Pollution	Displacement of Persons	Displacement of Businesses
Infirmity	Soil Contamination	Isolation or Exclusion	Employment Effects
Illness	Natural Resource	Community Cohesion	Available Services
Death	Traffic Congestion	Separation from Community	Displacement of Non Profits

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 Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe  
 John Andoh, Transit Director

While not all inclusive, the above list represents the interrelated human, environmental, social and economic affects that are factored in this policy.

YCIPTA's methodology for conducting an Environmental Justice (EJ) analysis involves socio-economic data collection and analysis, extensive public outreach and involvement, determination of comparative impacts and development of mitigation and/or enhancement measures as warranted.

### **Demographic Data Collection**

The Environmental Justice (EJ) Analysis initiates with an analysis of the demographic and socio- economic data for the planning or project impact area. Sources of data utilized in the EJ analysis include US Census and American Community Survey (ACS) data at the Census tract, Census Block or block group level as appropriate. Census data on age, race, ethnicity, income and poverty will be collected, along with US Census economic data. Moreover, YCIPTA will also utilize food stamp recipient data from the Arizona Department of Economic Security to supplement US Census data for appropriate identification of low-income populations. Other data sources will be utilized as warranted.

This data set will be mapped utilizing a Geographic Information System (GIS) software platform to provide a demographic profile of the EJ protected populations.

Notably, disproportionately high and adverse effects, not population size, are the bases for environmental justice. As such, even a very small minority or low-income population may be disproportionately impacted by a proposed project. EJ determinations are based on effects of a proposed action, not population size.

### **Unit of Geographic Analysis**

The unit of geographic analysis for an EJ analysis will be established on a project-by-project basis depending upon the proposed boundaries of the plan or project. For example, when considering the impacts of a new streetcar line, the affected area would include the entire alignment of the line, not just the areas adjacent to the construction activity. Conversely, when determining the geographic unit for construction of a maintenance facility, the area adjacent to the construction activity may be the only affected area. As such, the selection of the geographic unit of analysis will include a determination of the presence of minority and low- income populations within and in close proximity to the plan or project, as well as the identification of minority and low-income populations that use, or are dependent on the natural, cultural, social and economic resources that could be affected by the proposed action.

### **Determination of Disproportionate Adverse Effects**

In determining the potential for disproportionately high and adverse impacts, YCIPTA will conduct a benefits and burdens analysis of the proposed project or plan. This analysis will consider the following factors:

- Whether a high or substantial impact exists which adversely affects an EJ population;
- Whether the effects on the EJ population exceeds those borne by non EJ populations;
- Whether cumulative or indirect effects would adversely affect an EJ population;
- Whether mitigation and/or enhancement measures should be taken; and
- Whether there are off-setting benefits to EJ populations.

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John Andoh, Transit Director



If it determined that the proposed project will have a disproportionate adverse effect, the YCIPTA will then examine whether the project is in the best interest of the public, and whether or not there are alternatives that would have less severe effects. If the analysis concludes a compelling public need that cannot be satisfied by an alternative, the agency may proceed with the proposed project, even if disproportionate adverse affects have been identified.

**National Environmental Policy Act (NEPA)**

EJ principles will be incorporated in all NEPA reviews and environmental assessments for public works related projects.

Approved:



John Andoh  
Transit Director

5/28/2013

Date

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
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John Andoh, Transit Director



**SAFETY, SECURITY  
AND  
EMERGENCY  
PREPAREDNESS PLAN  
(SSEPP)**

July 2014

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## **PREFACE**

Community transportation systems operate in a wide variety of environments including rural, urban and resort areas. Community transit includes fixed route, shared ride, paratransit and specialized service for the general public, as well as high-risk passengers such as individuals with disabilities, the elderly and young children.

Safety has always been a priority for local community transportation providers, state Departments of Transportation and the Federal Transit Administration. As a result of 9/11, and the transit attacks in Spain, England and India, there are heightened concerns for transit security even in rural communities. The destruction wrought by Hurricanes Katrina, Rita and other acts of nature have renewed our national awareness for the role that public transportation can play as a first responder resource.

Every transit system - whether a large fixed-route bus system or a small rural provider – is being asked to designate safety, security and emergency preparedness as a top priority, and to prepare to manage critical incidents for the wide array of the hazards that transit faces.

Critical Incidents could include accidents, natural disasters, sabotage, civil unrest, hazardous materials spills, criminal activity, or acts of terrorism. Regardless of the cause, critical incidents require swift, decisive action to protect life and property. Critical incidents must be stabilized prior to the resumption of regular service or activities. Successful resolution of critical incidents typically requires cooperative efforts by a variety of responding agencies.

To establish the importance of safety, security and emergency preparedness in all aspects of our organization, YCIPTA and Contractor has developed this Safety, Security and Emergency Preparedness Plan (SSEPP). This SSEPP outlines the process used by YCIPTA and Contractor to make informed decisions that are appropriate for our operations, passengers, employees and communities regarding the development and implementation of a comprehensive security and emergency preparedness program.

As a result of this program, YCIPTA and Contractor achieves not only an effective physical security program, but enhances associations with the local public safety agencies in our service area. Improved communication increases their awareness of our resources and capabilities, and improves our readiness to support their efforts to manage community-wide emergencies, including, accidents and incidents, acts of nature, hazardous materials, criminal activity and terrorism.

In order to be effective for YCIPTA and Contractor, the activities documented in this SSEPP focus on establishing responsibilities for safety, security and emergency preparedness, identifying our methodology for documenting and analyzing potential safety, security and emergency preparedness issues, and developing the management system through which we track and monitor our progress in addressing these issues.

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

The structure of this SSEPP focuses first on a description of the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) and Contractor's Mission and a comprehensive overview of the system, then on Preparation – identifying critical assets, threats and vulnerabilities to the transit system and the environment in which it operates, along with preparing our transit staff to manage incidents in concert with external emergency management organizations and first responders, followed by Prevention – strategies for reducing risk, including training on safety/security awareness, then on Response – staff responsibilities and emergency protocols, and finally, on Recovery – putting things back together. The Appendix of this SSEPP contains forms that we use to ensure documentation of our SSEPP activities.

# **1. MISSION DEFINITION**

## **1.1 Introduction – Establishing the parameters of the plan**

### **1.1a. - AUTHORITY**

The authority for implementing the SSEPP resides with the YCIPTA and Contractor.

### **1.1b. - PURPOSE**

This SSEPP defines our process for addressing safety, security and emergency preparedness as:

- **System Safety** – The application of operating policies and procedures to reduce vulnerability to safety-related hazards.
- **System Security** – The application of operating policies and procedures to reduce vulnerability to security threats.
- **Emergency Preparedness** – The system of policies and procedures that assure rapid, controlled, and predictable responses to a wide variety of safety and/or security incidents.

The SSEPP supports YCIPTA and Contractor's efforts to address and resolve critical incidents on our property and within our community.

**Critical Incidents** – Critical Incidents could include accidents, natural disasters, sabotage, civil unrest, hazardous materials spills, criminal activity, or acts of terrorism. Regardless of the cause, critical incidents require swift, decisive action to protect life and property. Critical incidents must be stabilized prior to the resumption of regular service or activities. And successful resolution of critical incidents typically requires cooperative efforts by a variety of responding agencies.

The overall purpose of the YCIPTA and Contractor SSEPP is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to YCIPTA and Contractor's passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system, both during normal operations and under emergency conditions.

This SSEPP demonstrates the YCIPTA and Contractor's commitment to do the following:

- **Prepare**
  - Identify assets essential to our mission
  - Assess hazards and threats facing YCIPTA, its contractor and our community
  - Train staff how to prevent, respond to and recover from prime risks
  - Coordinate with other emergency response organizations

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

- **Prevent**
  - Take steps to eliminate threats where possible
  - Institute policies and procedures that reduce the likelihood of incidents occurring
  - Take steps that reduce the impact on system assets when incidents do occur
  
- **Respond**

React quickly and decisively to critical incidents focusing on:

  - Life Safety
  - Property Protection
  - Stabilization of Incident
  
- **Recover**
  - Resume service delivery based on availability of resources
  - Repair and replace critical assets
  - Assess incident response and make changes based on lessons learned.

### **1.1c. - GOALS**

The SSEPP provides YCIPTA and Contractor with a safety, security and emergency preparedness capability that:

- § Ensures that safety, security and emergency preparedness are addressed during all phases of system operation including hiring and training of personnel; procurement and maintenance of equipment; development of policies and procedures; delivery of service, and coordination with local emergency management and first responder agencies
- § Creates a culture that supports employee safety and security through the appropriate use and operation of equipment and resources
- § Promotes analysis tools and methodologies that identify changing threat conditions and bolster YCIPTA response capabilities
- § Ensures that YCIPTA achieves a level of security performance and emergency readiness that meets or exceeds the operating experience of similarly-sized agencies
- § Identifies and pursues grant funding opportunities at the state and federal level to support safety, security, and emergency preparedness efforts
- § Makes every effort to ensure that, if confronted with a safety or security event or major emergency, our personnel will respond effectively, using good judgment and building on best practices identified in policies and procedures and exercised through drills and training

### **1.1d. - OBJECTIVES**

In this new environment, every threat cannot be identified and eliminated, but YCIPTA and Contractor takes steps to be more aware, to better protect passengers, employees, facilities and equipment, and stands ready to support community needs in response to a critical incident. To this end, our SSEPP has five objectives:

1. Achieve a level of security performance and emergency readiness that meets or exceeds the operating experience of similarly-sized agencies around the nation.



## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

2. Partake in and strengthen community involvement and participation in the safety and security of our system.
3. Develop and implement a Threat and Vulnerability Assessment program and, based on the results of this program, establish a course of action for improving physical safety and security measures and emergency response capabilities.
4. Expand our training program for employees, volunteers and contractors to address safety and security awareness and emergency management concerns.
5. Enhance our coordination with partner agencies regarding safety, security and emergency preparedness issues.

### **1.1e. - DEFINITION**

In this SSEPP, the terms “transit vehicle” or “bus” are used to describe all types of transit surface conveyances including sedans, mini-vans, vans, body-on-chassis, mini-buses and the wide range of full-size coaches.

## **1.2 System Overview – Who We Are and What We Do**

### **1.2a. - ORGANIZATIONAL DESCRIPTION**

Under Arizona Revised Statutes - Title 28 Transportation an intergovernmental public transportation authority (IPTA) may be organized in any county in Arizona with a population of two hundred thousand persons or less.

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is an IPTA that was formed on December 13, 2010 by the Yuma County Board of Supervisors to administer, plan, operate and maintain public transit services throughout Yuma County, including within the political jurisdictional boundaries of the Cities of Yuma, San Luis, Somerton, Town of Wellton and the unincorporated Yuma County areas.

On September 21, 2010, the Town of Wellton and City of Somerton passed a resolution to petition the County to form the IPTA. On October 3 and 20, 2010 respectively, the Cities of San Luis and Yuma passed a resolution to petition the County to form the IPTA. On December 6, 2010, Northern Arizona University petitioned the County to join the IPTA. On December 13, 2010, the County held a public hearing and approved the formation of the IPTA. On January 24, 2011, the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) held its first Board of Directors meeting.

On August 16, 2011, Arizona Western College petitioned YCIPTA to become the seventh member agency of the IPTA and was approved on August 28, 2011.

On October 17, 2011, Cocopah Indian Tribe petitioned YCIPTA to become the eighth member agency of the IPTA and was approved on October 28, 2011.

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

On April 12, 2012, Quechan Indian Tribe petitioned YCIPTA to become the ninth member agency of the IPTA and was approved on April 23, 2012.

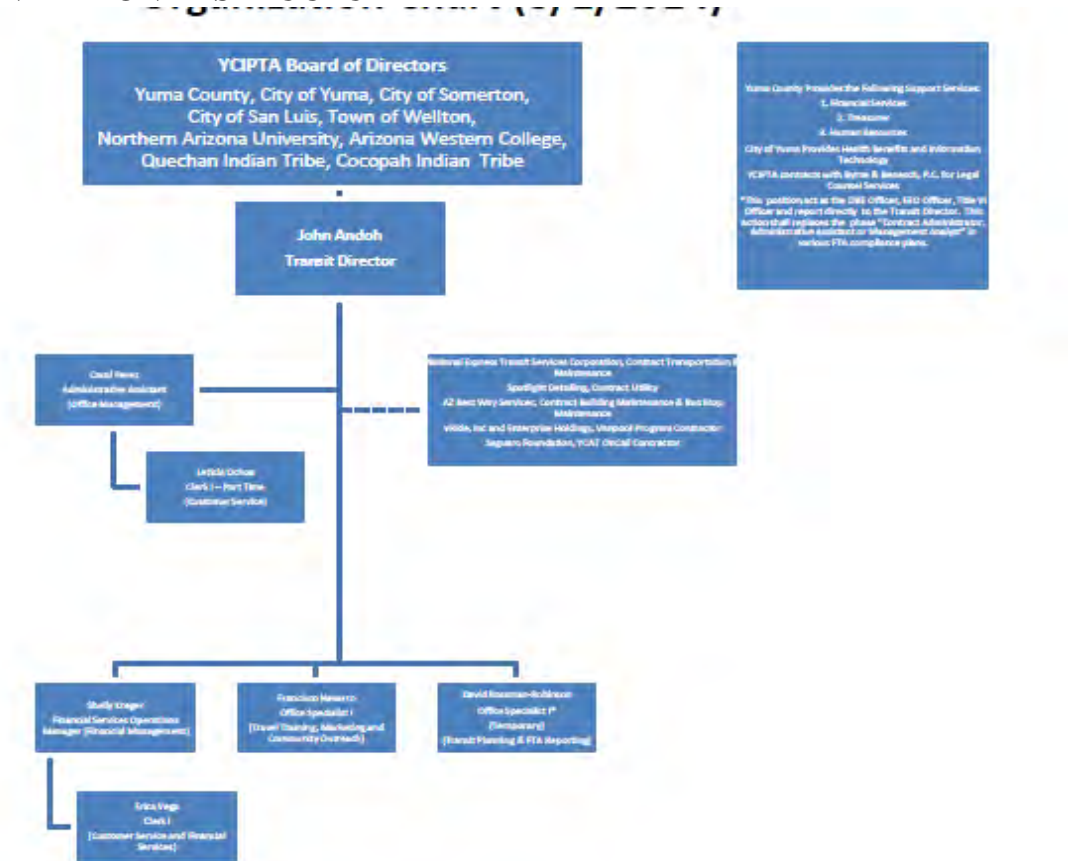
YMPO, as of July 1, 2012, transferred the ownership and operation of the transit system to YCIPTA. A resolution was passed by the YMPO Executive Board on August 11, 2011 with the intent to transition transit operations to YCIPTA in the future. A transfer of services and assets agreement was signed by the YMPO Executive Director and YCIPTA Transit Director on June 26, 2012.

Besides the YCIPTA, the Coconino County; the City of Flagstaff, Coconino Community College, and Northern Arizona University formed the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) to assume public transit services from the City of Flagstaff and Coconino County and to unify and coordinate public transit services in that region.

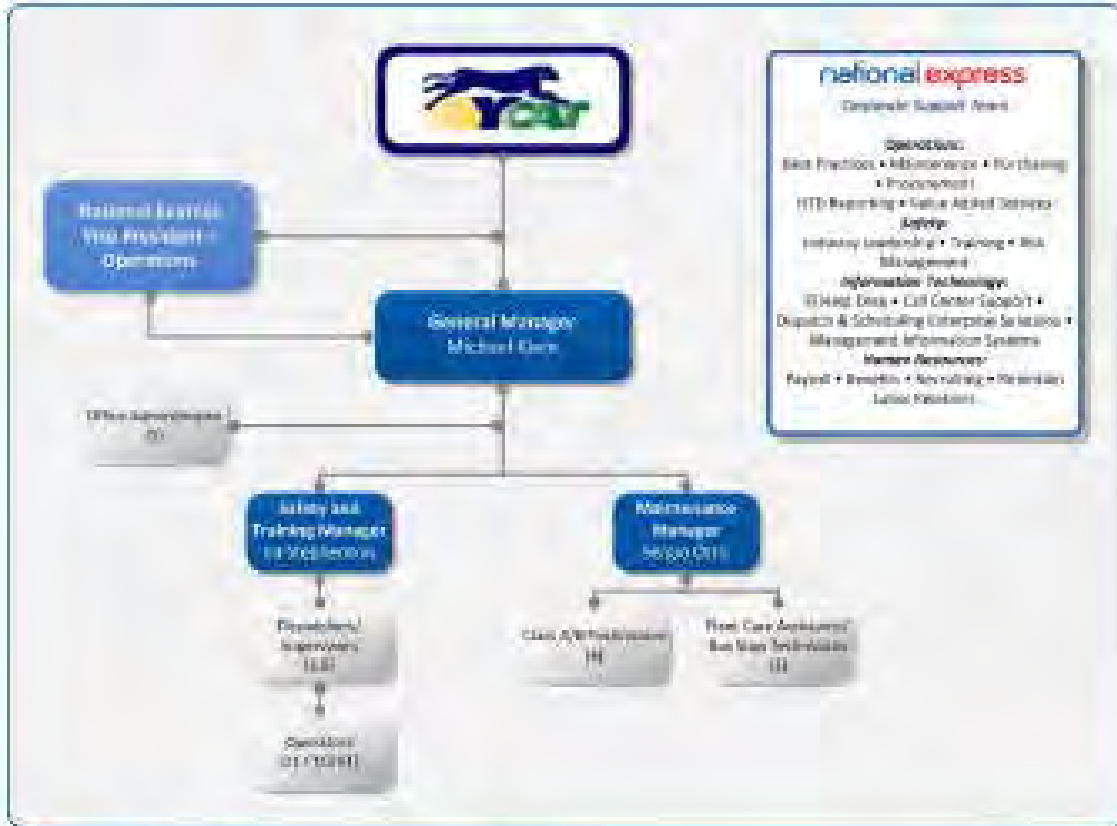
**1.2b. - MISSION STATEMENT**

The Yuma County Intergovernmental Public Transportation Authority is committed to providing Yuma County with clean, affordable, reliable, efficient and safe public transportation services that aid in economic development, enhance the quality of life and ensures mobility and independence for our community.

**1.2c. - ORGANIZATIONAL STRUCTURE**



## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**



### **1.2d. - SERVICE AREA**

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is proud to provide Yuma County Area Transit (YCAT) fixed route, vanpool and YCAT OnCall demand responsive bus service throughout southwestern Yuma County including the cities of Yuma, San Luis, Somerton, Town of Wellton, Cocopah Indian Reservation and unincorporated communities of Yuma County, including Gadsden, Fortuna Foothills and Ligurta. YCAT also provides service into Winterhaven and El Centro, CA and on the Quechan/Fort Yuma Indian Reservation. You can count on YCAT to provide transit services - Monday through Friday 5:30 a.m. and 8:30 p.m. with limited evening service from Arizona Western College, University of Arizona and Northern Arizona University as well as other limited Yuma County and eastern Imperial County destinations in addition to service on Saturday between 9:30 a.m. and 6:30 p.m.

### **1.2e. - SERVICE DESIGN**

1. Fixed Route
2. Demand Response/ADA Paratransit
3. Route Deviation
4. Checkpoint Service
5. Vanpooling

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

### **1.2f. - FUNDING SOURCES**

The budget is based on known revenue amounts that have been committed. Revenue amounts are always subject to change and staff will keep the Board of Directors apprised on any changes based on decisions made by local, state and Federal agencies. Known revenue amounts include Federal Transit Administration (FTA), member agency contributions from the municipalities, Greyhound revenues, miscellaneous revenues, farebox revenues and pass revenues based on memorandum of understandings exercised with various social service agencies.

### **1.2g. - VEHICLES AND FACILITIES**

Today, a total of 10 routes operate Monday through Saturday on a fleet of 12 large fixed route buses, 4 trolley vehicles and 6 small cutaways and 9 minivans. In addition, YCAT Vanpool operated by vRide and Enterprise provides a network of vanpools to employment areas in Yuma County not served by YCAT.

YCIPTA has 465 bus stops, 29 owned bus shelters, 9 contractor owned bus shelters, one facility being used as a Multimodal Transit Center in Downtown Yuma, which is owned by the City of Yuma.

Both demand-response and fixed-route service is administered and funded by YCIPTA and its member agencies, and operated by a private contractor. YCAT Vanpool is operated by vRide and Enterprise Holdings and they own the vans used for this program. YCAT OnCall is operated by Saguaro Foundation through the SARA Rides program. YCIPTA owns all vehicles for fixed-route and demand response service and leases the East 14th Street and Atlantic Avenue maintenance facility located at 2715 East 14th Street in Yuma.

## **2. PREPARATION**

### **2.1 Overview**

While safety addresses the day-to-day issues of transporting passengers in the community safely and without accident, security deals with the entire transit system and the potential for threats against it. Security also includes YCIPTA and Contractor as part of the larger community and the response within the community to environmental hazards, criminal or terrorist acts, or natural disaster.

The YCIPTA and Contractor Threat and Vulnerability Assessment provides a framework by which to analyze the likelihood of hazards and threats damaging critical assets. Included in this assessment are:

- Historical analysis
- Physical surveys
- Expert evaluation
- Scenario analysis

The Threat and Vulnerability Assessment offers YCIPTA and Contractor the ability to identify critical assets and their vulnerabilities to threats, to develop and implement countermeasures, and to monitor and improve program effectiveness. This analysis is guided by clear investigation of three critical questions:

1. Which assets can we least afford to lose?
2. What is our responsibility to protect these assets?
3. Where do we assume total liability for risk and where do we transfer risk to others, such as local public responders, technical specialists, insurance companies, and the state and Federal government?

***A completed "CAPABILITIES ASSESSMENT" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.2.***

## **2.2 Hazard and Threat Assessment**

### **2.2a. – CRITICAL ASSETS – IDENTIFYING THE IMPORTANT ELEMENTS OF OUR ORGANIZATION REQUIRING PROTECTION**

#### **Overview**

In security terms, YCIPTA and Contractor’s assets are broadly defined as:

- **People** – Passengers, employees, visitors, contractors, vendors, community members, and others who come into contact with the system
- **Information** – Employee and customer information, computer network configurations and passwords, ridership, revenue and service statistics, operating and maintenance procedures, vehicle identification systems
- **Property** – Revenue vehicles, non-revenue vehicles, storage facilities, passenger facilities, maintenance facilities and equipment, administrative offices, computer systems and communications equipment

Assets are critical when their loss either endangers human life or impacts the YCIPTA and Contractor’s ability to maintain service. In reviewing assets, the transportation system has prioritized which among them has the greatest consequences for the ability of the system to sustain service. These critical assets may require higher or special protection.

#### **Asset Analysis**

In identifying and analyzing critical assets for the entire system, under the full range of operational conditions, a simple process called “asset criticality valuation” has been performed by YCIPTA and Contractor. This process helped YCIPTA and Contractor management to prioritize the allocation of limited resources for protecting the most vital elements of its operation. In this asset analysis YCIPTA and Contractor considered the following:

- § Criticality to mission
- § Asset replacement cost
- § Severity of impact on public health and safety
- § Impact on other assets including intangibles such as public trust and employee morale

For those assets that are mission-critical, steps are taken for risk **avoidance** (i.e. stop the activity altogether), risk **retention** (e.g. accept the risk but take steps to reduce the likelihood or impact of an incident) and risk **transference** (e.g. have someone else, like an insurer, assume the risk).

***The "CRITICAL ASSET IDENTIFICATION AND ANALYSIS" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.3.***

## **2.2b. – THREAT AND VULNERABILITY ANALYSIS**

A threat is any action with the potential to cause harm in the form of death, injury, destruction of property, interruption of operations, or denial of services. YCIPTA and Contractor threats include accidents and incidents, hazardous materials, fires, acts of nature, or any event that could be perpetrated by criminals, disgruntled employees, or terrorists.

Threat analysis defines the level or degree of the threats by evaluating the probability and impact of the threat. The process involves gathering historical data about threatening events and evaluating which information is relevant in assessing the threats against YCIPTA and Contractor. Some of the questions answered in our threat analysis include.

- § How safe are vehicles and equipment?
- § How secure is the transportation facility?
- § What event(s) or act(s) of nature has a reasonable probability of occurring?
- § Have similar-sized agencies been targets of criminal or terrorist acts in the past?
- § How significant would the impacts be?

A vulnerability is anything that can make YCIPTA more susceptible to a threat. This includes vulnerabilities in safety/security procedures and practices involving transit facilities, transit equipment and transit staff. Vulnerability analysis identifies specific weaknesses to threat that must be mitigated.

### **Threat and Vulnerability Identification**

The primary method used by YCIPTA and Contractor to identify the threats to the transit system and the vulnerabilities of the system is the collection of historical data and incident reports submitted by drivers and supervisors and information provided by federal and state agencies and local law enforcement.

Information resources include but are not limited to the following:

- . Operator incident reports
- . Risk management reports
- . Bus maintenance reports
- . Marketing surveys
- . Passengers' letters and telephone calls
- . Management's written concerns
- . Staff meeting notes
- . Statistical reports
- . Special requests
- . Historical data

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

- Information from public safety officials

YCIPTA and Contractor reviews safety/security information resources and determines if additional methods should be used to identify system threats and vulnerabilities. This includes a formal evaluation program to ensure that safety/security procedures are maintained and that safety/security systems are operable. Safety/security testing and inspections may be conducted to assess the vulnerability of the transit system. Testing and inspection includes the following three-phase approach:

1. Equipment preparedness
2. Employee proficiency
3. System effectiveness

***A completed "PRIORITIZED VULNERABILITY REPORT" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.4.***

### **Scenario Analysis**

Scenario analysis is brainstorming by transportation personnel, emergency responders, and contractors to identify threats to the system and to assess vulnerability to those threats. By matching threats to critical assets, YCIPTA and Contractor identifies the capabilities required to counteract vulnerabilities. This activity promotes awareness and enables staff to more effectively recognize, prevent, and mitigate the consequences of threats.

For each scenario, the YCIPTA and Contractor has attempted to identify the potential impacts of probable threats using a standard risk analysis protocol in which threats are segmented by probability from low to high and severity of impact from modest to catastrophic.

Scenario-based analysis is not an exact science but rather an illustrative tool demonstrating potential consequences associated with low-probability to high-impact events. To determine the actual need for additional countermeasures, and to provide the rationale for allocating resources to these countermeasures, the YCIPTA and Contractor uses the scenario approach to pinpoint the vulnerable elements of the critical assets and make evaluations concerning the adequacy of current levels of protection.

At the conclusion of the scenario-based analysis, YCIPTA and Contractor assembled a list of prioritized vulnerabilities for its top critical assets. These vulnerabilities are divided into the following categories:

- § lack of planning;
- § lack of coordination with local emergency responders;
- § lack of training and exercising; and
- § lack of physical security



## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on the results of the scenario analysis, YCIPTA and Contractor identified countermeasures to reduce vulnerabilities.

### **2.2c. - IDENTIFIED POTENTIAL TRANSIT SYSTEM THREATS**

YCIPTA and Contractor is committed to focusing on organizational emergency planning activities and preparing its transit staff to react to any potential threatening event. YCIPTA and Contractor understands that threat reaction planning and preparation is a dynamic and ongoing process which requires constant attention and organizational energy. It is essential to identify each potential threat that a transit system could face, evaluate those threats in terms of their potential impact on transit system assets and to analyze transit system vulnerability to those threats. The YCIPTA and Contractor has done such a Threat and Vulnerability Assessment for the following potential threats:

***Completed "THREAT AND VULNERABILITY ANALYSIS" forms and "THREAT AND VULNERABILITY ASSESSMENT" forms for each of the below listed threats are found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.5.***

### **ACCIDENTS AND INCIDENTS**

#### **§ Transit vehicle accidents**

Can be defined as collisions with other vehicles, objects or persons with the potential for damage to people and/or property and the possibility of lawsuits and/or criminal charges.

#### **§ Transit passenger incidents**

Involve passenger falls, injuries relating to lift and securement operation, injuries before boarding or after alighting and passenger illnesses

#### **§ Employee accidents and incidents**

Include injuries within the office, on official travel, while maintaining the equipment, and on-premises, but not while operating a vehicle for public transport. Such accidents/incidents create the possibility for loss of workforce, lawsuits and worker's compensation claims.

### **ACTS OF NATURE**

#### **§ Floods**

Are caused by heavy rain, storm surge, rapid snowmelt, ice jams, dam breaks or levee failures and can result in loss of life damage to facilities, danger to vehicles on roadways and loss of power and communications. Such events could require use of transit system assets for evacuation purposes.

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

### **§ Winter weather**

Snow and ice storms can cause power failures, make roads dangerous or impassable, cause sidewalk hazards, and affect the ability to deliver transit service.

### **§ Tornado/hurricane**

High winds have the potential to cause flying debris, down trees and/or power lines, make roadways impassable or dangerous, damage facilities or vehicles and threaten the safety of passengers and employees. Such events could require use of transit system assets for evacuation purposes.

### **§ Thunderstorms**

May trigger flash flooding, be accompanied by strong winds, hail or lightning, can possibly cause power or communication system outages, damage facilities and equipment and make roads dangerous or impassable.

### **§ Wildfire**

Whether natural or human-caused, are particularly dangerous in drought conditions, can reduce visibility, impair air quality, and have the potential to damage facilities, equipment and make roadways impassable. Such an event could require use of transit system assets for evacuation purposes.

### **§ Earthquake**

Has the potential to cause extensive damage to buildings, water systems power systems, communications systems roads, bridges and other transportation infrastructure. Such events often overwhelm first responder resources. In coastal areas, tsunamis, or tidal waves, are a hazard following major earthquakes and underwater tectonic activity. A transit system's assets could be used for evacuation purposes after damage assessment.

### **§ Landslide/Avalanche**

Has the potential to close roadways, damage vehicles and facilities and injure employees and passengers.

### **§ Dust storm**

Usually arrives suddenly in the form of an advancing wall of dust and debris which may be miles long and several thousand feet high, and usually last only a few minutes. Blinding, choking dust can quickly reduce visibility, causing accidents. While dust storms may last only a few minutes, they tend to strike with little warning.

## **CRITICAL INFRASTRUCTURE**

### **§ Power outages**

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Whether short or long in duration, can impact overall ability to operate transit services and limit functional nature of transit equipment and facilities.

### **§ Computer crashes/cyber attacks**

Cause loss of critical data and negatively impact the ability to schedule and dispatch services.

### **§ Communication system failure**

Can have serious effects on the ability to deliver service and keep employees out of harm's way.

### **§ Supply chain interruption**

Transit service is dependent upon a continuous supply of fuel, lubricants, tires, spare parts, tools, etc. Interruption of material supplies due to weather conditions, roadway closures, acts of terrorism, acts of war, or loss of supplier facilities can limit your ability to maintain service

### **§ Vehicle fires**

Cause transit employee and passenger injuries and death and damage or loss of transit equipment and have the potential for lawsuits.

### **§ Facility loss**

Loss of administrative, maintenance, or operations facilities– whether caused by structural collapse, presence of toxic materials, violation of municipal codes, or significant events on neighboring properties – can hamper the ability to sustain service

### **§ Structural Fire**

Whether natural or human-caused, can threaten employees and customers and damage facilities and equipment. Such an event could require use of transit vehicles for temporary shelter, or for evacuation purposes,

### **§ Staff shortage**

Caused by labor disputes, poor human resource management, or regional employee shortages. Can have immediate impacts on ability to deliver service, and longer-term impacts on facility and equipment resources.

### **§ Employee malfeasance**

Illegal and illicit behavior by YCIPTA employees, particularly when in uniform or on duty, can seriously damage intangible assets such as organizational image and employee morale.

## SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN

### **HAZARDOUS MATERIALS.**

#### § **Bloodborne pathogens**

Exposure can put drivers, passengers, maintenance employees and bus cleaners at risk of contracting disease.

#### § **Toxic material spills**

Toxic materials fall into four basic categories: blister agents such as solvents; cardio-pulmonary agents such as chlorine gas; biological agents such as anthrax; and nerve agents such as Sarin. While some of these materials may be agents of terrorist acts, accidental release is also possible. Additionally, low-level exposure to maintenance related chemicals and vehicle fluids can pose a risk to employee and environmental health.

#### § **Radiological emergencies**

Could include accidental release of radioactivity from power plants or from materials being transported through the service area by truck or train. Have the potential to cause danger to human life or the need for use of transit system assets for evacuation purposes.

#### § **Fuel related events**

Include accidental release of natural gas and petroleum, rupture of pipelines, and fire and explosion involving alternative fuel use. Dangers include risk of human life, damage to facilities and vehicles, and events that may require use of transit system assets for evacuation purposes.

### **CRIMINAL ACTIVITY**

#### § **Trespassing**

Penetration of organizational security system can increase vulnerability to criminal mischief, theft, workplace violence, and terrorist attack

#### § **Vandalism/Criminal mischief**

Includes graffiti, slashing, loitering, or other such events that damage buses, bus stops, shelters, transit facilities and/or organizational image.

#### § **Theft and burglary**

Includes loss of assets due to break-in to facilities and into vehicles as well as employee theft, and can threaten information assets, property assets, and organizational image.

#### § **Workplace violence**

Includes assaults by employees on employees, passengers on passengers, and passengers on employees including menacing, battery, sexual assault, and murder.

#### § **Commandeered vehicle**

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The taking of a transit vehicle to perpetrate a crime and the taking of hostages as a negotiating tool. Puts the lives of transit employees and passengers at risk.

### TERRORISM

#### § **Dangerous mail**

Chemical, biological, radiological and explosive devices delivered through the mail put the lives of transit employees and occupants of transit facilities at risk, and have the potential for damage of facilities and equipment.

#### § **Suicide bombers**

Internationally, transit systems have been common terrorist targets. American transit systems are not immune. The major inherent vulnerabilities of transit are that transit systems by design are open and accessible, have predictable routines/schedules, and may have access to secure facilities and a wide variety of sites, all of which make transit an attractive target.

#### § **Improvised Explosive Devices (IED)**

Activities could involve the use of conventional weapons and improvised explosive devices or bombs on transit vehicles, within transit facilities or within the environment of the transit service area, putting the lives of transit employees, passengers and community members at risk. Such events could require the use of transit vehicles in evacuation activities.

#### § **Weapons of mass destruction**

Use of chemical, biological or radiological weapons could cause massive loss of life involving everyone in the community and lead to the destruction of transit vehicles and facilities, as well as require the use of transit vehicles for evacuation purposes.

### 2.3 Communicating about Risk: Transit Threat Alert System

The Federal Transit Administration has developed a transit *Threat Condition Model* that parallels that of the Department of Homeland Security. The FTA model progresses from green through red to indicate threat levels from low to severe. It also includes purple designating disaster recovery. This model, along with its recommended protective measures, has been adapted for use by YCIPTA and Contractor.

***The SAFETY/SECURITY ALERT SYSTEM is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.6.***

## **2.4 Emergency Planning**

### **2.4a. – INTERNAL CONTACT INFORMATION**

YCIPTA and Contractor maintains accurate and up-to-date internal contact information on key staff and board members required to respond to safety and security emergencies.

### **2.4b. – EXTERNAL CONTACT INFORMATION**

YCIPTA and Contractor maintains accurate and up-to-date external contact information on key community emergency management personnel and first responders to be notified in the case of safety and security emergencies.

***Completed Internal and External “CONTACT LISTS” are found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.7.***

### **2.4c – EMERGENCY RESPONSE TEAM ROSTER**

YCIPTA and Contractor maintains an accurate and up-to-date roster that includes contact information of the transit incident management team in advance of any incident. This team is based on the Incident Command System (ICS) discussed in Chapter 4 and includes representation from each area of the organization.

***A Completed “EMERGENCY RESPONSE TEAM ROSTER” is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.8.***

### **2.4d – PHONE TREES**

YCIPTA and Contractor maintains an accurate and up-to-date call tree with staff names and phone numbers. The call tree enables everyone in the organization to be contacted quickly, with each staff member having to make no more than a couple of calls. Details on *use* of the call list are included in Chapter 4 – Response. Quarterly exercises using the phone tree should be run so that all members of the team are familiar with its use and application.

### **2.4c. – DELEGATION OF AUTHORITY**

YCIPTA and Contractor has a plan to ensure continuity of management throughout any emergency incident. The succession plan provides for automatic delegation of authority in cases where:

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- § The Emergency Response Coordinator (ERC) or other YCIPTA and/or Contractor incident response personnel are no longer able to perform incident-related duties due to injury, illness or exhaustion/rest and recuperation.
- § A member of the incident response team is temporarily unable to perform incident-related duties due to loss of radio or phone service.
- § Regular members of YCIPTA and/or Contractor incident response team are unavailable due to travel (e.g., vacation, professional development, etc.)

The succession plan designates the next most senior leader required to manage temporary duties normally assigned to higher-level personnel.

***A completed "SUCCESSION LIST" reflecting [NAME OF AGENCY] emergency internal chain of command is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.9.***

## **2.5 Coordinating with Stakeholders**

YCIPTA and Contractor is committed to proactively coordinate with local emergency management, law enforcement and other first responders in preparing for an integrated response to emergencies and security related events. Toward this end YCIPTA and Contractor meets on a regular basis with local emergency management staff, local law enforcement and other first responders, and reviews local and YCIPTA's emergency plans to ensure that transit is integrated into these plans and is prepared to play its defined role in any emergency.

### **2.5a. – COORDINATION WITH EMERGENCY MANAGEMENT**

Effective emergency response does not happen by accident. It is the result of planning, training, exercising, and intra/interagency cooperation, coordination and communication. Integration into the local community's emergency planning process is central to the success of the YCIPTA and Contractor Inc. SSEPP and to the preparedness of the system. YCIPTA and Contractor coordinates with local community emergency management to fulfill all SSEPP functions including threat mitigation, consequence management planning, exercising and training, and post-incident analysis.

In this SSEPP, YCIPTA and Contractor has defined its internal processes for identifying safety and security events, mitigating consequences and managing or assisting in incident response.

***Completed "MEMORANDUM OF UNDERSTANDING" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.10.***

**2.5b. – COORDINATION WITH FIRST RESPONDERS**

**Law Enforcement**

YCIPTA and Contractor management regularly works with the local and state law enforcement to improve security and emergency/incident preparedness and response capabilities. These activities include:

- § Maintaining regular communications with law enforcement
- § Meeting at least once a year to ensure transit issues are understood by law enforcement
- § Developing an emergency contact list for dispatchers
- § Communicating regularly on optimal incident reporting methods that will offer law enforcement all the information they need
- § Participating in cooperative emergency preparedness training programs
- § Establishing appropriate methods of communication for continuous coordination during an emergency
- § Establishing procedures for supplying the unique types of emergency service that may be required in particular emergency situations

**Fire**

YCIPTA and Contractor works with the local fire departments on a regular basis to support improved security and emergency/incident preparedness and response. This includes the following activities:

- § Maintaining regular communications with fire services
- § Establishing the level of service (e.g., equipment and personnel) to be delivered in response to various types of emergencies
- § Specifying in advance the level of notification, command and control, and degree of responsibility that will apply on site
- § Establishing appropriate methods of communication, and developing procedures for continuous coordination and transfer of command
- § Providing training for fire department personnel to familiarize them with transit vehicles and equipment, including wheel chair lifts and access/egress procedures
- § Conducting periodic drills in cooperation with the fire department
- § Scheduling a meeting at least annually to ensure transit issues (e.g., evacuation of transit vehicles, considerations for persons with disabilities) are understood by fire officials
- § Identifying any special tools and equipment the firefighters might need to address transit emergencies (particularly items that they would not normally possess) by inviting firefighters to visit YCIPTA annually, and walking them through transit vehicles and facilities
- § Reviewing current fire-related plans and policies
- § Ensuring fire annunciation and evacuation procedures are part of the standard procedures and training for operators



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### **Emergency Medical Services**

YCIPTA and Contractor works with the local emergency medical services including hospitals on a regular basis to support improved medical response. Preparations include the following activities:

- § Maintaining regular communications with EMS
- § Scheduling a meeting on transit property or at the offices of EMS at least annually to ensure transit issues are understood by the organization
- § Establishing appropriate EMS unit jurisdictions
- § Establishing the level of service (equipment, personnel, etc.) to be delivered in response to various types and degrees of emergencies
- § Establishing appropriate methods of communication for continuous coordination during a response
- § Familiarizing EMS personnel with transit vehicles and facilities
- § Conducting periodic drills in conjunction with EMS personnel

***Completed "MEMORANDUM OF UNDERSTANDING" are found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.11.***

### **Training of First Responders on Transit Equipment**

YCIPTA and Contractor holds annual training with local first responders to improve familiarity with transit fleet, facilities and operations. Key areas covered include:

- . Vehicle and facility entry - windows, doors and hatches
- . Hazardous materials
- . Facility escape routes and safety zones
- . Equipment shutdown
- . Emergency dump valves
- . Battery cut-off switches
- . Appropriate zones to breach transit vehicles in event of an incident
- . Communications compatibility

## **2.6 Exercises and Drills**

In crisis management as in sports, YCIPTA plays the way it practices. That is why YCIPTA and Contractor is committed to testing their emergency preparedness plans through disaster drills and exercises.

YCIPTA and Contractor is committed to participating in community emergency response exercises. This commitment requires the transportation system and community public response agencies to plan and conduct increasingly challenging exercises over a period of time.

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Implementation of such a program allows the collective community to achieve and maintain competency in executing the transportation component of local emergency response plans.

There are five major types of exercises that comprise this program, each with a different purpose and requirement. Each step is progressively more sophisticated in nature and will be undertaken in a step-by-step and long-term implementation plan that is integrated into overall community response.

1. Basic awareness training to familiarize participants with roles, plans, procedures, and resolve questions of coordination and assignment of responsibilities
2. Operational training to familiarize front-line staff with roles, plans, procedures, and resolve questions of coordination and assignment of responsibilities.
3. Tabletop exercises that simulate emergency situations in an informal, low stress environment. It is designed to elicit discussion as participants examine and resolve problems based on existing crisis management plans and practical working experience.
4. Drills that test, develop or maintain skills in a single response procedure (e.g., communications, notification, lockdown, evacuation procedures, etc.). Drills can be handled within the organization, or coordinated with partner agencies, depending upon the drill objective(s). Drills help prepare players for more complex exercises in which several functions are simultaneously coordinated and tested.
5. Functional exercises are full-scale simulated incidents that tests one or more functions in a time-pressured realistic situation that focuses on policies, procedures, roles and responsibilities. It includes the mobilization of emergency personnel and the resources appropriate to the scale of the mock incident. Functional exercises measure the operational capability of emergency response management systems in an interactive manner resembling a real emergency as closely as possible.

## **3. PREVENTION**

### **3.1 Overview**

YCIPTA and Contractor follows the guidelines provided by the Federal Transit Administration's (FTA) description of Core Elements addressing *Model Bus Safety Programs* in our internal focus on safety and the FTA's *Public Transportation System Security and Emergency Preparedness Planning Guide* in our internal focus on security.

***A Completed "FTA TOP 20 SECURITY PROGRAM ACTION ITEMS FOR TRANSIT AGENCIES: SELF-ASSESSMENT CHECKLIST" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.12.***

### **3.2 Risk Reduction**

The YCIPTA and Contractor reviews current methods of threat and vulnerability resolution and establish procedures to 1) eliminate; 2) mitigate; 3) transfer, and/or 4) accept specific risks. Prioritization of safety/security remediation measures are based on risk analysis and a course of action acceptable by YCIPTA and Contractor management.

***Risk reduction/elimination*** implies changes to equipment, facilities, training or operational implementation in order to no longer be exposed to the hazard (e.g. moving maintenance facility out of the floodplain). ***Risk control/mitigation*** implies changes in policies or procedures that reduce the likelihood of an event, or reduce its impact on critical assets (e.g. defensive driver training). ***Risk transference*** implies that the risk exposure is borne by someone else (e.g. hazard and liability insurance).

#### **3.2a. - STRATEGIES TO MINIMIZE RISK**

Protocol that YCIPTA and Contractor employs to reduce vulnerability to unknown hazards and threats includes:

- Involving staff in the identification of hazards and threats
- Involving staff in creating strategies that prevent or mitigate unwanted incidents
- Providing training that raises staff awareness, across all departments, about YCIPTA specific hazards and threats
- Using tabletop exercises to establish, assess and improve emergency response protocols
- Conducting Drills that raise staff proficiency in reacting to unwanted incidents, including proper use of emergency equipment and communication technologies
- Participating in exercises that improve coordination across departments and between responding agencies for any sort of critical incidents.

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**3.2b. - EMERGENCY OPERATIONS POLICIES**

**Checking Weather and Other Hazardous Conditions**

YCIPTA and Contractor has in place Operations Policies that address responding to emergencies. Particular attention is given to the following issues:

At YCIPTA and Contractor, management is responsible for checking weather and other reports to ensure it is safe to send vehicles on the road. This designated individual checks this information before each shift and at appropriate intervals, especially if severe weather is expected. Drivers performing their routes continuously assess road conditions, evaluating weather, construction, accidents, and other situations to ensure it is safe to proceed. Every effort is made to avoid sending drivers on routes if it is unsafe to do so. However, if a condition arises requiring a driver to abort a route, the dispatcher will contact the driver (or the driver will alert the dispatcher), and the dispatcher will provide instructions on how to proceed.

YCIPTA and Contractor uses National Weather Service warnings, forecasts, advisories available at [www.weather.gov](http://www.weather.gov), and weather radios monitored at dispatch site to track real-time information on the following conditions:

- |                                    |                                |
|------------------------------------|--------------------------------|
| § Hazardous weather outlooks       | § High wind warnings           |
| § Special weather statements       | § High wind watches            |
| § Winter storm watches             | § Wind advisories              |
| § Winter storm warnings            | § Gale warnings                |
| § Snow and blowing snow advisories | § Tornado watches and warnings |
| § Winter weather advisories        | § Hurricanes                   |
| § Heavy freezing spray warnings    | § Flood warnings               |
| § Dense fog warnings               | § Flood statements             |
| § Fire weather forecasts           | § Coastal flood statements     |

YCIPTA and Contractor also maintains a dispatcher log, a narrative description of what occurs during each shift. This enables the incoming dispatcher to read the previous shift log and know what needs to be tracked, problem areas of concern, or what is going right and wrong.

**Aborting or Changing Route Due to a Hazard**

To the extent possible, YCIPTA and Contractor avoids sending vehicles out in conditions that might pose a hazard. It is the responsibility of the management to check weather and other relevant conditions at the beginning of a shift, and on an ongoing basis, to safeguard the well being of passengers, employees, and others. If a hazard is encountered that causes it to be unsafe to continue on a route, YCIPTA policy is as follows:

- § If the hazard is noted by the driver, he/she must call the dispatcher, describe the situation, and await further instruction.
- § If the hazard is noted by staff other than the driver (e.g., the dispatcher becomes aware that a tornado is approaching), the dispatcher will contact the driver and provide direction.

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Direction may be as follows:

- § To abort the route, and drive the passengers to the nearest emergency drop point (see policy on emergency drop points)
- § To abort the route and return to YCAT Bus Facility (particularly if there are no passengers on the vehicle)
- § To drop off some or all passengers at the next stops and to then abort the route, following the instructions of the dispatcher (returning to YCIPTA Bus Facility or using an emergency drop point)

With most hazards or emergencies, it is the primary policy of YCIPTA and Contractor that the driver, first, communicates with the dispatcher, describes the situation, and awaits instruction. The exception to this is in the case of an immediate life threatening situation when the driver acts first, then communicates. Policies are in place for a range of situations.

### **3.2c. – TRANSIT FACILITY SAFETY AND SECURITY REVIEW**

YCIPTA and Contractor assesses on an ongoing basis the system's physical and procedural security systems and exposures. Findings from past and current threat and vulnerability assessments are of particular significance.

The conditions affecting facility security change constantly. Employees come and go, a facility's contents and layout may change, various threats wax and wane, and operations may vary. Even such mundane changes as significant growth of bushes or trees around a facility's exterior may affect security by shielding the view of potential intruders. MV Transportation Inc. reviews our security measures periodically, as well as whenever facilities or other conditions change significantly. YCIPTA and Contractor also does the following:

- updates risk assessments and site surveys;
- reviews the level of employee and contractor compliance with security procedures;
- considers whether those procedures need modification; and
- establishes ongoing testing and maintenance of security systems including access control, intrusion detection and video surveillance.

Special attention is given by YCIPTA and Contractor to:

- developing and refining security plans
- encouraging personnel to maintain heightened awareness of suspicious activity
- providing special attention to perimeter security and access control
- maintaining a proactive effort of facility visitor access and control
- verifying the identify of service and delivery personnel
- heightening security measures involving buses and other vehicles
- securing access to utilities, boiler rooms and other facility maintenance operations
- examining and enhancing physical security measures related to outside access to HVAC (heating, ventilation and air conditioning) systems and utility controls (electrical, gas, water, phone)

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- securing chemical and cleaning product storage areas and maintaining appropriate records of such items
- conducting status checks of emergency communication mechanisms
- implementing information security programs including web site access to sensitive information
- identifying high risk facilities, organizations and potential targets in the community surrounding the transit facility
- using ID badges for all employees for security purposes
- considering using cameras to monitor facilities and/or transit vehicles
- ensuring adequate lighting for the facility grounds
- considering placing fencing or similar barrier around perimeter of facility and storage areas
- developing, reviewing, refining and testing crisis preparedness procedures

### **Bus Stop Locations**

When a decision is made to establish a bus stop, YCIPTA and Contractor assesses bus stop locations to ensure that stops are located in the most secure areas possible. Guidelines for this assessment are:

- Highly visible
- Well lighted
- Located in populated areas when possible
- Located away from unsafe areas
- Co-located with other activity centers if possible

### **3.2d. - OSHA REQUIREMENTS**

YCIPTA and Contractor periodically inspects its facilities and staff working conditions in order to ensure that YCIPTA is compliant with all applicable OSHA requirements.

### **3.2e. – ALTERNATE BUSINESS LOCATIONS**

YCIPTA and Contractor has established plans for alternate facilities, equipment, personnel, and other resources necessary to maintaining service during crisis, or to resume service as quickly as possible following disaster.

***A Completed "ALTERNATE FACILITY CERTIFICATION CHECKLIST" is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.13.***

### **Emergency Drop Points**

Emergency drop points are pre-designated safe locations that are used by drivers to drop off passengers whenever instructed to do so by the dispatcher or the designated backup. In the event

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of an emergency, the dispatcher ensures that the driver has been contacted and given instructions as to where to drop off passengers, and the estimated time to drop off.

Decisions on selection of drop points are based on the following:

- All points must be manned
- Geographic distribution
- Physical safety of drop points
- Prioritization of passenger needs based on critical factors (i.e., medical needs of persons in the area, environmental conditions, etc.)
- Availability of on-site personnel to address passenger needs

Pre-existing agreements are in place for all drop points and the list of drop points is maintained by Yuma County and reviewed on a quarterly basis.

### **3.2f. – COMPUTER SECURITY**

Computer backups of key financial, personnel, dispatching, and other information are performed regularly. These backups are stored in a fireproof and secured location. Computer backups and duplicate hard copies of important documents are kept off-site in a secured location with a rotation schedule that is updated daily so that at no time are all copies on property at the same time.

### **3.2g. – VEHICLE INSPECTION**

#### **Driver's Vehicle Checklist**

YCIPTA and Contractor drivers complete a vehicle pre-trip inspection checklist when putting a vehicle into service. This pre-trips inspection includes:

- Inspection of the vehicle's required safety equipment
- Inspection of the interior of the vehicle to detect unauthorized objects or tampering
- Inspection of the interior lights to make sure they are operational and have not been tampered with
- Inspection under the vehicle to detect items taped or attached to the frame
- Inspection of the exterior of the vehicle for unusual scratches or marks made by tools; signs of tampering; unusually clean or dirty compartments; or items attached using magnets or duct tape
- Following established policy governing suspicious packages, devices, or substances to determine if an unattended item or an unknown substance found during inspection is potentially dangerous
- Immediately notifying a supervisor in the case of a potentially suspicious packages(s) or evidence of tampering. Do not start or move the vehicle or use electronic means of communication.

Periodically throughout the driver's shift, the above inspections are conducted.

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### **Mechanic's Vehicle Checklist**

YCIPTA and Contractor mechanics or contracted mechanics make the following security checks before releasing a vehicle for revenue service:

- . Ensures that required safety equipment is on vehicle
- . Inspects the interior of the vehicle for unknown objects or tampering
- . Inspects the interior lights to make sure they are operational and have not been tampered with
- . Inspects under the vehicle for items taped or attached to the frame
- . Inspects the exterior of the vehicle for unusual scratches or marks made by tools; signs of tampering; unusually clean or dirty compartments; or items attached using magnets or duct tape
- . Inspects the gas cap for signs of tampering or unusual items
- . Inspects the engine compartment and other areas to detect foreign objects or false compartments in the air filter area or the cold oil filter. Also look for additional wires running to or from the battery compartment, and take note of unusually clean components and devices
- . Inspects the fuel and air tanks to detect inconsistent and missing connections

Note: If the mechanic finds an unattended item or an unknown substance while conducting the inspection, the policy on suspicious packages, devices, or substances to determine whether the package is potentially dangerous is followed, and a supervisor is immediately notified.

### **3.2h. - VEHICLE MAINTENANCE**

YCIPTA and Contractor provides proper maintenance of vehicles and equipment critical to the continued safe operation of the transit system. Unsafe vehicles present unnecessary hazards to the driver, passengers and other vehicles on the road. Basic vehicle maintenance practices regularly address safety-related vehicle equipment to ensure that no unsafe vehicles are dispatched for service. Safety-related vehicle equipment includes:

- . Service brakes and parking brake
- . Tires, wheels, and rims
- . Steering mechanism
- . Vehicle suspension
- . Mirrors and other rear vision devices (e.g., video monitors)
- . Lighting and reflectors or reflective markings
- . Wheelchair lifts

Most safety-related equipment is inspected during a pre-trip inspection to ensure that the vehicle is fit for service. YCIPTA and Contractor has an established formal plan to address the maintenance requirements of our vehicles and equipment. The vehicle maintenance program addresses the following categories:



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- § **Daily servicing needs** – This relates to fueling, checking and maintaining proper fluid levels (oil, water, etc), vehicle cleanliness, pre- and post-trip inspections and maintenance of operational records and procedures.
- § **Periodic inspection** – These activities are scheduled to provide maintenance personnel an opportunity to detect and repair damage or wear conditions before major repairs are necessary. Inspection items include suspension elements, leaks, belts, electrical connections, tire wear, and any noticeable problems.
- § **Interval related maintenance** – This focus is to identify wear, alignment, or deterioration problems of parts or fluids. Replacement intervals of these items are determined through YCIPTA and Contractor experience and manufacturer recommendations.
- § **Failure maintenance** - Regardless of the preventative maintenance activities, in-service failures will occur. When a failure is encountered that makes the vehicle unsafe or unable to continue operation, the vehicle is usually removed from service and returned to the garage for repair.

When possible, YCIPTA and Contractor. vehicles are stored in a secured and well- lighted location.

**3.2i. – VEHICLE READINESS**

It is the policy of YCIPTA and Contractor to maintain fully stocked first aid kits, biohazard cleanup packs, fire suppression equipment, vehicle emergency equipment, and emergency instructions in all vehicles. Battery operated equipment batteries will be replaced semi-annually. The assigned driver inspects the vehicle daily for the following emergency supplies and documents the results on the pre-trip inspection sheet. In addition, when a mechanic places a vehicle back in service, he/she ensures the required safety equipment is on the vehicle. The required safety equipment includes:

- |                   |                      |
|-------------------|----------------------|
| First Aid Kit     | Bio-hazard Kit       |
| Fire Extinguisher | Reflective Triangles |
| Seat Belt Cutter  | Flashlight           |

**3.2j. – OPERATOR SELECTION**

Operator selection is critical to YCIPTA and Contractor safe transit operations. The driver of a YCIPTA and Contractor transit bus is directly responsible for the safety of his or her passengers and other drivers that share the road with the transit vehicle. The driver selection criterion addresses specific, safety-related items.

- § **Licensing** – The driver is properly licensed and the license is appropriate for the type of vehicle the driver is assigned. Licensing also considers local jurisdiction requirements.

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- § **Driving record** – The driver has an acceptable past driving record over a reasonable period of time. The driving record demonstrates an ability to follow traffic rules and regulations and thus avoid accidents.
- § **Physical requirements** - The driver is physically able to perform the functions associated with the assignment. These factors include good eyesight with true color perception, good hearing, physical strength and dexterity to assist disabled passengers (especially in demand response/paratransit assignments), or other factors that may be unique to the service area and/or specific driving assignments.
- § **Background checks** - YCIPTA and Contractor does background checks on all employees to protect against hiring personnel with a history of aberrant behavior.

### **3.2k. - DRUG AND ALCOHOL POLICIES**

A critical element of YCIPTA and Contractor's commitment to safe operations is ensuring that our employees are not impaired due to the use of alcohol, illegal drugs, prescription drugs or over-the-counter medication.

YCIPTA and Contractor follows the requirements set forth under 49CFR Part 655 and 49CFR Part 40 Amended as mandated by the FTA. The bottom line is protection of the riding public and transit employees, and all efforts are geared toward this end. The YCIPTA and Contractor drug and alcohol program includes specific policies, procedures and responsibilities, or references the appropriate master document containing that information.

## **3.3 Training and Development**

### **3.3a. – VEHICLE OPERATOR/DRIVER TRAINING**

#### **Driver Training**

Once qualified candidates are identified and hired, YCIPTA and Contractor provides initial and ongoing refresher training critical to ensure proper operations and adherence to the transit providers' rules and regulations. YCIPTA and Contractor understands that proper qualification of operating and maintenance personnel is a vital part of a safe transit environment. Driver training addresses specific safety-related issues appropriate to the type of vehicle and driving assignment. Special consideration is also given to crisis management concerns such as fire and evacuation.

- § **Traffic Regulations** – Training addresses state and local traffic rules and regulations, traffic signs and signals, and proper vehicle operations (including proper use of hand signals).
- § **Defensive Driving and Accident Prevention** – Training stresses defensive driving principles, collision prevention, and concepts of preventable accidents as a measure of defensive driving success.

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YCIPTA and Contractor drivers are taught to always drive defensively. This means driving to avoid and prevent accidents. It means driving with the vehicle under control at all times, within the applicable speed limits, or less if driving conditions so indicate, and anticipating possible unsafe actions of other drivers. Special attention is given in the YCIPTA and Contractor safety program to hazardous conditions. These hazardous conditions include but are not limited to:

Winter driving	Fog
Rainstorms/thunderstorms	Flash flooding
Tornadoes	Skids
Intersections	Following distance
Backing	Passing
Lane changes and turns	Pedestrians, bicycles and motorcycles
Railroad crossings	Rollovers
Expressways	Traffic congestion

§ **Vehicle Orientation and Inspection** – Training focuses on the type of vehicle that will be used in service. Significant differences can exist among different bus models and among different manufacturers, and equipment may have characteristics that are unique to the service environment.

§ **Behind-the-wheel Training** – Training includes all core driving maneuvers for the type of vehicle in service, including the difficulties in backing maneuvers that can lead to accidents, stopping distance requirements, and equipment-specific functions such as door opening and closing procedures for passenger boarding and alighting.

§ **Passenger Sensitivity and Assistance Training** – Training covers topics ranging from general customer service techniques to elderly and disabled sensitivity to technical skills in lift and securement. The following subjects are included in the training:

- Understanding passenger needs
- Understanding disabilities
- Americans with Disabilities Act (ADA)
- Communicating with passengers
- Sensitivity to passenger needs
- Mobility devices
- Lifting and body mechanics
- Providing assistance to passengers
- Wheelchair management/wheelchair management
- Lift and ramp operations
- Emergency procedures

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### **Radio Usage**

To ensure the safety of our drivers and passengers and to enhance the performance of our operations, all YCIPTA and Contractor employees are familiar with two-way radio operations. Basic procedures are as follows:

- § Staff using the two-way radio will follow the standard use practices of the FCC. Profanity, abusive language, or other inappropriate transmissions are not allowed, and could result in disciplinary action.
- § All transmissions will be as brief as possible.
- § All base stations and vehicle units shall be tuned to the appropriate assigned frequency at all times.
- § Staff will initiate communications by first stating who they are calling, and then who is making the call. At the completion of the transmission both parties will indicate that the transmission is completed by stating their call sign and “clear”.
- § Except in the event of an emergency, all staff will listen for five seconds before transmitting to ensure there are no transmissions in progress. Other units’ transmissions will not be interrupted unless it is an emergency.
- § When an emergency is declared, all non-emergency transmissions will cease until a supervisor clears the emergency.
- § In the event of an emergency, establish communications on the primary frequency and immediately shift to the secondary frequency. State the nature of the emergency and what assistance is required. To ensure appropriate help arrives promptly, staff will transmit the following items as soon as possible:
  - Who they are and their location, in detail,
  - What assistance they need,
  - How many passengers they have and the nature of their condition(s),
  - Staff not involved with the emergency will stay off the radio; communications will be between Dispatch and the unit requesting assistance.
  - After initial contact, emergency communications may also take place between a supervisor and the unit, or between Dispatch and a supervisor.

**Crisis Management Training** – Training covers emergencies the driver may face while out on the bus. Topics of this training range from breakdowns to accidents to fire/evacuation to handling violent perpetrators. The following subjects are included in the training:

- § Accidents
- § Ill and injured passengers
- § Lift operations
- § Fire safety
- § Vehicle evacuation
- § Bloodborne pathogens (bodily fluid spill containment and clean up)
- § Handling conflict
- § Basic crisis management steps
- § Transit security
- § Securing the vehicle

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### **First Aid**

YCIPTA and Contractor provides basic First Aid training to drivers, including triage procedures, focusing on:

- § Clearing air passages
- § Controlling bleeding
- § Bloodborne pathogen protection
- § Handling shock victims
- § Reacting to seizures

### **3.3b. – TRAINING OF OTHER PERSONNEL**

At a minimum, YCIPTA and Contractor includes the as part of the training curriculum for personnel not directly involved in revenue service:

#### **Maintenance**

- § Mechanic Skill Development
- § Defensive Driving
- § CPR/First Aid/Triage
- § Incident response protocols

#### **Scheduling and Dispatching**

- § Scheduling and Dispatching Skill development
- § Customer Relations
- § Radio Usage
- § Crisis Management
- § Incident response protocols

#### **Management and Supervision**

- § Leadership Skills
- § Coaching, Counseling and Discipline
- § Crisis Management
- § Accident Investigation
- § Crime scene Preservation and evidence collection requirements

### **3.3c. – TRAINING DOCUMENTATION**

The YCIPTA and Contractor maintains complete and accurate records of all driver training and certification, as well as the training materials and grading mechanism. Drivers are required to demonstrate skill and performance competency in the type of vehicle to which they are assigned as a part of training requirements. Because training transit operations personnel is not a onetime activity YCIPTA and Contractor provides ongoing/recurring training necessary to reinforce policies and procedures as well as to provide a mechanism to brief drivers on new policies, procedures and/or regulations.

## **3.4 Security Awareness**

### **3.4a. – TRANSIT WATCH**

The YCIPTA and Contractor supports Transit Watch and prepares all its employees to help promote safety and security within the community, region and nation.

Transit Watch was developed by the Federal Transit Administration (FTA) and encourages transit employees, transit riders and community members to be aware of their surroundings and alert to activities, packages or situations that seem suspicious. If something out of the ordinary and potentially dangerous is observed, it is to be reported immediately to the proper transit supervisor who may investigate and/or notify law enforcement authorities.

### **3.4b. – SUSPICIOUS ITEMS, VEHICLES, PEOPLE AND ACTIVITIES**

YCIPTA and Contractor, understands that it has a role to play in being a part of the eyes, ears and liability of the community and a part of the community's first line of defense. Therefore, it is vigilant and is committed to train and encourage all employees to be on the lookout for any suspicious people, activities, vehicles, packages or substances. Because YCIPTA and Contractor employees know their operating environment, know what is usual and unusual, they are taught to trust their gut reactions and report anything unusual, out of place or suspicious to dispatch/management who will then immediately pass this information on to the appropriate authorities.

All YCIPTA and Contractor employees are "On the Look Out" for and report the following:

#### **Suspicious Items**

Public transportation systems deal with items left unattended in stations and on vehicles all the time. These unattended packages impose a tremendous burden on security. Although unattended packages are rarely linked to explosive devices, they all represent a potential threat and need to be examined systematically. If an unattended package is not deemed suspicious, it will be treated as lost property and handled according to YCIPTA protocol.

YCIPTA and Contractor trains employees to identify items, packages and devices as suspicious if they meet any of the following criteria:

- Common objects in unusual locations
- Uncommon objects in common locations
- A threatening message is attached
- Unusual wires or batteries are visible
- Stains, leaks or powdery residue are evident
- Sealed with excessive amounts of tape or string
- Lopsided or lumpy in appearance
- Tanks, bottles or bags are visible
- A clock or timer is attached

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- A strange odor, cloud, mist, vapor or sound emanates from it
- Addressed with cut and paste lettering and/or common words misspelled
- Have excessive postage attached
- Abandoned by someone who quickly leaves the scene
- No one in the immediate area claims it as theirs
- An active attempt has been made to hide it (i.e. Placed in an out-of-the-way locations)

Once an item, package or device is determined to be suspicious

- the item is not touched or moved
- the area or vehicle is immediately evacuated uphill and upwind
- Radio and cell phones should not be used within 300 feet of the suspicious package
- system management is notified, and
- appropriate action is taken (i.e., notifying of bomb analysis team).

### **Suspicious Vehicles**

YCIPTA and Contractor understands that vehicles (cars, trucks, boats, bikes) are frequently used in criminal or terrorist attacks. Therefore, employees are trained to be alert to suspicious vehicles in and around their work environment. Employees are told to report vehicles to system management and authorities when they notice any of the following:

- Show signs of forced entry
- Have altered or makeshift company insignia or license plates
- Are located in an unauthorized area or near a potentially catastrophic target
- Contain unusual equipment which could be used in a violent act
- Appear to be overloaded and/or have bulging tires or sagging frames
- Emit unusual odors, leaks or residues

### **Suspicious People and Activities**

YCIPTA and Contractor teaches its employees to be aware of suspicious people and activities. Employees are taught to focus on behaviors and not on a person's color, nationality, ethnicity or religion. The key concern in determining what is suspicious is always based on 1) where someone is, 2) when he or she is there, and 3) what he or she is doing. Employees are encouraged to trust their judgment based on their experience in and around the community, and the transit system, and that it normally is a combination of factors taking place that will accurately identify a suspicious person or act.

Specific actions that are of concern and may meet the threshold of reporting as suspicious include people appearing to be:

- gathering intelligence
- running security tests
- attempting infiltration
- conducting a dry run/drill
- deploying assets

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Employees are taught by YCIPTA and Contractor to determine if a behavior is suspicious based on the following categories:

- attitude of the person
- apparel and accessories
- body language (e.g. reaction to uniformed presence)
- actions in and around crowds
- attention to secure or high profile locations

### **3.5 Safety Data Acquisition/Analysis Procedures**

To YCIPTA and Contractor, understanding safety data is an important step toward allocating finite resources to implement safety program elements. Data on safety-related events such as

- passenger injuries or claims
- passenger complaints
- employee injuries
- accidents
- incidents
- EOL's
- turnarounds
- bus stops
- shelters

is used to determine trends in system operations. The ultimate goal is to identify and mitigate hazards before they cause accidents, thus boosting system performance and delivery of service to the riding public.



## **4. RESPONSE**

### **4.1 Overview**

YCIPTA and Contractor makes all efforts to ensure that, if confronted with a safety or security event or major emergency, YCIPTA and Contractor personnel will respond effectively, using good judgment, ensuring due diligence, and building on best practices, identified in rules and procedures and exercised through drills and training.

This level of proficiency requires the establishment of formal mechanisms to be used by all YCIPTA and Contractor personnel to identify safety or security threats and vulnerabilities associated with YCIPTA and Contractor operations, and to develop controls to eliminate or minimize them. The SSEPP also requires YCIPTA and Contractor to:

- § Coordinate with local law enforcement and other public safety agencies to manage response to any incident that occurs on a transit vehicle or affects transit operations, and
- § Identify a process for integrating YCIPTA and Contractor resources and capabilities into the community response effort to support the management of a major safety or security event affecting the community.

YCIPTA and Contractor management expects all employees, volunteers and contractors, especially those working directly with passengers, to support the SSEPP.

### **4.2 Internal Incident Response Responsibilities**

#### **4.2a. - DIVISION OF RESPONSIBILITIES**

##### **All Personnel**

YCIPTA and Contractor personnel understand and adopt their specific roles and responsibilities, as identified in the SSEPP, thereby increasing their own personal safety and security and that of their passengers during normal operations and in emergency conditions.

The following functions are performed by YCIPTA and Contractor personnel to ensure the success of the SSEPP:

- § Becoming familiar with and operating within all security and emergency preparedness procedures for assigned work activity.
- § Proper judgment is used by following crisis management guidelines when managing dangerous passengers and potentially volatile situations.
- § All suspicious activity, no matter how insignificant it may seem, is immediately reported to the Transit Director or his/her designee.

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§ The Transit Director or his/her designee is notified when a physical or mental condition, or required medications or therapies, may impair the ability of an employee to perform security or emergency preparedness functions.

§ All security incidents are immediately reported.

§ Participation in security and emergency preparedness training, including drills and exercises.

### **Specific Job Function Responsibilities**

The following job functions within YCIPTA and Contractor have defined responsibilities relevant to safety and security concerns:

- § Transit Director
- § Safety/Security Officers
- § Managers/Supervisors
- § Dispatchers
- § Vehicle Operators
- § Mechanics
- § Administrative Staff

### **4.2b. – CALL DOWN LIST ACTIVATION**

During a crisis, each department or team leader initiates activation of YCIPTA and Contractor's Emergency Response Team by contacting two people on the YCIPTA call tree. Those two people will in turn contact two others and so on. If a staff person only reaches voicemail, he or she leaves a message but continues down the tree contacting the next person on the list until he or she has spoken with at least two people.

When making activation calls, each person communicates the following:

- A very brief synopsis of the crisis
- If and where the employee is expected to report, and what will be expected of him or her
- The status of other members of the response team (if known)
- How to reach the team leader

Additionally, the caller confirms:

- Who on the call list the employee is responsible for contacting
- How the team can contact the employee for changes (e.g. cell phone number)

## **4.2c. – TRANSIT INCIDENT MANAGEMENT PROTOCOL**

### **Overview**

YCIPTA and Contractor frontline employees may be responsible for managing security incidents and threats (potential or actual). These employees are taught to assess the situation and decide on the appropriate action. It is also their responsibility to manage incidents and threats until emergency responders arrive. They are instructed to serve as a resource to emergency responders until the incident or threat is resolved.

### **YCIPTA and Contractor Incident Management Priorities**

#### **Response objectives:**

- Protection/preservation of self
- Protection of passengers/others
- Protection/securement of vehicle/property
- Stabilization of incident

#### **Priority response actions:**

- Triage
- Risk management
- Requesting incident resources

#### **Critical concerns:**

- Accurate analysis and scene assessment
- Delegation to able-bodied passengers
- Passenger accountability

### **YCIPTA and Contractor Incident Management Requirements**

- Have a safety orientation
- Keep a calm demeanor
- Use quick thinking and be decisive
- Be adaptable and flexible
- Be proactive
- Be realistic about personnel and YCIPTA and/or Contractor limitations

### **YCIPTA and Contractor Incident Management Constraints**

- Decisions and actions need to be made in a timely manner
- Limited resources may be available
- Minimal information may be available
- A demanding and highly stressful environment
- Communication systems may be compromised

## **YCIPTA and Contractor Incident Management Steps**

### **§ Information gathering and analysis**

Pre-incident information includes knowledge of any patterns, trends or history of any similar events. Empirical or perceptual information is what is actually observed. Cognitive information is what has been learned through training and experience.

### **§ Problem identification and assessment**

Hazards must be identified. Included in this determination are the type of hazard and the credibility of the threat. Risk must be determined by considering the number of potential victims, critical assets exposed and extent of the impact area.

### **§ Developing a strategy and tactics**

A strategy is the overall goal or desired outcome that is attempting to be achieved based on minimizing injury, property damage and service disruption. Tactics are specific objectives and the corresponding tasks that will be used to achieve the goal or strategy.

### **§ Implementing a plan**

Plan implementation includes directing others, communicating, delegating, notifying and requesting resources.

### **§ Evaluating results**

Plans must be evaluated on an on-going basis to ensure that the tactics being used are still appropriate and that they are having a positive effect.

## **4.3 Suspension/Restoration of Service**

After being notified of an emergency, the YCIPTA and Contractor supervisor/dispatch evaluates the status of YCIPTA assets (people, information and property), and the risk to those assets, to determine if transit operations can be maintained. If service must be suspended, the Emergency Response Team is responsible for coordinating service suspension protocols, and for taking steps to restore essential transit services as soon as is practical within the constraints of resource availability and safety considerations. Issues to be considered during service suspension/restoration include the release of emergency public and sensitive information.

### **EMERGENCY INFORMATION DISSEMINATION: PUBLIC AND SENSITIVE INFORMATION**

YCIPTA and Contractor understands that during critical incidents that what is said to the public is critically important. Public affairs preparedness includes fostering positive relationships with elected and appointed officials, civic leaders and the media to help YCIPTA meet its goals for ridership, revenue and public recognition on a day-to-day basis. During a crisis the media relations/public information function proactively works with these constituent audiences to provide accurate, verified information regarding what has happened, what YCIPTA and/or Contractor is doing about it and how it might affect the community. In incidents involving

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injuries and deaths, release of certain information is subject to a variety of federal laws. Further, particular attention is given to monitoring the appropriate release of sensitive security related transit information to the public.

### **Response objectives:**

- § Provide timely, accurate and coordinated public information
- § Minimize negative publicity
- § Highlight positive response efforts of YCIPTA and staff

### **Priority response actions:**

- § Craft messages incorporating verifiable incident information
- § Distribute approved messages to internal audiences (board, staff, advisory committees) and respond to requests for information
- § Distribute approved messages to external audiences (media, public) and respond to requests for information

### **Critical concerns:**

- § Impact on service delivery
- § Message coordination
- § Expected release of incident investigation reports
- § Media coverage and public perception
- § Relationships with elected officials, partner agencies and internal audiences

## **4.4 NIMS/ICS**

### **4.4a – NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

The National Incident Management System (NIMS) was developed to provide a system that would help emergency managers and responders from different jurisdictions and disciplines work together more effectively to handle emergencies and disasters. Most incidents are handled on a daily basis by a single, local jurisdiction at the local level, often by fire personnel, EMS and law enforcement. But even for incidents that are relatively limited in scope, coordination and cooperation among the responding organizations, including transit, are essential for an effective response.

When the NIMS is adopted and used nationwide it will form a standardized, unified framework for incident management within which government and private entities at all levels can respond to incidents effectively. The NIMS provides a set of standardized organizational structures such as the Incident Command System and standardized processes, procedures and systems. These processes and procedures are designed to improve interoperability among jurisdictions and disciplines in various areas - command and management, resource management, training and communications.

The management of YCIPTA and Contractor is committed to train and work within the NIMS structure as a part of the community emergency response team as per the requirements laid out at

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<http://training.fema.gov/EMIWeb/IS/is700.asp>. This SSEPP takes an all-hazards approach using a common standard of efficient and coordinated response across multiple agencies which is consistent with the overall structure of NIMS as shown below:

- Command and management
- Preparedness
- Resource management
- Communications and information management
- Supporting technologies
- Ongoing management and maintenance

### **4.4b – INCIDENT COMMAND SYSTEM (ICS)**

The Incident Command System (ICS) is a standardized on-scene incident management concept designed specifically to allow responders, including transit, to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries.

The management of YCIPTA is committed to train and work within the Incident Command System structure as a part of the community emergency response team as per the requirements laid out at:

<http://training.fema.gov/EMIWeb/IS/is100.asp>

<http://training.fema.gov/EMIWeb/IS/is200.asp>

<http://training.fema.gov/EMIWeb/IS/is700.asp>

## **4.5 Interagency Coordinated Emergency Response Protocols**

### **4.5a. - NORMAL HOURS EMERGENCY RESPONSE**

When an outside emergency occurs in the community and specifically designated officials declare a state of emergency which requires YCIPTA participation, response, or awareness, the local emergency manager or their designee contacts YCIPTA. During normal operating hours, the following policy is followed:

- § Initial contact is made by the emergency manager or his/her designee, using the first responder checklist maintained in the Emergency Management Plan.
- § The most senior person on duty is the initial YCIPTA Emergency Response Coordinator (ERC). The ERC gives the individual calling a telephone number (or other means through which the ERC will remain constantly available) for updated emergency information communications during the emergency.
- § The ERC performs the following functions:
  - Contacts all on-duty vehicles (by radio) to notify them that they are needed for an emergency response.

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- Directs all affected drivers to unload their passengers at a designated point and proceed to the staging area designated by YCIPTA and Contractor
  - Records an approximate time of arrival (estimated time of arrival - ETA) at that staging area with notification upon arrival.
  - The ERC calls employees on the emergency phone list, informs them that YCIPTA and Contractor is responding to a community emergency.
  - Establishes a YCIPTA and Contractor incident command center at the transit facility or other available location as circumstances dictate.
- § The ERC remains in charge of all response activities throughout the emergency unless relieved by a more senior manager.
- § The ERC has the authority to allocate all YCIPTA and Contractor personnel and equipment as necessary to respond to the emergency at hand.
- § The ERC has the emergency authority to procure parts, fuel, and other essentials necessary to continue and sustain YCIPTA and Contractor emergency response activities.
- § The ERC continues to make efforts to contact all YCIPTA and Contractor personnel, as well as YCIPTA and Contractor board members (as time and response efforts may permit, to inform them of our participation).
- § The ERC provides personnel and resources in the quantities requested and to various locations as directed by the emergency manager or his/her designee.
- § The ERC remains on-duty in an active status until relieved or directed by the emergency manager or his/her designee that YCIPTA's participation in the emergency response is no longer required.
- § ERC maintains communication with Transit Director and remains in communication to the extent possible.

### **4.5b. - AFTER HOURS EMERGENCY RESPONSE**

When an outside emergency occurs in the community that requires YCIPTA's participation, response, or awareness, the local emergency manager contacts YCIPTA and Contractor. After normal operating hours, the following policy is followed:

- § Initial contact will be made by the emergency manager or his/her designee using the emergency contact list the YCIPTA and Contractor supplied to them.
- § Either the person receiving the call or the most senior person available is the initial YCIPTA and Contractor Emergency Response Coordinator (ERC). The ERC gives the individual calling a telephone number (or other means) by which the ERC will remain available for communications during the emergency.
- § The ERC begins to call persons listed on the internal contact list, informing them that YCIPTA and Contractor is responding to a community emergency. During this stage, the ERC:
- Coordinates the opening of the transit facility where MV Transportation Inc. vehicles are located
  - Establishes a YCIPTA and Contractor incident command center at the transit facility or other available location as circumstances dictate.
- § The ERC remains in charge of all response activities throughout the emergency unless relieved by a more senior manager.

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- § The ERC has the authority to allocate all YCIPTA and Contractor personnel and equipment as necessary to respond to the emergency at hand.
- § The ERC has the emergency authority to procure parts, fuel, and other essentials necessary to continue and sustain YCIPTA and Contractor emergency response activities.
- § The ERC continues to contact all YCIPTA and Contractor personnel, as well as YCIPTA and Contractor] board members (as time and response efforts may permit) to inform them of our participation.
- § The ERC provides personnel and resources in the quantities requested and to various locations as may be directed by the emergency manager or his/her designee.
- § The ERC remains on duty in an active status until relieved or directed by the emergency manager or his/her designee that YCIPTA's participation in the emergency response is no longer required.
- § The ERC maintains time annotated log of all activities as well as contact log.

### **4.5c. - EVACUATION PROCEDURES**

YCIPTA and Contractor provides evacuation and transportation support to the Incident Command Post (ICP) and to those parts of the community affected by the disaster.

#### **§ General**

- At the direction of incident command or the transit base station, drivers will pick up evacuees from specifically designated locations and transport them to designated shelters or secure locations
- To the maximum extent possible, drivers will track where special needs passengers are delivered

#### **§ Transit Management**

- Coordinate with EOC and IC
- Report to YCIPTA's incident command center
- Provide drivers with assembly points and conduct briefings
- Determine the location of all shelters and identify the logistical support required
- Communicate this information to the transit base station and to supporting buses
- As directed by the incident commander or his/her designee, respond to changing requirements for transportation and evacuation support
- Identify support facilities for drivers

#### **§ Dispatcher**

- Establish communications and provide support to transit management and the ICP as requested
- Notify support social service and contract agencies of disruptions and/or cancellations of service
- Sustain whatever level of routine operations is feasible
- Begin contingency planning for driver replacement, rest, and recycling

#### **§ Bus Drivers**

- Communicate with dispatch
- Follow guidance provided by the transit incident command center, dispatch, and the ICP



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- Will not take risks that place driver, passengers, or vehicle at significant risk
- As needed, help passengers that have visual, hearing, or mobility impairments to get on or off the bus
- Rest, refuel, and eat when possible
- If fatigue becomes a safety issue, notify transit management immediately

## **5. RECOVERY**

### **5.1 Overview**

Putting things back together after an emergency or disaster can be a difficult process. This chapter addresses the disaster recovery process, which includes establishing continuity of operations, resumption of normal operations, preparation of an after action report, counseling for impacted employees, and the initiation of long term recovery.

### **5.2 Continuity of Operations**

After an emergency YCIPTA and Contractor management evaluates the status of its assets, the condition of the community environment and the needs of its customers. Upon the completion of that evaluation, steps are taken to restore essential transit services as soon as is practical and possible and within the constraints of environmental realities, resource availability and safety considerations.

### **5.3 Business Resumption**

#### **5.3a. – CLEANUP AND INSPECTION**

YCIPTA and Contractor inspects facilities, vehicles and YCIPTA property for damage or need for cleanup after an emergency. The purpose of this activity is to restore YCIPTA and its assets to the state that existed before the emergency. Some recovery activities may be immediate while others may be long term (e.g., replacement of vehicles or facilities).

#### **Documentation of all YCIPTA's Resources Including Vehicle Use**

After an emergency, YCIPTA and Contractor management documents use of YCIPTA resources including any vehicles used during the event — as well as the status and the condition of the vehicles — to begin the process of maintaining assets and bringing them back in service.

#### **Make Necessary Insurance Contacts**

The YCIPTA and Contractor management reviews its insurance policies and coverage and makes contact with its insurance carriers to ensure timely reimbursement response. Additionally, it makes appropriate changes to future insurance policies as may be deemed appropriate based on an evaluation of the effectiveness of existent coverage.

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### **5.3b. – FOLLOW-UP DEBRIEFING**

In order to mitigate the possible negative psychological effects of an emergency, YCIPTA and Contractor staff involved in emergency incidents meet to discuss response activities and to process emotional issues that may arise. YCIPTA and Contractor managers should ensure the availability of support services to all parties who may have been directly or secondarily impacted by the event, including family members of all employees involved.

### **5.3c. – AFTER ACTION REPORT**

Following an incident, YCIPTA and Contractor management completes a report to assess the responses of personnel during the incident. This information is used to modify policies, provide additional training, and give feedback to those involved to enhance future incident responses. This report focuses on such issues as the emergency notification process, the establishment of incident command, the incident communication system and strengths and weaknesses of the response effort.

***Completed "EVALUATION FORM FOR TRANSIT INCIDENTS" for each security incident is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.14.***

## **5.4 Crisis Counseling**

In order to mitigate the possible negative psychological effects of an emergency or incidents of violence on YCIPTA and Contractor staff, including possible Post Traumatic Stress Disorder in the most extreme cases, management ensures the availability of support services to all parties who may have been directly or secondarily impacted by an event. YCIPTA and Contractor is committed to providing such support including a mandatory post-incident debriefing, making referrals to professional counseling resources, being an empathetic good listener and doing anything else that can provide assistance to those involved in emergencies or incidents of violence. Consideration is given to the possible impact on YCIPTA and Contractor personnel's family members as well.

## **5.5 Long Term Recovery**

The goal of long-term recovery is to ensure that YCIPTA and Contractor emerges from crisis even stronger than it was before the event. YCIPTA and Contractor's long term recovery initiatives include the following steps:

- § Analyzing the After Action Report and developing long term recovery strategies based on the assessments contained in the report

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- § Determining the financial impact of the emergency on YCIPTA and budget for recovery, including insurance reimbursement and non-reimbursement issues, and federal and state financial assistance opportunities
- § Building relationships with emergency management and first responders based on unmet coordination needs illuminated by interagency reaction to the event
- § Initiating public relations activities to rebuild confidence in the transit operation on the part of customer and the community as a whole

## **6. ACTIVATING AND UPDATING SSEPP**

### **6.1 Overview**

YCIPTA and Contractor management is committed to provide safe, secure and reliable services for its passengers and employees. It is committed, as well, to be a safety, security and emergency preparedness resource to the community, region and nation. Towards this end the SSEPP is an important and ongoing cornerstone of this system's transit operation.

### **6.2 Activation**

This SSEPP has been activated through YCIPTA Board of Directors approval of the SSEPP which has been shared with all employees of YCIPTA and Contractor and all key stakeholders within the Yuma County and eastern Imperial County community.

### **6.3 Evaluation and Modification of SSEPP**

This SSEPP is a "living document" and, therefore, addresses issues associated with system security and emergency preparedness on a timely and proactive basis. It is incumbent upon all appropriate personnel of the YCIPTA and Contractor to constantly evaluate the effectiveness of this SSEPP and the effectiveness of its implementation.

The SSEPP is thoroughly reviewed periodically (annually at a minimum). Any changes in information are updated more frequently, on an as-needed basis. The YCIPTA and Contractor management is responsible for this review. The review includes the following factors:

- § Reviewing factual information, including names and phone numbers contained in the plan
- § Reevaluating employee knowledge and awareness
- § Revising programs and procedures included in the SSEPP
- § Performing an annual review of chain of command and updating information as appropriate
- § Coordinating with designated backup locations that are to be used for operational relocation during an emergency, ensuring they are cognizant of agreements in place.

In addition to regular, periodic reviews, certain events may require revision to the SSEPP, including, for example, the following:

- § The addition of new members to the organization and outside the organization with specific roles identified in the SSEPP
- § New operations or processes that affect the SSEPP
- § New or renovated facilities or changes in layout
- § Changes in relationships with outside agencies
- § Changes in the identification of potential threats and accompanying vulnerabilities

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Following use of the SSEPP in emergency situations the YCIPTA and Contractor management reviews the organization's response against the procedures and requirements outlined in the SSEPP. Based on this review YCIPTA and Contractor management identifies areas that can be improved or adjusted in the plan to ensure more effective responses in the future.

### **6.4 Updating SSEPP**

After internal and external evaluations, and based upon SSEPP review findings, the YCIPTA and Contractor management will revise this SSEPP and supporting documentation and training to reflect new practices, policies and procedures. The revised SSEPP, accompanied by approval of the SSEPP, will then be shared with all transit employees and all key stakeholders within the community.

***Completed "MEMORANDUM OF EXECUTIVE APPROVAL" of the SSEPP is found in the section of this document entitled SSEPP SUPPORTING DOCUMENTS at SECTION 7.15.***

## **7. SSEPP SUPPORTING DOCUMENTS**

YCIPTA and Contractor has completed the following supporting documents as a part of its overall Threat and Vulnerability Assessment and Safety, Security and Emergency Preparedness Plan (SSEPP). These supporting documents will be revised based on changing threat information, system vulnerabilities, emergency management structure and personnel working in a safety and security related capacity, either inside the organization or within the community.

- 7.1 List of key personnel & SSEPP responsibilities
- 7.2 Completed Capabilities Assessment
- 7.3 Critical Asset Identification and Valuation
- 7.4 Prioritized Vulnerability Report
- 7.5 Completed Threat and Vulnerability Assessment Forms
- 7.6 Transit Safety/Security Alert System
- 7.7 Internal and External Contact Lists
- 7.8 Emergency Response Team Roster
- 7.9 Succession List
- 7.10 Memorandum of Understanding between YCIPTA and Community Emergency Management
- 7.11 Memorandum of Understanding between YCIPTA and First Responders
- 7.12 Completed FTA Top 20 Security Program Action Items for Transit Agencies: Self-assessment Checklist
- 7.13 Alternate Facility Certification checklist
- 7.14 Evaluation Form for Transit Incidents
- 7.15 Commitment to Safety

## **7.1 LIST OF KEY PERSONNEL & SSEPP RESPONSIBILITIES**



**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**List of Key Personnel and SSEPP Responsibilities**

Position/ Title of Primary Individual	Position/ Title of Backup Individual	Responsibilities
Transit Director	Financial Services Operations Manager	§ Overall oversight of the administration of the SSEPP. § Development of MOUs with external agencies § Spokesperson of YCIPTA § Director of YCIPTA's responsibilities regarding emergency management
Operations Manager	Lead Road Supervisor	§ Overall implementer of the SSEPP § Facilitate contractor staff to carry out the responsibilities identified in the SSEPP § Direct emergency operations upon direction provided by YC § Participate in tabletop exercises and act as YCIPTA's representative on emergency planning committees § IPTA
Lead Road Supervisor	Road Supervisor	§ Supervise emergency operations when directed § Participate in tabletop exercises and act as YCIPTA's representative on emergency planning committees § Investigate safety situations and incidents
Road Supervisor	Dispatcher	§ Supervise emergency operations when directed § Investigate safety situations and incidents
All Dispatchers	None	§ Facilitate radio communications regarding emergency situations § Report safety incidents to management
All Mechanics		§ Using the checkout form to certify that vehicles released for service have been inspected, including security checklist items § Ensuring hazardous materials are stored safely and securely
All Drivers		§ Completion of course on safety and security § Ensuring all safety and security policies are implemented as per guidelines § Ensuring the transit vehicle is in safe and secure condition (through the use of the daily inspection form) § Notifying the dispatcher of any security incidents or emergencies during the shift § Notifying supervisors of any security or hazard concerns § Being available for emergency recall as per agency guidelines § Following the direction of the dispatcher or a designated backup in the case of a security event or an emergency § Unloading all passengers at the nearest emergency drop point if so directed by the dispatcher or a designated backup
All employees		§ Having full knowledge of all security and emergency response procedures § Participating in drills and training § Following security policies (such as displaying employee badges at all times, and properly securing vehicles, facilities, and keys)

## **7.2 COMPLETED CAPABILITIES ASSESSMENT**

**CAPABILITIES ASSESSMENT**

**Section 1: Security Awareness & Threat Management**

1. Does your system check the Homeland Security Advisory Threat Condition (<http://www.whitehouse.gov/homeland/>)?

Yes    No    N/A    Comment

2. Has your system performed a Terrorism Vulnerability Self-Assessment, as recommended by the Federal Bureau of Investigation (FBI), in cooperation with local law enforcement?

Yes    No    N/A    Comment

3. Does your system receive threat information and warnings from local law enforcement, state agencies, or other systems regarding local threat levels?

Yes    No    N/A    Comment

4. Do personnel at your system keep informed of major community activities and events?

Yes    No    N/A    Comment

5. Are personnel at your system aware of ongoing law enforcement concerns regarding specific communities or events that may be targeted for terrorist activity?

Yes    No    N/A    Comment

6. Have system personnel been trained to challenge people who do not appear to belong in restricted areas or who do not have the appropriate identification displayed?

Yes    No    N/A    Comment

7. Does the system have procedures in place for reporting these occurrences in a manner that supports appropriate evaluation and decision-making by supervisors and management?

Yes    No    N/A    Comment

8. Does the system have procedures in place for reporting these occurrences in a manner that supports appropriate evaluation and decision-making by supervisors and management?

Yes    No    N/A    Comment

9. Does your system have policies in place to ensure that security, operations or maintenance personnel routinely check unattended public or open areas, such as rest rooms, stairways, parking garages, and elevators for unusual, out-of-place, or abandoned items?

Yes    No    N/A    Comment

10. Has the system trained personnel on recognizing and reporting unusual, out-of-place, or unattended objects?

Yes    No    N/A    Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

11. Has your system reviewed its policies for managing these objects (i.e., identifying lost-and-found items and reporting suspicious objects to management for further review)?

Yes       No       N/A       Comment

12. Has your system incorporated security checks into policies for pre-trip inspections, vehicle cleaning, and vehicle fueling?

Yes       No       N/A       Comment

13. Have appropriate personnel at your system received and reviewed security and emergency management materials from the FTA?

Yes       No       N/A       Comment

14. Have appropriate personnel at your system received security or emergency management training from the FTA or another source?

Yes       No       N/A       Comment

**Section 2: Security & Preparedness Planning**

1. Has management accepted responsibility for security vulnerabilities during the design, engineering, construction, testing, start-up, and operation of the transportation system related to rehabilitations, extensions, and modifications?

Yes       No       N/A       Comment

2. Has Executive Management endorsed a policy to ensure that security vulnerabilities are identified, communicated, and resolved through a process promoting accountability for decisions made?

Yes       No       N/A       Comment

3. Does your system have clear and unambiguous lines of authority and responsibility for ensuring that security is addressed at all organizational levels within the operation (including contractors)?

Yes       No       N/A       Comment

4. Does your system have access to personnel with security management experience, knowledge, skills, and abilities?

Yes       No       N/A       Comment

5. Does your system ensure that resources are effectively allocated to address security considerations?

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

6. Is the protection of passengers, employees, contractors, emergency responders, and the general public a priority whenever activities are planned and performed at the system?

Yes       No       N/A       Comment

7. Wherever possible, does your system guide design, engineering, and procurement activity with an agreed-upon set of security standards and requirements (including design criteria manuals, vehicle specifications, and contracting guidelines)?

Yes       No       N/A       Comment

8. Does your system routinely evaluate its capabilities to provide adequate assurance that the public and employees are protected from adverse consequences?

Yes       No       N/A       Comment

9. Has your system committed to developing security mitigation measures to prevent and manage security vulnerabilities?

Yes       No       N/A       Comment

10. Has your system appropriately documented its security measures in plans, procedures, training, and in project requirements, specifications, and contracts?

Yes       No       N/A       Comment

11. Does your system have a formal system security program documented in a system security program plan?

Yes       No       N/A       Comment

12. If yes, is the security plan current, reflecting current security operations and system configuration?

Yes       No       N/A       Comment

13. If no, does your system have plans in place to develop a security plan?

Yes       No       N/A       Comment

14. If no, prepare a brief list of all activities performed at your system that address security and preparedness concerns. (Include procedures for handling difficult people, workplace violence program, bomb threat management plan, procedures for identifying and reporting unusual occurrences, facility and vehicle evacuation and search procedures, coordination with local law enforcement, etc.)

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**Section 3: Security & Preparedness Management**

1. Does your system have a police or security department to implement the security program?

Yes       No       N/A       Comment

2. If no, does your system use adjunct security personnel to support security for administrative and non-revenue facilities?

Yes       No       N/A       Comment

3. If no, describe the activities performed by your system to coordinate security response with local law enforcement? Include MOUs and any reports that may be received regarding the occurrence of crime at the transportation system.

Yes       No       N/A       Comment

4. Does your system have specific plans for managing bomb threats, threats regarding the release chemical, biological or radioactive materials, and/or threats against specific individuals?

Yes       No       N/A       Comment

5. Does your system have specific plans to guide facility and vehicle evacuations and searches for unusual, out-of-place, or unattended packages?

Yes       No       N/A       Comment

6. Does your system coordinate with local law enforcement to ensure timely and effective response to identify a potential explosive device or other hazardous material?

Yes       No       N/A       Comment

7. Does your system coordinate its security activities with neighborhood watch programs, other community and business security programs and school safety programs to support integrated and coordinated approaches to shared problems?

Yes       No       N/A       Comment - If necessary.

8. Has your system reviewed its procedures for managing mail and deliveries to assess security considerations?

Yes       No       N/A       Comment

9. Are your employees trained to recognize and report threatening behavior and those activities that could be associated with the placement of an explosive device or the potential release of a hostile agent into the transportation environment?

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

10. Do your employees understand their roles and responsibilities for protecting passengers, other employees, and the general public from security threats?

Yes       No       N/A       Comment

11. Have your employees received security-related training for dispute resolution and conflict management?

Yes       No       N/A       Comment

12. Has your system developed a program to address workplace violence?

Yes       No       N/A       Comment

13. Has your system provided local law enforcement and public safety organizations with transportation awareness training?

Yes       No       N/A       Comment

**Section 4: Threat & Vulnerability Assessment**

1. Has your system ever conducted a formal threat and vulnerability assessment?

Yes       No       N/A       Comment

2. Does your system have a current listing of its critical assets?

Yes       No       N/A       Comment

3. Does your system have a current description of physical and procedural security measures in place to protect these assets?

Yes       No       N/A       Comment

4. Does your system have a current assessment of specific threats to its operation?

Yes       No       N/A       Comment

5. Has your system identified worst-case scenarios regarding security vulnerabilities to acts of terrorism and extreme violence?

Yes       No       N/A       Comment

6. Has your system ever assessed its capabilities to identify and manage those activities that may indicate the release of a hostile agent in the transportation environment or placement of an explosive device?

Yes       No       N/A       Comment

7. Does your system have a prioritized listing of current security vulnerabilities?

Yes       No       N/A       Comment

8. Does your system have a current program in place to implement security measures that address these vulnerabilities?

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**Section 5: Physical Security**

1. Does your system provide access control systems to protect administrative and non-revenue facilities?

Yes       No       N/A       Comment

2. Does your system require that employees wear badges or other forms of identification?

Yes       No       N/A       Comment

3. Does your system have procedures in place to verify access authorization for visitors, contractors, and delivery personnel?

Yes       No       N/A       Comment

4. Does your system have procedures to log non-routine entries (e.g., visitors, personnel during off-shift, and personnel not normally assigned) to administrative and non-revenue facilities?

Yes       No       N/A       Comment

5. Does your system have procedures to verify the identity of a visitor before issuing a badge, pass, or credential?

Yes       No       N/A       Comment

6. Does your system have procedures to verify the access authorization of vehicles before they can be parked within 50 feet of administrative and non-revenue facilities?

Yes       No       N/A       Comment

7. Does your system have inventory control procedures for access badges, uniforms, and equipment?

Yes       No       N/A       Comment

8. Does your system have procedures for reporting stolen badges, uniforms, or equipment?

Yes       No       N/A       Comment

9. Does your system issue advisories or bulletins regarding potential security threats?

Yes       No       N/A       Comment

10. Does your system screen personnel and packages before providing access to secure facilities (control center, revenue collection facilities, etc.)?

Yes       No       N/A       Comment

11. Does your system authorize the search of hand-carried items or packages entering or leaving a security area?

Yes       No       N/A       Comment



**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

12. Does your system provide perimeter controls for administrative and non-revenue facilities, including fencing, gates, motion-detected lighting systems, etc.?

Yes       No       N/A       Comment

13. Does your system routinely patrol and/or inspect exterior security area perimeter barriers to verify integrity and detect unauthorized objects or conditions (e.g., excessive soil erosion under fence)?

Yes       No       N/A       Comment

14. Does your system follow pre-determined procedures to lock down and open administrative, non-revenue and passenger facilities each day?

Yes       No       N/A       Comment

15. Does your system have procedures to control the issuance of keys and combinations to locks and control panels?

Yes       No       N/A       Comment

16. Are your administrative and non-revenue facilities protected with intrusion detection alarm systems?

Yes       No       N/A       Comment

17. Are your administrative and non-revenue facilities covered by CCTV?

Yes       No       N/A       Comment

18. Identify other security systems in place to protect your system's administrative and non-revenue facilities?

Yes       No       N/A       Comment

19. Does your system use security technology to support monitoring and management of passengers in stations, terminals, and on vehicles (examples include CCTV, emergency telephones, designated passenger waiting areas; emergency alarms on buses, alarms and intercoms on trains, and public address systems in stations)?

Yes       No       N/A       Comment

20. If yes, please describe this technology.

Attach description.

21. Has your system conducted blast hardening or mitigation as part of the station and administrative facility design or renovation process?

Yes       No       N/A       Comment

22. Do vehicle barriers, blast barriers, or other perimeter controls that limit or deny direct vehicle access to critical assets protect your facilities?

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

23. Please describe the security technology used by your police or security department (if applicable). Attach description.

- Access control within the YCAT Bus Facility
- Security cameras and audio within YCAT Bus Facility
- Security cameras on buses

**Section 6: Emergency Response Capabilities**

1. Does your system have an emergency plan?

Yes       No       N/A       Comment

2. Does your system have emergency operating procedures?

Yes       No       N/A       Comment

3. Does your system have an incident response plan for terrorism, as an appendix to the emergency plan or as a separate plan?

Yes       No       N/A       Comment

4. Does your system coordinate with local public safety organizations on the development, implementation, and review of the emergency plan and procedures?

Yes       No       N/A       Comment

5. Does your emergency plan specify use of the incident command system?

Yes       No       N/A       Comment

6. Have your employees been trained in the emergency plan and procedures?

Yes       No       N/A       Comment

7. Does your system conduct routine simulation drills, tabletop exercises, and refresher training?

Yes       No       N/A       Comment

8. Does your system coordinate its drilling and training for emergency response with local public safety organizations?

Yes       No       N/A       Comment

9. Does your system conduct briefings of after-action reports to assess performance during the simulation drill or exercise and identify areas in need of improvement?

Yes       No       N/A       Comment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

10. Have members of your system participated in domestic preparedness training programs sponsored by the federal government (FEMA, FBI, DOD, etc.)?

Yes       No       N/A       Comment

11. Has your system participated in capabilities assessment readiness (CAR) exercise programs supported by the local EMA?

Yes       No       N/A       Comment

**Section 7: Previous Experience**

1. Has your system experienced an emergency in the last 12 months?

Yes       No       N/A       Comment

2. If yes, were you satisfied with the system's level of response?

Yes       No       N/A       Comment

3. Has your system received a bomb threat in the last 12 months?

Yes       No       N/A       Comment

4. Has your system evacuated its facilities in the last 12 months as the result of a bomb threat?

Yes       No       N/A       Comment

5. Has your system conducted a physical search of a facility in response to a bomb threat?

Yes       No       N/A       Comment

## **7.3 CRITICAL ASSET IDENTIFICATION AND VALUATION**

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**CRITICAL ASSET IDENTIFICATION AND ANALYSIS**

*Column A = How critical an asset is to fulfilling our mission, from minor impact to inability to perform our mission.*

*Column B = How costly it would be to replace the asset, after any insurance reimbursements, if the asset were substantially compromised*

*Column C = How significantly and immediately the loss of the asset would affect public health and safety*

	<b>A</b>	<b>B</b>	<b>C</b>
<b>Core Transit Assets</b>	<b>Criticality to Mission</b> 1= low 10 = essential	<b>Replacement Value</b> 1= inexpensive 10 = invaluable	<b>Loss Impact to Health/Safety</b> 1= little impact 10 = devastating
<b>People</b>			
Drivers	<b>10</b>	<b>10</b>	<b>10</b>
Dispatchers	<b>10</b>	<b>10</b>	<b>10</b>
Administrators	10	10	10
Mechanics	10	10	10
Passengers	10	10	10
Partner Agencies	8	10	10
<b>Information</b>			
Computer Data	8	8	8
Employee Info	8	8	8
Customer Info	6	6	6
Policies/Procedures	6	6	6
<b>Property</b>			
Vehicles	10	10	10
Non Revenue Vehicles	10	10	10
Fare Boxes	5	5	5
Radio Systems	10	5	8
Tools	8	5	5
Maintenance Equipment	8	8	8
Fuel	10	5	5
Bus Stops	8	5	5
Bus Shelters	5	5	5
Park and Rides	1	1	1
Admin. Facilities	10	8	8
Vehicle Storage	10	8	8
Maint. Facilities	10	8	8
Operations Facilities	10	8	8
Office Furniture	5	5	5
Computer Systems	8	5	8
Fax Machines	5	1	1
Telephone Systems	8	1	1
Internet Access	8	1	1

## **7.4 PRIORITIZED VULNERABILITY REPORT**

## PRIORITIZED VULNERABILITY REPORT

Transit Assets	Elements of Vulnerability	Current Levels of Protection	Assessment of Adequacy of Current Levels of Protection	Action Required? Yes / No
<b>Vehicles</b>				
Buses/vans				
Administrative vehicles				
Radios				
Fare boxes				
Other				
<b>Maintenance Area</b>				
In-house				
Entrances/exits				
Restrooms				
Equipment				
Other				
Contractor				
<b>Storage Lots</b>				
Vehicles				
Entrances/exits				
Fuel areas				
Other				
<b>Office Facilities and Equipment</b>				
Office furniture				
Computers				
Communication				
Entrances/exits				
Restrooms				
Storage areas				
Revenue collection				
Employee parking lots				
Other				
<b>Transit Center</b>				
Common areas				
Restrooms				
Other				
<b>Personnel</b>				
Drivers				
Other staff				
Passengers				
<b>Bus Stops</b>				
<b>Bus Shelters</b>				

## **7.5 COMPLETED THREAT AND VULNERABILITY ANALYSIS AND ASSESSMENT FORMS**



**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<b><i>Accidents &amp; Incidents</i></b>	10	Buses
Minor Vehicle Collision	10	Buses
Major Collision/ no injuries	6	Buses
Vehicle Collision With Injury	5	Buses
Mass Casualty Collision	1	Buses
Passenger Injury Before Boarding/ after alighting	6	Buses
Passenger Fall With Injury	5	Buses
Employee Injury (Trip/Fall/Cut)	5	Buses, equipment

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<i>Acts of Nature</i>		
Flooding in community		
Flooding of transit facilities		
Severe Winter Weather		
Severe Ice/Freezing Rain		
Tornado/Severe Wind		
Hurricane		
Severe Thunderstorms/Hail		
Wildfire		
Earthquake		
Volcano		
Tsunami		
Landslide		
Snowslide		
Dust Storm		
Other		

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<b><i>Critical Infrastructure</i></b>		
Brief Power Outage		
Extended Power Outage		
Hard Drive Crash/ cyber attack		
Information Loss – Maint. Records, Ops Records, Contact Info		
Loss Of Telephone System/Service		
Loss Of Internet Access		
Loss Of Radio System		
Minor Structural Fire		
Major Structural Fire		
Vehicle Fire w/out injuries		
Vehicle Fire w/ injuries		
Supply Chain Interruption		
Loss Of Admin. Facility		
Loss Of Maint. Facility		
Loss Of Op’s Facilities		
Loss of Funding		
Employee Shortage		
Organized Labor Dispute		
Employee malfeasance		

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<b><i>Hazardous Materials Spill</i></b>		
Blood-Borne Pathogen Spill		
Spill of Solvents or Blister Agents		
Fertilizer Fire/Explosion		
Poisonous Gases (chlorine et al)		
Nerve Agent Spill (fertilizer et al)		
Radiological Release (accidental)		
Fuel Spill		
Accidental Release Of Natural Gas		
Alternative Fuels Explosion		
Other		

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<b>Criminal Activity</b>		
Trespassing		
Graffiti		
Vandalism		
Mugging		
Property Theft		
Information Theft – social security numbers, passwords		
Menacing		
Assault and Battery		
Sexual Assault		
Attempted Homicide		
Homicide		
Suicide		
Commandeered Vehicle		
Kidnapping/Hostage Situation		
Bomb Threats		
Other		

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Based on experience at your agency and other similarly-sized agencies over the last decade or two, indicate the likelihood of the following threats occurring at your agency *within the next five years*, and identify the critical assets that are threatened

*0 = Impossible; 1 = Highly Improbable; 5-6 = Possible; 10 = Certain*

	<b>A</b>	<b>B</b>
<b><u>Threat</u></b>	<b><u>Likelihood</u></b>	<b><u>Assets Threatened</u></b>
<b><u>Terrorism</u></b>		
Dangerous Mail		
Improvised Explosive Device		
Chemical Weapon		
Biological Weapon		
Radiological Weapon		
Other		

## **Risk Reduction Plan**

Note your 15 top vulnerabilities, based on the previous matrices. Indicate your current risk-reduction strategies for those vulnerabilities, and identify additional measures you plan to implement in the next 12 months. Think hiring, training, operations, system security, maintenance, and data acquisition/analysis.

<i>Top Vulnerabilities</i>		<i>Current Risk Reduction Strategies</i>	<i>Additional Mitigation Actions Planned</i>
<b>1</b>			
<b>2</b>			
<b>3</b>			
<b>4</b>			
<b>5</b>			
<b>6</b>			
<b>7</b>			
<b>8</b>			
<b>9</b>			
<b>10</b>			
<b>11</b>			
<b>12</b>			
<b>13</b>			
<b>14</b>			
<b>15</b>			

## **7.6 TRANSIT SAFETY/SECURITY ALERT SYSTEM**





## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

### **GREEN - LOW**

*“normal operating environment”*

When things are proceeding normally:

1. Follow standard operating procedures ensuring system safety and security
2. Refine and exercise risk reduction strategies
3. Explore opportunities for staff training in safety, security and emergency preparedness
4. Maintain best practices in access control of facilities and equipment
5. Survey equipment, facilities and operations for changes in your risk environment
6. Assess the need for enhanced emergency response equipment, particularly communications systems
7. Develop and implement security and back-up protocols for computer-based operating systems
8. Foster relationships with first responders including fire, law enforcement, emergency medical services and local emergency management planning
9. Incorporate security awareness into public education programs
10. Develop thresholds and procedures for service suspension and resumption
11. Conduct disaster drills and exercises including facility evacuations, shelter-in-place actions, staff accountability drills and simulated mobilization of transit incident response team

### **BLUE - GUARDED**

*“Deteriorating or potentially dangerous environment”*

When there is a generally heightened risk for accidents, natural disasters, criminal activity and other common transit hazards and threats:

1. Review situational forecasts from the National Weather Service, local law enforcement, avalanche advisory center, or other appropriate sources
2. Review incident response plan
3. Consider additional resource requirements and place resources on stand-by as appropriate
4. Inspect safety/security equipment to ensure availability and operability
5. Assess integrity of barriers such as perimeter fencing and security systems
6. Strengthen watch procedures for unusual activity, unidentified vehicles and persons, and abandoned packages and parcels
7. Communicate threats/hazards to supervisors, and provide additional staff oversight as appropriate
8. Pre-set thresholds for protective actions such as notification of partner agencies and service suspension protocols

### **ORANGE - ELEVATED**

*“Serious risk of accident/incident”*

When there is substantial risk for accidents, natural disasters, criminal activity and other common transit hazards and threats:

1. Mobilize additional resources as required to protect assets and/or continue to fulfill mission
2. Place incident response team on stand-by
3. Activate service suspension thresholds as appropriate
4. Communicate threats/hazards to frontline staff with an operational need to know. Post Security Alert as appropriate
5. Reinforce employee awareness of their emergency situation roles and responsibilities

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

6. Inform partner agencies with an operational need to know of the increased threat/hazard and operational precautions you are exercising
7. Check to ensure all emergency telephone, radio, intercom, and satellite communication devices are in place and operational
8. Review critical incident notification plan
9. Discuss communications procedures and back-up plans with all concerned
10. Secure all buildings and storage areas, reducing the number of access points for vehicles and personnel to a minimum
11. Increase patrols/supervision in facilities and along routes
12. Increase patrolling at night and ensure all vulnerable critical points are secure
13. Instruct employees working at remote locations to check-in on a periodic basis.
14. Minimize administrative travel
15. Limit access to designated facilities to those personnel who have a legitimate and verifiable need to enter the facility. Inspect all vehicles entering key areas/facilities for dangerous items
16. Consult with local authorities about road closures and other local response actions
17. Coordinate emergency plans with other jurisdictions as appropriate
18. Activate contingency and emergency response plans and personnel as needed
19. Make necessary preparations to establish Command Center(s) and/or to dispatch staff in case of an incident
20. Prepare to execute contingency procedures, such as moving to an alternate site or dispersing the workforce.

### **RED - SEVERE**

#### *"Major accident/incident or state of emergency"*

When responding to a major incident involving loss of critical assets, injuries or fatalities, or assisting with evacuations or other mission-assignments related to a community disaster:

1. Activate Incident Response Team
2. Assess immediately impact on transit service and facilities and adjust or terminate services as required
3. Activate mitigation measures
4. Designate the Incident Commander
5. Activate Transit Emergency Command Center and/or dispatch representatives to appropriate Emergency Operations Center
6. Cancel or postpone non-vital work activities
7. Identify available assets to support response effort
8. Redirect personnel and equipment to address critical emergency needs, as appropriate
9. Evacuate any non-essential personnel and visitors from your facilities
10. Activate Joint Information System/Center to provide fast, accurate, coordinated, timely, understandable, and appropriate (FACTUAL) emergency information to internal and external audiences
11. Perform incident notification to board members and key stakeholders as dictated by your emergency response plan
12. Coordinate closing of public roads and facilities with local authorities
13. Increase security to maximum sustainable level to ensure absolute control of command, control and communications centers

## SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN

In addition to this simple four-step summary communicating transit threat or hazard level, there is an additional category designating long-term recovery and service restoration

### **PURPLE – RECOVERY**

#### *“Service resumption, and repair/replacement of disaster losses”*

When overseeing long-term recovery from an incident:

1. Activate (or hastily develop) Business Recovery Plan
2. Restore transit service
3. Repair or replace essential disaster-damaged facilities
4. Guard against secondary Attacks
5. Identify and implement corrective measures to reduce the likelihood of a repeat of the incident
6. Restore Public confidence by announcing new protective measures/lessons learned
7. Return to appropriate threat level indicator
8. Identify Short and Long Term Capital replacement needs, develop plans and detailed designs
9. Coordinate funding and other needs for transit system restoration with FTA/state Department of Transportation
10. Complete an *After Action Report*

## **7.7 INTERNAL AND EXTERNAL CONTACT LISTS**

**INTERNAL CONTACT LIST**

**Yuma County Intergovernmental Public Transportation Authority Administration Staff**

	<b>Office #</b>	<b>Mobile Phone #</b>
<b>John Andoh – Transit Director</b>	<b>*(928) 539-7076 ext 237</b>	(928) 304-2297
<b>Shelly Kreger – Financial Services Operations Manager</b>	<b>*(928) 539-7076 ext 101</b>	(928) 580-9492
Carol Perez – Administrative Assistant	*(928) 539-7076 ext 106	(928) 276-2631
Francisco Navarro – Office Specialist I	*(928) 539-7076 ext 107	(928) 304-3577
David Rossman-Robinson – Office Specialist I	*(928) 539-7076 ext 239	(509) 263-0103
Erica Vega – Clerk I	*(928) 539-7076 ext 100	
Leticia Ochoa – Clerk I	*(928) 539-7076 ext 102	
Greyhound Desk	*(928) 539-7076 ext 238	
YCIPTA Conference Room	(928) 539-7076 ext 110	
Fax Machine	(928) 783-0309	

**Operations & Maintenance Staff**

	<b>Office #</b>	<b>Mobile Phone #</b>
<b>Michael Klein – National Express Operations Manager</b>	<b>*(928) 539-7076 ext 103</b>	(928) 502-2309
<b>Sergio Ortiz – National Express Maintenance Manager</b>	<b>*(928) 539-7076 ext 122</b>	(928) 502-2401
<b>Jose Camero – YCIPTA/ACME Operations Supervisor</b>	<b>*(928) 539-7076 ext 212</b>	(928) 257-0943
Dispatch Desk	*(928) 539-7076 ext 240	
Accounting Office	(928) 539-7076 ext 108	
Fax Machine	(928) 783-0309	

*\*Voice Mail is available.*

<b>Yuma County Area Transit Main Numbers:</b>	<b>(928) 783-2235 or (928) 539-7076</b>	
<b>Reservations Voice Mail</b>	<b>(928) 539-7076 ext 260</b>	
<b>Greyhound Lines, Inc Main Number:</b>	<b>(928) 783-4403</b>	
<b>James Bolden, Greyhound Regional Manager</b>	<b>(619) 246-5045</b>	
<b>Monserrat Wilkerson – Customer Service Specialist - vRide</b>	<b>*(928) 539-7076 ext 117</b>	
<b>Julius Morales – Spotless Detailing</b>	<b>(928) 446-6941</b>	
<b>Mike Olague – AZ Best Way Services</b>	<b>(480) 304-5660</b>	(928) 502-1686
<b>Tzitziky Fernandez – Ryder</b>	<b>(928) 782-4171</b>	
<b>Ron Knudsen – Ryder</b>	<b>(520) 884-8920</b>	(602) 721-1871
<b>Toll Free Number for transit information:</b>	<b>511</b>	

**In the case of an Emergency:**

1. Fire & Police Departments: 911
2. Yuma Public Safety Dispatch: (928) 783-4421
3. Yuma County Sheriff's Office Dispatch: (928) 539-7840
4. Imperial County Sheriff's Office Dispatch: (760) 339-6312
5. Somerton Public Safety Dispatch: (928) 722-7300
6. San Luis Public Safety Dispatch: (928) 341-2420
7. Arizona Department of Public Safety Dispatch: (928) 782-1679
8. California Highway Patrol Safety Dispatch: (760) 482-2550
9. Cocopah Indian Tribal Police Safety Dispatch: (928) 627-8857
10. Quechan Indian Tribal Police Safety Dispatch: (760) 572-2933

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

11. Union Pacific Critical Call Center (criminal activity, hazardous materials): 1-888-877-7267
12. Union Pacific to report Emergency grade crossing blockages or damage: 1-800-848-8715
13. Amber Alert: AMBER Alert Hotline at DPS Duty Office at (602) 223-2444

### **Prepare to give the following information when making an emergency call:**

1. Your name and the position you hold
2. Your phone number
3. Location of accident/incident
4. Time of accident/ incident
5. Brief description of accident/incident
6. Number of injuries/fatalities, is known and status
7. Health and safety hazards if any
8. Remain on the phone line until the dispatcher tells you it is ok to hang up.

***Remember, you are not delaying help by answering these questions.***

***In fact, you are ensuring that first responders have information to better help you.***

## **7.8 EMERGENCY RESPONSE TEAM ROSTER**



**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**YCIPTA and Contractor Emergency Response Team Roster**

<b>Functional Responsibility</b>	<b>Regular Job Title</b>	<b>Name</b>
<b>Team Leader</b>	<b>Transit Director</b>	<b>John Andoh</b>
<b>Deputy Team Leader/ Alternate Team Lead</b>	<b>Financial Services Operations Manager</b>	<b>Shelly Kreger</b>
Alt. Deputy Team Leader	Operations Manager	Contractor
<b>Safety Officer</b>	<b>Lead Road Supervisor</b>	<b>Contractor</b>
Alt. Safety Officer	Road Supervisor	Contractor
<b>Information Officer/ Interagency Liaison</b>	<b>Transit Director</b>	<b>John Andoh</b>
<b>Deputy Info Officer/</b> Alt. Info Lead	Financial Services Operations Manager	Shelly Kreger
Alternate Deputy Information Officer	Office Specialist I	Francisco Navarro
<b>Operations Management</b>	<b>Operations Manager</b>	<b>Contractor</b>
Alternate Operations Management	Lead Road Supervisor	Contractor
<b>Incident Planning</b>	<b>Operations Manager</b>	<b>Contractor</b>
Alternate Planner	Lead Road Supervisor	Contractor
<b>Incident Logistics</b>	<b>Operations Manager</b>	<b>Contractor</b>
Alternate Logistics	Lead Road Supervisor	Contractor
<b>Incident Finance/Admin.</b>	<b>Financial Services Operations Manager</b>	<b>Shelly Kreger</b>
Alt. Finance/Admin.	Clerk I	Erica Vega

## **7.9 SUCCESSION LIST**

**Succession of Personnel  
and Emergency Chain of Command**

<b>NAME, TITLE</b>
1. John Andoh, Transit Director
2. Shelly Kreger, Financial Services Operations Manager
3. Carol Perez, Administrative Assistant
4. Operations Manager (Contractor)
5. Lead Road Supervisor (Contractor)
6. Maintenance Manager (Contractor)
7. Road Supervisor (Contractor)
8. Dispatcher (Contractor)

**7.10 MEMORANDUM OF  
UNDERSTANDING BETWEEN YCIPTA  
AND COMMUNITY EMERGENCY  
MANAGEMENT**

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

YCIPTA has memorandum of understandings in place with Yuma County Office of Emergency Management and Yuma County Airport Authority. In addition, YCIPTA participates through Agreement in the Yuma Regional Communications System which is administered by the City of Yuma and San Diego-Imperial County Regional Communications System which is administered by County of San Diego Sheriff Department.

**7.11 MEMORANDUM OF  
UNDERSTANDING BETWEEN YCIPTA  
AND FIRST RESPONDERS**

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

YCIPTA has memorandum of understandings in place with Yuma County Office of Emergency Management and Yuma County Airport Authority. In addition, YCIPTA participates through Agreement in the Yuma Regional Communications System which is administered by the City of Yuma and San Diego-Imperial County Regional Communications System which is administered by County of San Diego Sheriff Department.

**7.12 COMPLETED FTA TOP 20  
SECURITY PROGRAM ACTION ITEMS  
FOR TRANSIT AGENCIES:  
SELF-ASSESSMENT CHECKLIST**



# FTA Top 20 Security Program Action Items for Transit Agencies: Self-Assessment Checklist

Notice: This document is disseminated by the Department of Transportation in the interest of information exchange. The United States Government assumes no liability for its contents or use thereof.

## Management and Accountability

### 1. Written security program and emergency management plans are established.

#### Baseline Practices:

- Does a System Security Plan exist? **Yes**
- Does an Emergency Management Plan exist? **Yes**
- Do standard and emergency operations procedures (SOPs/EOPs) for each mode operated, including operations control centers, exist? **Yes**

#### Exemplary Practices:

- Do Continuity of Operations Plans exist? **Yes***
- Does a Business Recovery Plan (administration, computer systems, operations, etc.) exist? **No. This will be developed in conjunction with the City of Yuma IT Department.***

### 2. The security and emergency management plans are updated to reflect anti-terrorist measures and any current threat conditions.

#### Baseline Practices:

- What is the date of the latest update? **9-2014**
- Are security plans reviewed at least annually? **Yes**
- Are reviews and changes to the plans documented? **Yes**
- Does the plan now include weapons of mass destruction protocols? **Yes**

### 3. The security and emergency management plans are an integrated system security program, including regional coordination with other agencies, security design criteria in procurements and organizational charts for incident command and management systems.

#### Baseline Practices:

- Are emergency management plans integrated with the regional emergency management authority plans? **Yes**
- Do management & staff participate in planning and conducting emergency security activities (e.g., drills, committees, etc.)? **Yes**
- Does management coordinate with the FTA regional office? **Yes**

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

**X** Are mutual aid agreements with other regional public agencies (e.g., local government, fire, police, other transit agencies, etc.) approved and signed? **Yes**

**X** Does an inter-departmental program review committee exist and address security issues? **Yes**

*Exemplary Practice:*

*Is security design criteria/CP TED included in system security program plan?*

- 4. The security and emergency management plans are signed, endorsed and approved by top management.**

Baseline Practices:

**X** Is there a policy statement emphasizing the importance of the security plan? **Yes**

**X** Is the security plan approved and signed by the top official? **Yes**

- 5. The security and emergency management programs are assigned to a senior level manager.**

Baseline Practices:

**X** What are the name and title of the security program manager? **John Andoh, Transit Director**

**X** Is there a current organizational chart identifying the reporting structure for the security program manager? **Yes - Transit Director**

- 6. Security responsibilities are defined and delegated from management through to the front line employees.**

Baseline Practices:

**X** Are security plans distributed to appropriate departments in the organization? **Yes**

**X** Do regular senior and middle management security coordinating meetings occur? **Yes**

**X** Do informational briefings occur whenever security protocols are substantially updated? **Yes**

**X** Are lines of delegated authority/succession of security responsibilities established and known? **Yes**

- 7. All operations and maintenance supervisors, forepersons, and managers are held accountable for security issues under their control**

Baseline Practices:

**X** Are regular supervisor and foreperson security review & coordinating briefings held? **Yes**

**X** Does a security breach reporting system exist and are reports addressed through the security program review Committee? **Yes**

**X** Is facility security (e.g., perimeter/access control) supervision compliance monitored on a regular basis? **Yes**

## **Security Problem Identification**

- 8. A threat and vulnerability assessment resolution process is established and used.**

Baseline Practices:

- X** Does a threat and vulnerability process exist and is it documented? **Yes**
- X** Is a threat and vulnerability assessment conducted whenever a new asset/facility is added to the system? **Yes**
- X** Have management & staff responsible for managing the threat and vulnerability assessment process received adequate training? **Yes**
- X** Is the threat and vulnerability process used to prioritize security investments? **Yes**

- 9. Security sensitive intelligence information sharing is improved by joining the FBI Joint Terrorism Task Force (JTTF) or other regional anti-terrorism task force; the Surface Transportation Intelligence Sharing & Analysis Center (ISAC); and security information is reported through the National Transit Database (NTD).**

Baseline Practices:

- X** Does the transit agency participate in its region's JTTF or coordinate with key police and intelligence agencies? **Yes**
- X** Has the transit agency joined the ST-ISAC? **Yes**
- X** Does the transit agency provide security information to the National Transit Database? **Yes**

## **Employee Selection**

- 10. Background investigations are conducted on all new front-line operations and maintenance employees (i.e., criminal history and motor vehicle records).**

Baseline Practices:

- X** Are background checks conducted consistent with state and local laws? **Yes**
- X** Is the background investigation process documented? **Yes**

- 11. Criteria for background investigations are established.**

Baseline Practice:

- X** Are the criteria for background checks by employee type (operator, maintenance, safety/security sensitive, contractor, etc.) documented? **Yes**

## **Training**

- 12. Security orientation or awareness materials are provided to all front-line employees.**

## **SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**

Baseline Practices:

**X** Are security orientation and awareness training materials updated to include counter-terrorism/WMD information? **Yes**

**X** Is there a system in place to track who received what training when? **Yes**

*Exemplary Practice:*

**X** Are security awareness pocket guides distributed to all front-line employees? **Yes**

### **13. Ongoing training programs on safety, security and emergency procedures by work area are provided.**

Baseline Practices:

**X** Are training programs, materials and informational briefings tailored to specific work groups' activities? **Yes**

**X** Are training program campaigns held whenever there are substantial updates to security and emergency management plans? **Yes**

### **14. Public awareness materials are developed and distributed on a system wide basis.**

Baseline Practice:

**X** Are security awareness print materials prominently displayed throughout the system (e.g., channel cards, posters, fliers, etc.)? **Yes**

**X** Is the transit agency participating in the industry's Transit Watch program? **Yes**

## **Audits and Drills**

### **15. Periodic audits of security policies and procedures are conducted.**

Baseline Practices:

**X** Are audits conducted periodically? **Yes**

**X** Is there a disposition process for handling the findings and recommendations from the audits? **Yes**

### **16. Tabletop and functional drills are conducted at least once every six months and full-scale exercises, coordinated with regional emergency response providers, are performed at least annually.**

Baseline Practices:

**X** Are tabletop exercises conducted at least every six months? **Yes**

**X** Does the agency participate in full-scale, regional field drills, held at least annually? **Yes**

**X** Are tabletop and drill debriefings conducted? **Yes**

**X** Are after-action reports produced and reviewed for all tabletop exercises and field drills? **Yes**

**X** Are plans, protocols and processes updated to reflect after-action report

## SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN

recommendations/findings? **Yes**

### **Document Control**

#### **17. Access to documents of security critical systems and facilities are controlled.**

Baseline Practice:

**X** Have security critical systems, such as tunnel HVAC systems and intrusion alarm detection systems, been identified and documented? **Yes**

*Exemplary Practices:*

**X** *Is access to security critical systems' documents controlled?* **Yes**

**X** *Is there an identified department/person responsible/or administering the policy?* **Yes**

*Do regular security committee meetings/briefings include reviewing document control compliance issues?*

#### **18. Access to security sensitive documents is controlled.**

Baseline Practice:

**X** Have security sensitive information (SSI) documents, such as security plans and protocols, been identified? **Yes**

*Exemplary Practices:*

**X** *Is there a documented policy for designating and properly handling SSI documents?*  
**Yes**

*Do regular security committee meetings/briefings include reviews o/SSI related matters?*

### **Access Control**

#### **19. Background investigations are conducted of contractors or others who require access to security critical facilities, and ID badges are used for all visitors, employees and contractors to control access to key critical facilities.**

Baseline Practices:

**X** Have security critical facilities been identified? **Yes**

**X** Is the contractor background investigation process documented? **Yes**

**X** Is the quality control of the process monitored on a regular basis? **Yes**

**X** Are the criteria for contractor background checks documented? **Yes**

**X** Are ID badges used for employee access control? (both policy and actual practice)  
**Yes**

**X** Are ID badges used for visitors and contractors? (both policy and actual practice) **Yes**

**X** Have security critical facilities been identified? **Yes**

**X** Are there documented policies for restricting access to security critical facilities? **Yes**

## **Homeland Security**

### **20. Protocols have been established to respond to the Office of Homeland Security Threat Advisory Levels.**

Baseline Practices:

- X** HSAS threat advisory levels process integrated into security plans and standard/emergency operating procedures **Yes**
- X** Are specific protective measures defined and developed? **Yes**

Notes:

(1) This checklist covers all modes directly operated by the transit and under contract operation (e.g., paratransit, fixed route bus, vanpools, etc.).

(2) Baseline Practices are considered the minimum requirements needed to meet the overall security action item; Exemplary practices are additional/supplemental activities associated with exceeding the minimum requirements and are candidates for industry best practices.

(3) Additional informational resources/references are available at “FTA Top 20 Security Program Action Items for Transit Agencies” website:

<http://transit-safety.volpe.dot.gov/security/SecurityInitiatives/Top20>

## **7.13 ALTERNATIVE FACILITY**

## **Alternative Facility Identification**

### **CONTINUITY OF OPERATIONS POINT OF CONTACT**

NAME John Andoh, Transit Director  
TELEPHONE NUMBER 928.304.2297  
NAME Shelly Kreger  
TELEPHONE NUMBER 928.580.9492  
EMAIL info@ycipta.az.gov

### **DEPARTMENT/AGENCY INFORMATION**

NAME AGENCY/BUREAU CODE Yuma County Intergovernmental Public Transportation Authority  
STREET ADDRESS CITY STATE 2715 East 14th Street, Yuma, AZ  
SPACE TYPE Leased  
LEASE EXPIRATION DATE *9-30-2014 with annual options* SERVICE CONTRACT NUMBER *N/A*  
SPECIFY SERVICES IN CONTRACT *Maintain and operate facility*  
LONGITUDE AND LATITUDE SQUARE FOOTAGE NUMBER OF PERSONNEL TBD, 6,800 square foot with 50 personnel as of 9/1/2014

### **ALTERNATE FACILITY INFORMATION**

STREET ADDRESS CITY STATE TBD  
LONGITUDE AND LATITUDE SQUARE FOOTAGE PROPOSED NUMBER OF PERSONNEL TBD

PRIMARY NUMBERS 928.539.7076 or 928.783.2235  
FAX 928.783.0309

BACKUP NUMBERS 928.783.5005 or 928.783.0221

### **POINT OF CONTACT INFORMATION**

NAME John Andoh, Transit Director  
TELEPHONE NUMBER 928.304.2297  
NAME Shelly Kreger  
TELEPHONE NUMBER 928.580.9492  
EMAIL info@ycipta.az.gov

### **PRIMARY ON-SITE ALTERNATE ON-SITE**

NAME Operations Manager  
TELEPHONE NUMBER 928.539.7076 ext 103  
EMAIL TBD

### **TELECOMMUNICATIONS**

Leased



## **7.14 EVALUATION FORM FOR TRANSIT INCIDENTS**

**Evaluation Form for Transit Incidents**

Date(s) of Incident: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ to  
\_\_\_\_ / \_\_\_\_ / \_\_\_\_

Please Check One:  
\_\_\_\_ Incident    \_\_\_\_ Drill

**Evaluator**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Time exercise initiated:

Method of notification to fire departments, police, ambulance service, EMS, hospitals:

\_\_\_\_\_

Upon arrival at scene, how was the command post established?

\_\_\_\_\_

Was there adequate radio communication equipment?

\_\_\_\_\_

When responding units arrived on the scene, did they report to the command post?

\_\_\_\_\_

Principal weaknesses observed?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Principal strengths observed?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional remarks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **7.15 COMMITMENT TO SAFETY**

**SAFETY, SECURITY AND EMERGENCY PREPAREDNESS PLAN**  
**COMMITMENT TO SAFETY**

To: All Employees, Volunteers and Contractors  
From: John Andoh, Transit Director, YCIPTA  
Date: August 25, 2014  
Subject: System Security and Emergency Preparedness Program

It is the objective of YCIPTA and Contractor, to provide safe, secure and reliable service for its passengers and employees. To demonstrate our commitment, YCIPTA and Contractor has developed this Safety, Security and Emergency Preparedness Plan (SSEPP).

YCIPTA and Contractor has a sincere concern for the welfare and safety of its employees (and volunteers and contractors) as well as the public it serves. The operation and maintenance of YCIPTA and Contractor requires a continual emphasis on security, from the procurement of new systems and equipment, through the hiring and training of employees, to the management of YCIPTA and Contractor and the provision of service. The security function must be supported by an effective capability for emergency response, both to support resolution of those incidents that occur on transit property and those events that affect the surrounding community served by YCIPTA and Contractor

This SSEPP describes the policies, procedures and requirements to be followed by management, maintenance and operating personnel in order to provide a secure environment for YCIPTA employees, volunteers, and contractors, and to support community emergency response. All personnel are expected and required to adhere to the policies, procedures, and requirements established herein and to properly and diligently perform security related functions as a condition of employment or support for YCIPTA and Contractor.

YCIPTA and Contractor management will provide leadership in promoting safety, security and emergency preparedness throughout the organization. The Executive and Staff will be continually and directly involved in formulating, reviewing and revising safety, security and emergency preparedness policies, goals and objectives. Each YCIPTA and Contractor employee, volunteer and contractor is governed by the requirements and terms of this Plan, and must conscientiously learn and follow prescribed security and emergency rules and procedures. Each employee must operate safely, use equipment, tools and materials properly and be trained in the work rules and procedures for his/her areas of responsibility, including contingency plans for abnormal and emergency conditions. Each employee shall take active part in the identification and resolution of security concerns.

YCIPTA and Contractor Supervisors shall actively participate in all activities regarding safety, security and emergency preparedness; shall fully cooperate with the policies and objectives specified in this Plan; and shall receive the full cooperation and support of executive management in their activities for improved security and emergency preparedness.

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Executive Signature

---

Date



## **Yuma County Intergovernmental Public Transportation Authority**

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2715 East 14<sup>th</sup> Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076  
Fax: 928-783-0309, email: [info@ycipta.az.gov](mailto:info@ycipta.az.gov), Web: [www.ycipta.az.gov](http://www.ycipta.az.gov)

# **Equal Employment Opportunity Plan July 1, 2013 to June 30, 2015**

## **Section I: EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) is an equal opportunity employer committed to applying the principles of state and federal anti discrimination laws to give equal opportunity for all persons employed or seeking employment without regard to race, age, sex, national origin, religion, color, sexual preference, or disability except in the case of a bona-fide occupational qualification.

Decisions on employment are based solely upon an individual's qualifications for the position being filled. Promotion decisions are made only on an individual's qualifications as related to the requirements of the position for which the person is being considered. Personnel actions such as compensation, promotions, disciplinary actions, benefits, transfers, layoffs, return from layoffs, and training are administered without regard to race, age, sex, national origin, religion, color, sexual preference, or disability except in the case of a bona-fide occupational qualification.

YCIPTA makes reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This plan governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

YCIPTA operates within the principles of equal employment opportunity guidelines as set forth in applicable federal, state, and local laws and regulations. YCIPTA will cooperate fully with all organizations and commissions organized to promote fair practices and equal employment opportunity.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor, human resources, or the Administrative Assistant (Equal Employment Opportunity (EEO) Officer). Employees can raise concerns and make reports without

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### **Yuma County Intergovernmental Public Transportation Authority Board Of Directors**

Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe

John Andoh, Transit Director

fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **Section II: DISSEMINATION OF PROGRAM**

This section describes the communication and distribution process used by YCIPTA regarding its EEO policy. YCIPTA is committed to making every reasonable effort to ensure that all current and prospective YCIPTA employees are aware of and understand YCIPTA's EEO policy and the procedures used to implement the plan. To achieve these aims, YCIPTA does the following:

1. YCIPTA's policy of non-discrimination is stated on each YCIPTA job announcement, and is included in the newspaper ad listing for job vacancies and online at [www.ycipta.az.gov](http://www.ycipta.az.gov).
2. The Equal Employment Opportunity policy statement is provided to each employee that is hired to work at YCIPTA and was adopted by the Board of Directors on September 26, 2011 and is posted on YCIPTA's recruitment page
3. YCIPTA has also adopted workplace harassment and retaliation against persons who report alleged incidents of discrimination policies which is located in YCIPTA Personnel Policies and Procedures.
4. Appointed officials, managers, and supervisors are charged with assuring that all employees in their organizations are aware of YCIPTA's Equal Employment Opportunity Policy and Programs.
6. Employees pictured in informational brochures will reflect the diversity of our employee population.
7. A copy of YCIPTA's EEO plan is available in the Transit Director's office for employee and citizen review, along with copies of recent reports concerning the makeup of workforce analysis and availability analysis as well as annual EEO reports.
8. Elected and appointed officials are responsible for working with the Administrative Assistant to ensure the effectiveness of the Equal Employment Opportunity Program.
9. The Administrative Assistant incorporates the equal employment clause in all purchase orders, leases, contracts, etc. as required by law, executive orders, and implementation rules and regulations.
10. To reach a diverse group of candidates, notice of employment opportunities is sent to various media outlets, including minority placement agencies, professional associations, and publications directed toward minorities.

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11. YCIPTA periodically, but not less than annually, updates it's commitment to the plan with managers, supervisors and employees.

### **SECTION III: DESIGNATION OF PERSONNEL RESPONSIBILITY**

Successfully creating and maintaining a diverse workforce requires the commitment and active participation of all involved parties. At YCIPTA, the diversity management effort is a top-down process, with responsibility apportioned commensurate to the authority and resources available to each person or group. The following paragraphs present a general overview of the tasks assigned to each level of accountability.

#### Transit Director

The Transit Director closely monitors the results of the annual workforce analysis and other reports and ensures that information regarding YCIPTA's EEO program is presented to appointed officials in a group setting on an annual basis. The Transit Director takes a leadership role in helping to identify any areas of concern and in encouraging responsible officials to undertake voluntary actions to improve workplace diversity.

The Transit Director has appointed the Administrative Assistant as the EEO Officer and has delegated the responsibility for implementing and overseeing these policies accordingly.

#### Administrative Assistant/EEO Officer

As the appointed official most closely involved with the recruitment activity, the Administrative Assistant is responsible for ensuring that the overall process is as open, impartial, and inclusive as possible. This requires constant reexamination of the techniques used to publicize job openings and screen applicants. Every effort must be made to "cast a wide net" by sending recruitment notices to a broad range of interested parties, including groups that may traditionally have been under-utilized. In addition, Internal Services maintains a presence at job fairs and community gatherings where there is an opportunity to inform the public about employment opportunities. To be truly inclusive, recruitment activities must transcend cultural, social, economic, and geographical barriers and reach the broadest possible audience.

As important as it is to publicize job openings and encourage applicants, it is not enough merely to remove the barriers that prevent interested persons from applying. The Administrative Assistant must also make certain that the skills, experience, and educational background used as qualifiers for each job are consistent with the actual type and level of work being done. It is necessary to audit jobs and reassess minimum requirements on an ongoing basis, especially in areas where responsibilities have been reassigned and/or reorganization has taken place. While properly derived minimum qualifications will guarantee that candidates for employment possess the requisite skills to do the job, ill-conceived requirements may unnecessarily limit the

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applicant pool. Given the dynamic nature of today's workplace, minimum qualifications should be reconsidered from time to time.

Screening instruments, such as tests and interview questions, should also be scrutinized for unintended bias. Even when there is no evidence that a test illegally discriminates against a protected group, it may be inappropriate for the job under consideration. Screening instruments are only of value when they truly select for the competencies being sought.

Aside from overseeing the recruitment and screening activities, the Administrative Assistant is tasked with preparing the workforce analysis data upon which the Affirmative Action and Diversity Management programs depend. To accomplish this task, a wide range of information about the YCIPTA workforce is gathered throughout the year and twice annually tallied. This data provides a comprehensive look at the present workforce as well as the applicant pool. It allows interested parties to evaluate how well the diversity effort is doing, and it may provide guidance for future activities.

### Appointed Officials

Every official, manager and supervisor is committed to recruiting and retaining the best available employees, and to providing the highest level of customer service. There is abundant evidence that these goals can only be accomplished by a diverse workforce. Officials, managers and supervisors are responsible for utilizing the information from the workforce analysis to evaluate their own progress, and to make certain that the internal procedures used to select new employees are consistent with the diversity plan. They are expected to work cooperatively with the Transit Director and Administrative Assistant to identify and reach all known potential applicants and to ensure that employment decisions are made fairly and impartially.

Aside from hiring, promoting, and retaining a diverse group of employees, the diversity effort extends to providing YCIPTA services to a client community that includes persons from a range of cultural experiences. Providing services effectively and efficiently to this community mandates the capability of communicating in several languages, and in ways that recognize the particular frame of reference of the end user. These needs must be considered in the preparation of recruiting materials and the selection of new employees. Moreover, appointed officials must take into account changes in the cultural, social, or economic makeup of their client communities. Perhaps most importantly, public sector managers must recognize that managing diversity is a process, not an end. The focus of the diversity effort is not on creating a workforce that exactly mirrors the demographic makeup of the community so much as on creating an environment where everyone is welcome.

### YCIPTA Employees

In the final analysis, no single person or group can create a diverse organization; nor can a set of procedures or rules guarantee an inclusive workplace. To succeed, diversity must be an integral component of the organizational culture, embraced by

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employees at all levels. YCIPTA employees, at all levels, are expected to treat all people encountered within the workplace with respect and consideration. This expectation is more than a management policy; it is a fundamental value, essential to YCIPTA's overall success.

YCIPTA employees have a strong record of recruiting, hiring, and rewarding a diverse workforce. The quality of work done by employees demonstrates that this is the most effective way to meet the needs of our client community. No one can predict with accuracy what challenges YCIPTA will face in the coming years, but it is certain that the best way to prepare for those challenges is by building on and expanding the employment practices that have brought success in the past. This will ensure the effectiveness and success of YCIPTA in the future. It may be truly said that our diversity is our strength.

### RESPONSIBILITY FOR IMPLEMENTATION

YCIPTA has structured levels of EEO responsibility. Outlined below is a brief summary of involvement of the Transit Director, Administrative Assistant, and other staff in EEO activities.

The Transit Director has overall responsibility for YCIPTA's EEO efforts and policies. S/he has delegated the responsibility for implementing these policies to the Administrative Assistant, appointed officials, and managers. Other functional groups sharing in this responsibility are YCIPTA's consultants and contractors.

The specific areas of responsibility are as follows:

1. The Administrative Assistant, assisted by the Yuma County Human Resources staff, implements and reviews a reporting system to evaluate the effectiveness of the EEO effort.
2. The Administrative Assistant, assisted by Yuma County Human Resources staff, works to identify possible problem areas on an ongoing basis. When an area of concern is identified, the Administrative Assistant brings the matter to the attention of the Transit Director, who contacts the appropriate appointed official(s) or manager.
3. Appointed officials, managers, and supervisors work closely with the Administrative Assistant to develop plans of action and correct identified problem areas.
4. Working as a team, the Administrative Assistant, the Transit Director, and a representative from YCIPTA's Legal Counsel twice annually review the results of the EEO program, monitoring the effectiveness of any corrective actions taken and evaluating overall progress.

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5. With guidance from legal, the Administrative Assistant receives, investigate, and assist managers in the resolution of internal and external discrimination complaints/charges. Within this context, “internal” refers to issues involving YCIPTA employees; “external” refers to those involving non-employees who interact with YCIPTA. The \ Administrative Assistant and Yuma County Human Resources manage the EEOC / NHRC Charge Investigation Process and the Division of Labor – OFCCP AAP Desk and Onsite Compliance Review Process.

6. Staff is encouraged to make themselves available to all citizens including women’s organizations and community action groups.

7. Appointed officials, managers, and supervisors may assist in the identification of problem areas and the development of remedial plans wherever appropriate.

8. Appointed officials, managers, and supervisors meet regularly with the persons designated to manage the EEO Plan to be certain that YCIPTA’s policies are being followed.

9. The Administrative Assistant ensures that the procedures used to screen applicants do not discriminate against any protected group.

10. The Administrative Assistant and Yuma County Human Resources staff advises YCIPTA regarding federal regulations requiring posting, non-segregated facilities, etc. One of the criteria considered when evaluating the work performance of appointed officials and managers is their effort to ensure Equal Employment Opportunity within their area of responsibility.

11. Appointed officials, managers, and supervisors are charged with preventing harassment and/or intimidation of employees because of race, age, sex, national origin, religion, color, sexual preference, disability, or veteran status.

12. Yuma County Information Technology staff assists with the dissemination of information regarding YCIPTA employment opportunities and EEO policies. The YCIPTA website shall present this information as well as a statement concerning YCIPTA’s commitment to encouraging diversity within its workforce.

13. Purchasing ensures that all contractors and suppliers are informed regarding YCIPTA’s EEO policies.

#### **SECTION IV: WORKFORCE ANALYSIS**

The successful implementation of YCIPTA’s EEO policy depends upon careful, ongoing analysis of the demographic composition of the YCIPTA region workforce. Before any conclusions may be drawn concerning the representation of minorities and women in the YCIPTA workforce, responsible parties must have access to a range of

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current, accurate demographic data. To accomplish this, information is gathered throughout the year concerning the overall makeup of the YCIPTA workforce as well as the dispersion of protected groups among various job groups and salary ranges at different job sites. This information is then compared to the availability of qualified candidates in the surrounding community to identify areas where possible under-representation may exist.

Workforce analysis is done as a two-part process. Part I of the workforce analysis looks at the total number of employees in each of the government codes by race and gender, with each job title ranked from the lowest paid in each organizational unit. The second section of the Workforce analysis contains a listing of each job title in each YCIPTA work site in each of the EEO government categories, by job group, ranked from the lowest paid to the highest paid. Where there are separate lines of progression, a separate list detailing order of progression and supervision is included. This information is compiled for each unit. Where the data considered in Part I pertain to YCIPTA workforce as a whole, the information presented in Part II pertains to individual functional units located throughout the Yuma County region. Both types of information are needed to accurately assess how protected groups participate within the YCIPTA workforce.

#### Agency's Workforce

Attachment A to this plan contains the workforce statistics for YCIPTA according to the categories indicated as well as Attachment B an organizational chart.

#### Community Labor Statistics

Attachment C to this plan contains the available workforce statistics for YCIPTA communities according to the categories indicated.

#### Utilization Chart

Attachment C to this plan contains the utilization statistics. These will be used to develop and determine goals as well as measures needed to correct any identified unmet goals from prior year.

#### Narrative Utilization Analysis

For those categories where under-representation is greater than 10% we will perform a review and establish goals to ensure these underutilized areas are addressed in the action plan for correction. YCIPTA periodically reviews employment practices and procedures to determine if they are neutral in intent, yet discriminatory in effect. If any are problematic, YCIPTA will promptly seek ways to minimize or eliminate such impact.

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## Objectives

All minority categories are at least minimally under-represented in one or more categories. As a result, YCIPTA will enhance its efforts to attract minority candidates in those specific categories and will evaluate our promotional and recruitment practices to ensure all groups receive equal opportunity to secure employment.

## Steps to Achieve Objectives

As a regional transit authority, YCIPTA has access to various communities of diverse groups. Yuma County features Fort Yuma (Quechan) and Cocopah Indian Tribes and both the cities and towns in Yuma County are able to draw from educational institutes like Northern Arizona University, University of Arizona and Arizona Western College.

YCIPTA will work to draw recruits from these areas which serve our population. In addition, we will attempt to present our opportunities to minority organizations as well as other groups within our region, to ensure employment opportunities are available to females as well as individuals from minority communities. This effort will improve our outreach programs and hopefully improve our use of underutilized categories.

YCIPTA is committed to making its workforce reflect the relevant available community workforce to ensure equal employment opportunity regardless of race, ethnicity, national origin, or gender.

## Action Steps:

- Contact educational institutions, especially those with large minority populations to inform students of opportunities with YCIPTA.
- Attend job fairs sponsored by community organizations and state agencies to cultivate an interest in employment with YCIPTA.
- Develop list of minority and female based organizations, including related publications. Identify contacts and advertise open positions with these groups.
- Review and update annually YCIPTA's recruitment methods, practices and policies to promote equal opportunity through recruitment efforts.
- Monitor recruitment policies and procedures to determine whether recruitment efforts are enabling YCIPTA to meet and maintain African American, Hispanic, Asian/Pacific Islander, American Indian/Alaskan Native and female objectives.

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- Enhance mobility of all employees, but also assure that opportunities for advancement are equally distributed while encouraging minority and female participation.
- Continue to provide EEO training to supervisors and managers on EEO policies, documentation, interview processes and employment requirements.
- Establish goals to ensure utilized of women for positions in the Laborer and Service Worker job categories.

## **Section V: PRESENT EMPLOYMENT PRACTICES**

YCIPTA has developed employment guidelines to ensure consistent recruitment and selection, compensation, promotions, disciplinary procedures, and investigation of complaints.

### Application Procedures

As job openings occur at YCIPTA, positions are listed on YCIPTA's website. Available positions are also advertised in the local newspaper, on Craig's List and other online job recruiting sources. Applications can be acquired and submitted online or at the YCIPTA office. All applications shall be turned-in on or before the filling date specified in the announcement. Applications for open continuous positions may be filed at any time.

Some positions require a resume in addition to the application and will state so in the job posting. Public announcements of vacancies specify the official title, salary range, typical duties (or where this information may be obtained), minimum qualifications, and any special qualifications. The opening date for YCIPTA positions commence on the date the announcement first appears on the website. If there are less than three qualified applicants for an YCIPTA position, the Transit Director may select from among those qualified or may reopen recruitment efforts.

### Interview and Selection Process

For YCIPTA positions, the Transit Director or his/her designee, selects those applicants to be interviewed who are best suited for employment with YCIPTA. A panel selected by the Transit Director, or his/her designee generally conducts the initial interview. This panel typically consists of staff but may also include non-staff.. A list of eligible applicants is established, and anyone who is hired by YCIPTA and TC must be hired from this list.

Successful YCIPTA candidates receive a letter-of-offer with terms of employment and must pass a pre-employment background, credit, and reference checks.

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## Promotion Procedures

Promotions at YCIPTA are based on job availability. YCIPTA employees are promoted using the same general public hiring process.

## Compensation

Employment classification at YCIPTA; determines how an employee will be paid, whether an employee receives overtime pay, and the type/level of benefits received. Described in the employee manual are ten classifications. Yuma County's pay grades and steps apply to regular employees. YCIPTA offers paid holidays, paid time off, health insurance, and retirement benefits. Attachment D to this plan contains examples of offered benefits.

## Training

All full-time YCIPTA employees shall be eligible for reimbursement for the costs of educational training that pertains to agency business.

## Disciplinary Actions

YCIPTA employees have an initial review period. All new staff directly employed by YCIPTA has an introductory period of six months. Employment beyond these periods shall be upon satisfactory performance of job duties.

Employees at YCIPTA with disciplinary problems are managed through progressive discipline actions. These discipline procedures have been set-forth in the YCIPTA Personnel Policy Manual (Effective May 1, 2013), If termination is initiated for an YCIPTA employee, the individual has a right of appeal to the Personnel Subcommittee.

## Discrimination/Harassment Reporting and Investigation

Discrimination and harassment will not be tolerated in any aspect of employment at YCIPTA No employee is permitted to discriminate against another employee based on race, color, religion, gender, age, disability, sexual orientation, genetic information, or national origin. No employee can discriminate against another based on the race, color, religion, gender, age, disability, sexual orientation or national origin of a person with whom the other associates.

The filing of a discrimination complaint cannot be used against an employee or job applicant in any aspect of employment. Any employee found guilty of retaliation due to the filing of a discrimination complaint shall be disciplined accordingly.

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Employees and job applicants are urged to raise concerns promptly. YCIPTA will promptly investigate any allegations. During the investigation, YCIPTA will:

1. Interview and take written or recorded statement
2. Document the findings regarding the complaint
3. Document recommended follow-up actions and remedies, if warranted
4. Inform the complainant of findings
5. Additionally, if pertaining directly to YCIPTA; findings and conclusions will be submitted to a Personnel Subcommittee.

### **ATTACHMENTS TO THIS PLAN**

- A. Workforce Analysis Chart Ending June 30, 2013
- B. YCIPTA Organization Chart Effective February 1, 2014
- C. Comparison of YCIPTA to Yuma County
- D. Employee Benefit Plan
- E. Equal Opportunity Policy Adopted by Board of Directors
- F. Equal Opportunity Analysis Charts Ending June 30, 2013 (3 Tables)
- G. YCIPTA Filed EEO-4 Report

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# Attachment A

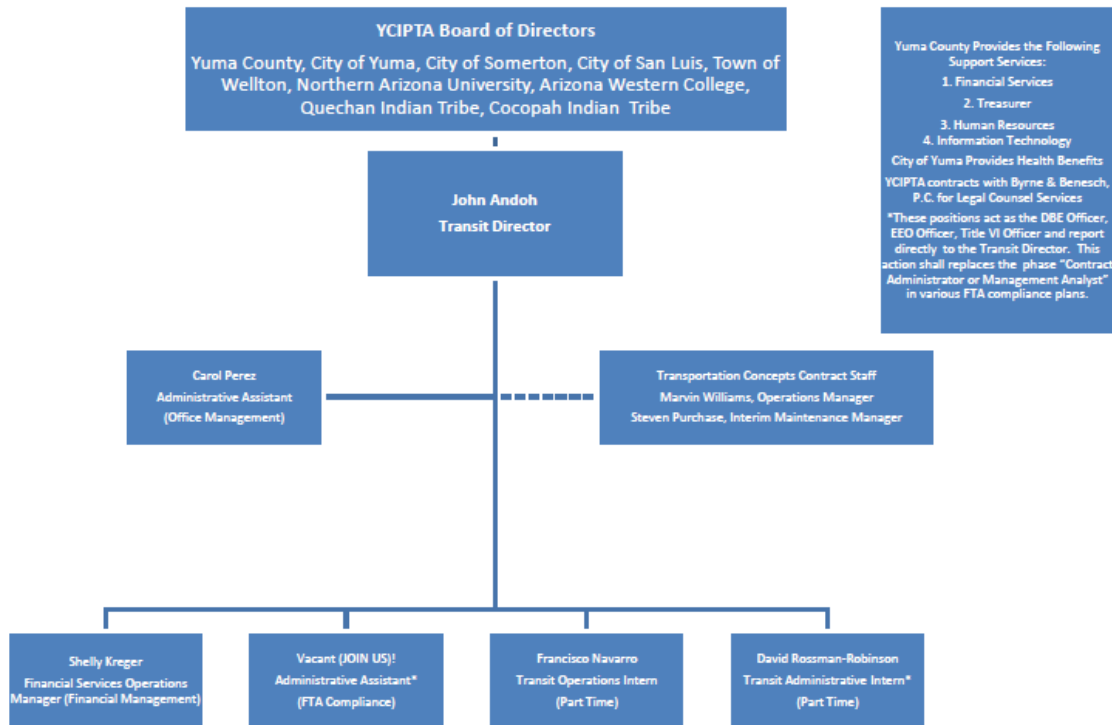
Dept. Job Title or Number	Salary (in thousands \$00)	Current Period As Of: June 30, 2013																		Current %				Availability Factor		% of Under-Utilization		GOAL	
		All Employees			MINORITY EMPLOYEES										MIN		F		MIN	F	MIN	F							
		TOT	M	F	W	MALE					FEMALE					#	%	#					%						
						AA	HISP	API	AIAN	NMOP	MULTI	AA	HISP	API	AIAN									NMOP	MULTI				
Executive Senior Level officials and managers	\$76.9 +	2	2			1	1											2	100.00%			41.74%	38.39%			38.39%			
First/Mid Level Officials and Managers	\$40.0-\$50.0	3	2	1	1		1											1	33.33%	1	33.33%	41.74%	38.30%	8.41%	4.97%				
Professionals	\$37.2-\$41.1	1		1																1	100.00%	40.20%	64.40%	40.20%					
Administrative Support Workers	\$22.8-\$30.0	7	2	5	1		1											1	4	57.14%	5	71.43%	61.50%	74.60%	4.36%	3.17%			
Operatives	\$24.20	36	29	7	3		25			1								32	88.89%	7	19.44%	75.50%	25.10%		5.66%		5.66%		
Laborers	\$35.5-\$37.7	4	4				4											4	100.00%			89.10%	18.20%		18.20%		18.20%		
Service Workers	\$22.20	2	2				2											2	100.00%			75.00%	54.10%		54.10%		33.33%		

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## Attachment B

### Yuma County Intergovernmental Public Transportation Authority Organization Chart (2/1/2014)



*The Administrative Assistant responsible for FTA compliance reports directly to the Transit Director.*

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## Attachment C

**Table 1 Summary Comparison of YCIPTA to Yuma County**

Job Category	Females			Minorities		
	Local Market Availability	Current Employees	Utilization	Local Market Availability	Current Employees	Utilization
Officials and Managers*	38.3%	20%	52.22%	41.74%	60.0%	N/A
Professionals	64.4%	100%	N/A	40.2%	100%	N/A
Administrative Support	74.6%	71.43%	95.75%	61.5%	57.14%	92.91%
Operatives	25.1%	19.44%	77.45%	78.5%	88.89%	N/A
Laborers	18.2%	0	0	89.1%	100%	N/A
Service Workers	54.1%	0	0	75%	100%	N/A

Source: Census EEO-ALLO4W and Number of Current Employees

\* The Census EEO-ALLO4W tabulation, does not disguised the difference between Executive Senior Level Officials/Managers and First/Mid Level Managers; thus this category reflects both categories.

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## Attachment D

# Employee Benefit Plan - July 1, 2013

### TERM

This summary shall remain in effect until amended by Yuma County Intergovernmental Public Transportation Authority (YCIPTA) Board of Directors. *Last amendment 7/1/2013.*

### SALARY

Salary schedule as approved by the YCIPTA Board of Directors.

### AT-WILL EMPLOYMENT

Employees shall be considered as at-will employees and may be terminated at anytime by the Transit Director. Transit Director serves at will to the Board of Directors and may be terminated at anytime by the Board of Directors through the Chair.

### WORKWEEK

The workweek will be forty (40) hours per week for all full time employees. The Transit Director established a flexible work schedules in order to meet the needs of the authority and the employee's job responsibilities.

### CELL PHONE REIMBURSEMENT

YCIPTA provides a cell phone reimbursement in the amount of \$20.00 per employee, per month based on usage of their personal cell phone for work related purposes, if an YCIPTA cell phone is not provided.

### BENEFIT ADMINISTRATOR

Yuma Area Benefits Consortium (YABC) through the City of Yuma shall provide benefits to YCIPTA employees for the purposes of Health Insurance, Life Insurance/Accidental Death and Dismemberment, Optional Supplemental Insurance and Employee Assistance Program. SEGAL acts as the administrator of these benefits on behalf of YABC.

### RETIREMENT

Participation in the Arizona State Retirement System (ASRS) is compulsory for all YCIPTA full-time employees. YCIPTA shall withhold both the employee and employer contribution to be forwarded to the Arizona State Retirement System (ASRS) at a rate of 50% YCIPTA and 50% Employee. Contribution is pre-taxed. Terminating employees have the option of leaving funds on deposit until they reach retirement age or withdrawing their contributions; however, matching funds are a pro-rated refund depending on years of service.

**Deferred Compensation:** Employees may participate in a tax sheltered Annuity Plan (457 Plan) through payroll deduction to provide additional retirement income. This compensation deferred plan is 100% Employee deduction and no cost to YCIPTA.

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## **SOCIAL SECURITY**

All YCIPTA employees pay into the Social Security System as required as part of participation in ASRS. The employee and the employer shall contribute the mandatory 6.2% each.

## **MEDICARE**

All YCIPTA employees pay into Medicare. The employee and the employer shall contribute the mandatory 1.45% each.

## **WORKER'S COMPENSATION**

Insurance coverage for medical expenses and loss of income due to on-the-job injury is provided by YCIPTA for all employees. Such injuries should be reported immediately to the Transit Director.

## **UNEMPLOYMENT COMPENSATION**

Employees are covered by Unemployment Insurance. Payments are made by the Arizona State Department of Economic Security in accordance with state laws.

## **ADDITIONAL VOLUNTARY INSURANCE**

Additional voluntary insurance products such as Critical Illness, Cancer, and Universal Life Insurance may be purchased by employees through payroll deduction. Employees may contact City of Yuma Human Resources at 928-373-5125 for additional information.

## **HEALTH AND WELFARE**

YCIPTA through participation with the City of Yuma provides health insurance to YCIPTA employees through YABC. The Plan is administered by a third-party administrator. This plan will pay up to the amounts shown for each Covered Person. Total annual benefits while insured under this plan is one million dollars (\$1,000,000). YCIPTA will contribute an amount for employee plus family towards health insurance which includes medical, pharmacy, dental and vision insurance. Employees are responsible for amounts that exceed the maximum amount.

YCIPTA pays 100% of the employee premium for medical, dental and vision coverage at a total of \$510. Dependent health insurance monthly premiums are as follows: Spouse \$413, Children \$321 and Family \$620. YCIPTA contributes \$124 per month into the employee's Health Savings Account when electing the High Deductible Health Plan (HDHP) coverage. Employees can choose Plan A, Plan B or a HDHP. Since Plan B has a higher deductible as a co-pay than Plan A, \$51.00 per month will be paid back to the employee as taxable income.

## **LIFE INSURANCE**

YCIPTA provide a monthly premium of \$5.50 per month sufficient to maintain \$50,000 basic life insurance which is one time the annual salary for all full-time employees. Employees may purchase additional life insurance for yourself and dependents through Sun Life (Basic and Voluntary Life).

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John Andoh, Transit Director

## LONG TERM DISABILITY

Provided through the Arizona State Retirement System for YCIPTA employees. Pays disability benefits after 6 months. The basic monthly benefit is 66 2/3 percent (66 2/3%) of your monthly compensation as of the date you become disabled. In determining Monthly Compensation, Sedgwick CMS will use the definition of "Compensation" outlined in Arizona Revised Statutes Section § 38-711, subsection 7.

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

Through an EAP, the YCIPTA provides at no cost to the employee, a 24-hour counseling hot-line, 10 counseling sessions per year, and referral services to employees and their families.

Call AETNA 1-888-238-6232 and use Log In Company ID Code: EAP4YABC.

## HOLIDAYS

Paid holidays include the following:

- New Year's Day – January 1
- Dr. Martin Luther King Jr. Day – Third Monday of January
- Washington's Birthday – Third Monday of February
- Memorial Day – Last Monday of May
- Independence Day – July 4
- Labor Day – First Monday of September
- Veterans' Day – November 11
- Thanksgiving Day – Fourth Thursday of November
- Day following Thanksgiving Day – Fourth Friday of November
- Christmas Day – December 25

The Governor of the State of Arizona may proclaim other days as legal holidays. When a holiday falls on Sunday, it is observed on the following Monday. When a Holiday occurs on a Saturday, it is observed on the preceding Friday.

Any other "irregularities" in the holiday schedule will be resolved by the Transit Director.

## PERSONAL TIME OFF

The following information is based on number of hours worked in a pay period.

Years of Completed Service	Hours per Pay Period	Approximate Days Per Year
0-1	7.385	24
2-3	7.692	25
4-9	8.615	28
10-15	9.538	31
16-20	9.846	32
20 and up	10.154	33

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### Yuma County Intergovernmental Public Transportation Authority Board Of Directors

Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe

John Andoh, Transit Director

Transit Director	10.154	33
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**CIVIC DUTY LEAVE**

Civic duty leave is not deducted from employee's leave bank. (If a check from the court is received, employee must turn over to YCIPTA) Jury Duty or Witness of the Court Duty shall be granted leave with pay.

**BEREAVEMENT LEAVE**

Bereavement leave is not deducted from employee's leave bank. For use in the death of an immediate family member, five (5) consecutive working days (40 working hours) is granted.

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**

Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe

John Andoh, Transit Director

**Attachment E**



**Yuma County Intergovernmental Public Transportation Authority**

*2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)*

**EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY**

**Adopted: October 1, 2011**

Yuma County Intergovernmental Public Transportation Authority (YCIPTA) policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

YCIPTA is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in YCIPTA operations and prohibits unlawful discrimination by any employee of YCIPTA, including supervisors and coworkers. YCIPTA considers the attainment of equal employment a major objective and is committed to providing equal employment opportunities to all qualified persons.

YCIPTA will not discriminate with respect to recruitment, hiring, training, promotion, and other terms and conditions of employment. YCIPTA is an EEO employer and makes employment decisions on the basis of merit. All other personnel actions or programs such as compensation, benefits, transfers, layoffs, recalls, YCIPTA-sponsored training, education, tuition assistance, social and recreational programs will be administered in a nondiscriminatory manner. All employment decisions shall be consistent with the principle of EEO policy.

An employee who believes that they have been subject to any form of unlawful discrimination shall provide a verbal or written complaint to the Transit Director. The complaint must be specific and must include the names of the individuals involved and the names of any witnesses. YCIPTA will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation. If the complaint is against the Transit Director, the employee shall make the complaint to the Chair of the YCIPTA Board of Directors or the YCIPTA Legal Counsel.

If YCIPTA determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. YCIPTA will not retaliate against the employee for filing a complaint and will not knowingly permit retaliation by management employees or coworkers.

Approved:

\_\_\_\_\_  
John Andoh, Transit Director

\_\_\_\_\_  
9-26-11  
Date

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**

Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma  
Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Richard Watenpaugh – Town of Wellton,  
Bill Lee – City of Somerton, Brian Golding, Sr – Quechan Tribe, Paul Soto – Cocopah Tribe

John Andoh, Transit Director





	A	B	C	D	E	F	G	H	I	J	K
1	Dept. Job Title	Current %				Availability Factor		% of Under-Utilization		GOAL	
2		MIN		F		MIN	F	MIN	F	MIN	F
3		#	%	#	%						
4		#	%	#	%	MIN	F	MIN	F	MIN	F
5		#	%	#	%	MIN	F	MIN	F	MIN	F
6	Executive Senior Level officials and managers	2	100.00%			41.74%	38.39%		38.39%		
7	First/Mid Level Officials and Managers	1	33.33%	1	33.33%	41.74%	38.30%	8.41%	4.97%		
8	Professionals			1	100.00%	40.20%	64.40%	40.20%			
9	Administrative Support Workers	4	57.14%	5	71.43%	61.50%	74.60%	4.36%	3.17%		
10	Operatives	32	88.89%	7	19.44%	78.50%	25.10%		5.66%		5.66%
11	Laborers	4	100.00%			89.10%	18.20%		18.20%		18.20%
12	Service Workers	2	100.00%			75.00%	54.10%		54.10%		33.33%

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Dept. Job Title	NUMERIC GOALS FOR PROGRAM YEAR								ANTICIPATED WORK FORCE AS OF 6/30/2014	PROJECTED % REPRESENTATION							
2		NEW HIRE			PROMOTIONS			Total			12 MO		2 YR		3 YR		4 YR	
3		Total			Total			Total			MIN	F	MIN	F	MIN	F	MIN	F
4		M	F	MIN	M	F	MIN	MIN	FEM		MIN	F	MIN	F	MIN	F	MIN	F
5																		
6	Executive Senior Level officials and managers									2	100.00%		100.00%		100.00%		100.00%	
7	First/Mid Level Officials and Managers									3	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%
8	Professionals	1	1	1	1			1	1	3	33.33%	33.33%	0.00%	33.33%	300.00%	33.33%	100.00%	33.33%
9	Administrative Support Workers				1					6	66.67%	83.33%	66.67%	83.33%	66.67%	83.33%	66.67%	83.33%
10	Operatives	1	2						2	36	86.11%	25.00%	86.11%	25.00%	86.11%	25.00%	86.11%	25.00%
11	Laborers	1	1							4	50.00%	25.00%	50.00%	25.00%	50.00%	25.00%	50.00%	25.00%
12	Service Workers		1							3	66.67%	33.33%	66.67%	33.33%	66.67%	33.33%	66.67%	33.33%

**EQUAL EMPLOYMENT OPPORTUNITY COMMISSION  
STATE AND LOCAL GOVERNMENT INFORMATION (EEO-4)**

APPROVED BY  
OMB  
3046-0008  
EXPIRES  
12/31/2005

EXCLUDE SCHOOL SYSTEMS AND EDUCATIONAL INSTITUTIONS  
(Read attached instructions prior to completing this form)

DO NOT ALTER INFORMATION PRINTED IN THIS BOX

MAIL COMPLETED  
FORM TO:  
EEO-4 Reporting Center  
PO Box 8127  
Reston VA 20195

**A. TYPE OF GOVERNMENT (Check one box only)**

1. State       2. County       3. City       4. Township       5. Special District  
 6. Other (Specify) Intergovernmental Public Transportation Authority

**B. IDENTIFICATION**

1. NAME OF POLITICAL JURISDICTION (If same as label, skip to Item C)

**Yuma County Intergovernmental Public Transportation Authority**

2. Address--Number and Street <b>2715 E. 14th Street</b>	CITY/TOWN <b>Yuma</b>	COUNTY <b>Yuma</b>	STATE/ZIP <b>AZ / 85365</b>	EEOC USE ONLY A B
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**C. FUNCTION**

(Check one box to indicate the function(s) for which this form is being submitted. Data should be reported for all departments and agencies in your government covered by the function(s) indicated. If you cannot supply the data for every agency within the function(s) attach a list showing name and address of agencies whose data are not included.)

1. Financial Administration. Tax billing and collection, budgeting, purchasing, central accounting and similar financial administration carried on by a treasurer's, auditor's or comptroller's office and		8. HEALTH. Provision of public health services, outpatient clinics, visiting nurses, food and sanitary inspections, mental health, alcohol rehabilitation service, etc.
GENERAL CONTROL. Duties usually performed by boards of supervisors or commissioners, central administration offices and agencies, central personnel or planning agencies, all judicial offices and employees (judges, magistrates, bailiffs, etc.)		9. HOUSING. Code enforcement, low rent public housing, fair housing ordinance enforcement, housing for elderly, housing rehabilitation, rent control.
2. STREETS AND HIGHWAYS. Maintenance, repair, construction and administration of streets, alleys, sidewalks, roads, highways and bridges.		10. COMMUNITY DEVELOPMENT. Planning, zoning, land development, open space, beautification, preservation.
3. PUBLIC WELFARE. Maintenance of homes and other institutions for the needy; administration of public assistance. (Hospitals and sanatoriums should be reported as item 7.)		11. CORRECTIONS. Jails, reformatories, detention homes, halfway houses, prisons, parole and probation activities
4. POLICE PROTECTION. Duties of a police department sheriff's, constable's, coroner's office, etc., including technical and clerical employees engaged in police activities.	<b>X</b>	12. UTILITIES AND TRANSPORTATION. Includes water supply, electric power, transit, gas, airports, water transportation and terminals.
5. FIRE PROTECTION. Duties of the uniformed fire force and clerical employees. (Report any forest fire protection activities as item 6.)		13. SANITATION AND SEWAGE. Street cleaning, garbage and refuse collection and disposal. Provision, maintenance and operation of sanitary and storm sewer systems and sewage disposal plants.
6. NATURAL RESOURCES. Agriculture, forestry, forest fire protection, irrigation drainage, flood control, etc., and PARKS AND RECREATION. Provision, maintenance and operation of parks, playgrounds, swimming pools, auditoriums, museums, marinas, zoos, etc.		14. EMPLOYMENT SECURITY STATE GOVERNMENTS ONLY
7. HOSPITALS AND SANATORIUMS. Operation and maintenance of institutions for inpatient medical care.		15. OTHER (Specify on Page Four)

**D. EMPLOYMENT DATA AS OF JUNE 30**

(Do not include elected/appointed officials. Blanks will be counted as zero)

**1. FULL-TIME EMPLOYEES (Temporary employees are not included)**

JOB CATEGORIES	ANNUAL SALARY (In thousands 000)	MALE						FEMALE				
		TOTAL (COLUMNS B-K)	NON-HISPANIC ORIGIN		HISPANIC	ASIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	NON-HISPANIC ORIGIN		HISPANIC	ASIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE
			WHITE	Black				White	Black			
		A	B	C	D	E	F	G	H	I	J	K
OFFICIALS ADMINISTRATORS	1. \$0.1-15.9											
	2. 16.0-19.9											
	3. 20.0-24.9											
	4. 25.0-32.9											
	5. 33.0-42.9											
	6. 43.0-54.9											
	7. 55.0-69.9											
	8. 70.0 PLUS	3		1	2							
PROFESSIONALS	9. \$0.1-15.9											
	10. 16.0-19.9											
	11. 20.0-24.9											
	12. 25.0-32.9											
	13. 33.0-42.9											
	14. 43.0-54.9											
	15. 55.0-69.9	5	1		1			1				
	16. 70.0 PLUS											
TECHNICIANS	17. \$0.1-15.9											
	18. 16.0-19.9											
	19. 20.0-24.9											
	20. 25.0-32.9											
	21. 33.0-42.9											
	22. 43.0-54.9											
	23. 55.0-69.9											
	24. 70.0 PLUS											
PROTECTIVE SERVICE	25. \$0.1-15.9											
	26. 16.0-19.9											
	27. 20.0-24.9											
	28. 25.0-32.9											
	29. 33.0-42.9											
	30. 43.0-54.9											
	31. 55.0-69.9											
	32. 70.0 PLUS											
PARA- PROFESSIONALS	33. \$0.1-15.9											
	34. 16.0-19.9											
	35. 20.0-24.9											
	36. 25.0-32.9											
	37. 33.0-42.9	1								1		
	38. 43.0-54.9											
	39. 55.0-69.9											
	40. 70.0 PLUS											
ADMINISTRATIVE SUPPORT	41. \$0.1-15.9	1			1							
	42. 16.0-19.9	4						2		2		
	43. 20.0-24.9											
	44. 25.0-32.9											
	45. 33.0-42.9											
	46. 43.0-54.9											
	47. 55.0-69.9											
	48. 70.0 PLUS											

**D. EMPLOYMENT DATA AS OF JUNE 30 (Cont.)**

(Do not include elected/appointed officials. Blanks will be counted as zero)

**1. FULL-TIME EMPLOYEES (Temporary employees are not included)**

JOB CATEGORIES	ANNUAL SALARY (In thousands 000)	MALE						FEMALE				
		TOTAL (COLUMNS B-K)	NON-HISPANIC ORIGIN		HISPANIC	ASIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	NON-HISPANIC ORIGIN		HISPANIC	ASIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE
			WHITE	Black				White	Black			
		A	B	C	D	E	F	G	H	I	J	K
SKILLED CRAFT	49. \$0.1-15.9	36	3		25		1	1		6		
	50. 16.0-19.9											
	51. 20.0-24.9											
	52. 25.0-32.9											
	53. 33.0-42.9											
	54. 43.0-54.9											
	55. 55.0-69.9											
56. 70.0 PLUS												
SERVICE MAINTENANCE	57. \$0.1-15.9	4			4							
	58. 16.0-19.9											
	59. 20.0-24.9											
	60. 25.0-32.9											
	61. 33.0-42.9											
	62. 43.0-54.9											
	63. 55.0-69.9											
64. 70.0 PLUS												
65. TOTAL FULL TIME (LINES 1 - 64)		54										

**2. OTHER THAN FULL-TIME EMPLOYEES (Including temporary employees)**

66. OFFICIALS/ADMIN												
67. PROFESSIONALS												
68. TECHNICIANS												
69. PROTECTIVE SERVICE												
70. PARA-PROFESSIONAL												
71. ADMIN. SUPPORT												
72. SKILLED CRAFT												
73. SERVICE/MAINTENANCE												
74. TOTAL OTHER THAN FULL TIME (LINES 66 - 73)												

**3. NEW HIRES DURING FISCAL YEAR - Permanent full time only JULY 1 - JUNE 30**

75. OFFICIALS/ADMIN												
76. PROFESSIONALS												
77. TECHNICIANS												
78. PROTECTIVE SERVICE												
79. PARA-PROFESSIONAL												
80. ADMIN. SUPPORT												
81. SKILLED CRAFT												
82. SERVICE/MAINTENANCE												
83. TOTAL NEW HIRES (LINES 75 - 82)												

REMARKS (List National Crime Information Center (NCIC) number assigned to any Criminal Justice Agencies whose data are included in this report)

\*\*\*LIST AGENCIES INCLUDED ON THIS FORM\*\*\*

Yuma County Intergovernmental Public Transportation Authority  
Transportation Concepts

CERTIFICATION. I certify that the information given in this report is correct and true to the best of my knowledge and was reported in accordance with accompanying instructions. (Willfully false statements on this report are punishable by law, US Code, Title 18, Section 1001.)

NAME OF PERSON TO CONTACT REGARDING THIS FORM

David Rossman-Robinson

TITLE

Transit Administrative Intern

ADDRESS (Number and Street, City, State, Zip Code)

2715 E 14th Street, Yuma, AZ 85365

TELEPHONE NUMBER

928-539-7076

extension:

239

FAX NUMBER

928-783-0309

DATE 9/30/2013

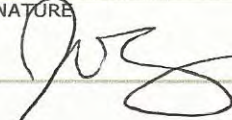
drobinson@ycipta.az.gov

E-MAIL

TYPED NAME/TITLE OF AUTHORIZED OFFICIAL

John Andoh / Transit Director

SIGNATURE





## **Yuma County Intergovernmental Public Transportation Authority**

*2715 East 14<sup>th</sup> Street, Yuma, AZ 85365-1900, Telephone: 928-539-7076, ext 237  
Fax: 928-783-0309, email: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov), Web: [www.ycipta.az.gov](http://www.ycipta.az.gov)*

### **Yuma County Intergovernmental Public Transportation Authority**

#### **ADA Paratransit Plan**

**Updated: May 1, 2014**

**Prepared by: John Andoh, Transit Director**

#### **Definition of Complementary Paratransit Service**

The Americans with Disabilities Act regulations require YCIPTA, as a public entity that operates a fixed route system, to provide complementary paratransit services to individuals with disabilities (that is, service that is comparable to the level of service provided to individuals without disabilities who use the fixed route system). See 49 CFR Sec. 37.131 (a).

#### **Americans with Disabilities Act of 1990 and Americans with Disabilities Act Amendments Act of 2008**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the Americans with Disabilities Act of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations define minimum service characteristics that must be met for this service to be considered equivalent to the fixed route service it is intended to complement. ADA complementary paratransit standards are provided for in 49 CFR §37.123 of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, if the individuals are capable of using the system. It also prohibits public entities from providing services that discriminate against persons with disabilities. The ADA is an opportunity to develop programs that will ensure the integration of all persons into not just the transportation system of America, but all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation,

enhancing the social and economic quality of life for people with disabilities. Specific actions must be taken by public transit agencies to avoid discrimination. For example, the law requires that:

1. All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
2. Public agencies which provide fixed-route public transportation service also must offer similar complementary paratransit services to individuals with disabilities who are unable to use the fixed-route system.
3. New facilities must be accessible.
4. Alterations to facilities must include features to make them accessible.

YCIPTA complies with all requirements of the Americans with Disabilities Act.

### **ADA Effect on Transportation Services Provided By YCIPTA**

The ADA regulations require YCIPTA, as a public entity who operates a fixed route system, to provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route transit system per 49 CFR §37.131(a). ADA regulations require service area to be within  $\frac{3}{4}$  mile of the fixed-route system. Per 49 CFR §37.131(g), public entities may provide complementary paratransit service to ADA paratransit individuals exceeding that required by Sec. 37.131.

### **How YCIPTA's ADA Complementary Paratransit Service Meet The Requirements of the Americans with Disabilities Act Regulations**

Under YCIPTA's Complementary Paratransit Service Plan, the level of service provided to persons determined to be ADA eligible is similar to YCIPTA's fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how YCIPTA's complementary paratransit service meets or exceeds the six service criteria:

1. **Service Area**: YCAT OnCall service must be provided to all origins and destinations within a corridor  $\frac{3}{4}$  mile on each side of the fixed route. Service beyond this area may be provided at YCIPTA's discretion. YCIPTA must coordinate where service areas overlap or are contiguous.

*YCAT OnCall meets this requirement. Service area map is below.*





*YCAT OnCall is not provided on major holidays. As fixed route service ends in a particular area, so does YCAT OnCall.*

5. **Trip Purpose**: Trips must be accepted and handled on an equal basis. There can be no restrictions on trip purposes or prioritizing by trip type.

*Trips are not prioritized or restricted by trip purpose for ADA riders.*

6. **Capacity Constraints**: Service cannot be limited because of capacity constraints. No waiting lists can be maintained, and the number of trips provided to an individual cannot be restricted.

*Service is not limited due to capacity constraints. YCAT OnCall does not maintain waiting lists and trips are not restricted to individuals. Subscription trips are limited to no more than 50% of complementary paratransit service capacity. Because YCAT OnCall is an above ADA service, if necessary, ADA passengers will have priority on an advance-reservation basis, over non ADA passengers, including subscription passengers. The non ADA and ADA-certified passengers are treated equally for requests for same-day service.*

YCIPTA as the public transit provider for Yuma County is the only provider of ADA complementary paratransit services that meets the requirements of the ADA. Saguardo Transportation Service, Achieve, Horizon Human Services, City of Somerton and City of San Luis provided demand responsive services for seniors and persons with disabilities with no restrictions also in various areas of Yuma County. Please review the YMPO - Yuma Regional Transportation Coordination Plan for additional details available at: <http://ympo.org/plans/ympo-regional-transportation-coordination-plan/>

### **Attendant Policy**

Personal care attendants (PCA) will be permitted to accompany ADA eligible riders on ADA eligible trips at no charge. YCIPTA will require that passengers state the need for a PCA when they request ADA eligibility certification. YCIPTA does provide PCA's through its operations contractor at a rate of \$10.00 per hour.

One guest will be allowed to accompany an ADA eligible complementary paratransit passenger on their ADA eligible paratransit trip. More than one guest will be allowed on a space available basis. The PCA is not considered to be a "guest". A guest is required to pay the applicable paratransit fare.

Children under the age of 9 are required to be accompanied by a parent, guardian or another responsible adult.

### **YCIPTA's Origin-to-Destination Assistance Policy**

It is the policy of YCIPTA to provide complementary paratransit services within a  $\frac{3}{4}$  mile radius of YCIPTA's non commuter bus routes. Transportation service is provided by ADA accessible buses or mini-vans.

Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance.

As a result of this policy, YCIPTA bus operators will assist passengers from the door of the bus to the door of the origin or destination point.

### **Shopping Trips**

To ensure timely service, passengers are encouraged only to bring what they can carry on their own or with assistance of a personal care attendant (PCA). Passengers are welcome to bring a collapsible shopping cart on board the vehicle to assist them with their purchases.

### **Trip Cancellation Policy For a Scheduled Trip**

There is no penalty for a cancellation as long as notice is given at least one (1) hour in advance of the scheduled pick up time. Passengers are encouraged to give as much notice as possible if unable to make the appointment. We ask that passengers be cooperative in reducing cancellations. Cancellations are disruptive to the overall operation and the time could have been scheduled by another passenger. If a passenger cancels a trip less than an hour before the scheduled pick up time, it will be a late cancellation and treated the same as a No Show.

Passengers should call Yuma County Area Transit at (928) 783-2235 as soon as known to cancel any trips.

Cancellations can be made by leaving a message on the answering system 24 hours a day 7 days a week, but every effort should be made to call during business hours which are between 8:00 a.m. and 4:30 p.m., Monday through Saturday.

### **No Show Definition and Policy**

YCIPTA request that passengers be ready to be transported a few minutes ahead of schedule. YCIPTA defines a No Show as occurring when all five of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled ADA paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled trip one or more hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup point by the scheduled pick up time.
4. The driver has waited at least 2 minutes beyond the scheduled pick up time, but the customer has failed to board the vehicle or refuses a trip.
5. The driver cannot reasonably see the customer approaching the vehicle.

It is important to note that if a No Show occurs, the return trip is automatically cancelled unless otherwise specified by the customer. This prevents the customer being charged with a No Show.

The following is the No Show policy for complementary paratransit service:

1. If a passenger is not ready at the scheduled pick up time or refuses a trip, the driver will be instructed by dispatch to continue with his/her regular schedule and the trip will be considered a No Show.
2. The drivers have been instructed to radio dispatch in the case of a No Show. When the driver notifies the office of the pending No Show, it must be verified by Dispatch or a supervisor. Dispatch or the supervisor will then enter the information on the Dispatch Screen in the transit dispatching system.
3. The driver must mark the Driver Manifest as a No Show with the correct time of pick up and mileage.
4. When verification is done on the vehicle, No Shows are displayed in verification and then the person doing the verification can send out a No Show letter to the customer. For visually-impaired customers, a phone call will be made in addition to the letter.
5. No Show letters are sent out monthly.

#### **Policy Relating to Suspension of Riding Privileges Due to Excessive No Shows or Late Cancellations or Inappropriate Conduct**

YCIPTA reserves the right to suspend service to an individual who, for reasons within his or her control, has a “pattern or practice” of missing scheduled trips. This provision does not apply to trips that are missed for reasons that are beyond the passenger’s control, (including trips which are missed due to YCIPTA error). YCIPTA also reserves the right to suspend service to an individual who engages in violent, seriously disruptive or illegal conduct on a paratransit vehicle or to a paratransit driver. Before suspending service, YCIPTA will take the following steps:

1. After an individual has missed three scheduled trips within 30 consecutive days for reasons within his/her control, YCIPTA will notify the individual in writing of the proposal to suspend service and the proposed sanction.
2. Upon receipt of the suspension, YCIPTA will provide the individual with the opportunity to be heard and to present information and arguments to an individual not involved with the initial decision to suspend service to the individual.
3. After giving the individual the opportunity to be heard and to provide information and arguments contrary to the proposal to suspend service, YCIPTA will provide notification of the decision and the reasons for it.

## **Appeal Process for Suspension of Service Due To No Shows or Inappropriate Conduct**

The appeals process was established to create an objective and unbiased process for ADA paratransit eligibility, no-shows, fare evasion and late cancels.

If an application for ADA paratransit certification is denied, a passenger continuously received no-shows or late cancels or willfully refused to pay fare while boarding buses and was suspended from service; the applicant may file an appeal within 65 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 65 calendar day deadline.

An appeal must be filed with the Yuma County Intergovernmental Public Transportation Authority and directed to the YCIPTA Transit Director by telephone at (928) 539-7076, extension 237, TDD/TTY at 711, through the Relay Service, by fax at (928) 783-0309; in writing or in person at: 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. The applicant shall identify their name, address, telephone number and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

Once a request for an appeal has been made, the appeal will be granted or a hearing date shall be established and the applicant (appellant) notified with 14 business days. If necessary, YCIPTA will arrange for transportation for the appellant, to and from the appeal hearing. Transportation will be provided at no cost from any location within the YCAT OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, YCIPTA will not provide transportation for the representative, advocate, or witness (es).

Your appeal will be heard by the YCAT Community Transit Committee. The Committee is not involved in the initial certification process or does not have prior knowledge of why the appellant was suspended from YCAT OnCall service.

Upon receipt of your letter, the Transit Director will set up a meeting with the YCAT Community Transit Committee. You will be notified by mail on the date and time of this meeting. YCIPTA will schedule and conduct hearings as soon as is administratively possible. If no decision is made within 30 days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative, advocate or witness (es) with you to this meeting. The YCAT Community Transit Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the YCAT Community Transit Committee decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The YCAT Community Transit Committee decision is final.

### **Types of Paratransit Service that YCIPTA Offers**

YCIPTA's complementary paratransit service for ADA eligible users will be origin-to-destination service. This includes:

1. Origin-to-Destination paratransit service;
2. Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip;
3. Paratransit feeder service to a neighboring jurisdiction, such as Imperial Valley Transit for service to El Centro via Route 3;
4. Coordinated paratransit service with a commercial bus line, such as Greyhound.

### **Types Of Vehicles Used For Transportation**

YCIPTA uses low floor minivans and small passenger cutaway buses that are high floor with wheelchair lifts.

### **Pick Up Times**

Passengers will be given an approximate time of pick up when calling to make an appointment.

Passengers must be ready to go at the pre-arranged time and place. Passengers are encouraged to be ready to be transported a *few minutes* ahead of schedule. There may be times when traffic, road conditions and/or weather conditions may delay your vehicle. Our drivers have been instructed to wait at a residence for a period not to exceed five (5) minutes from the scheduled pick up time.

### **Return Trips After Appointment**

When arranging for transportation, passengers must schedule a return time at a pre-arranged location unless the trip is for medical purposes. For medical trips, passengers can call (928) 783-2235 when ready to return. The first available driver will be dispatched to pick up the passenger.

### **Lift and Securement Use Policy**

In accordance with the regulations, YCIPTA will provide service to all common wheelchairs and their users. A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are

defined to include three-wheeled and four-wheeled mobility aids. Three-wheeled scooters and other non-traditional designs will be transported.

Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift. The passenger is responsible for getting onto the lift with minimal driver assistance.

Use of the securement system on YCIPTA's vehicles will be a required condition of service. All wheelchairs and mobility devices must be secured to YCIPTA's satisfaction before transport. When transporting passengers using three-wheeled wheelchairs or other mobility devices, YCIPTA can request that the passenger transfer into a bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. YCIPTA does not provide wheel chairs or other mobility devices.

### **Accommodating Other Mobility Devices, Life Support Equipment or Service Animals**

YCIPTA will permit the use of a lift for Segway or other personal transportation devices when used as a mobility device by eligible customers as long as it does not exceed the size and weight standards for a common wheelchair (30 x 48 inches and not exceeding 600 pounds including the user) per 49 CFR §37.3. Securement provisions do not apply. In accordance with Americans with Disabilities Act (ADA), all paratransit passengers will be permitted to travel with service animals trained to assist them. The Department of Transportation ADA Title II regulations (29 CFR § 35.104) define a service animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

People with disabilities who use service animals will not be charged extra fees, isolated from other patrons, or treated less favorably than other patrons.

A person with a disability cannot be asked to remove his/her service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly) or (2) the animal poses a direct threat to the health or safety of others. YCIPTA will not provide care or food for a service animal or provide a special location for it to relieve itself. Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals. Passengers will also be permitted to travel with respirators, portable oxygen and other life support equipment. Travel with this equipment will only be denied if it violates rules concerning the transportation of hazardous materials.

### **Other Assistance**

Note: All material made available to applicants and passengers of YCIPTA's complementary paratransit service will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document.

Those persons who would like to learn how to use the lift-equipment on an accessible fixed route bus can practice on a vehicle that is not in regular service. Whenever possible, YCIPTA will try to make available a demonstration, which can be attended by all interested persons, and will arrange specialized transportation services to such sites for those who need it. YCIPTA staff may be able to accompany you on all or part of your first trip if advance arrangements are made. YCIPTA will make mobility training available upon request.

### **Attachments:**

- YCIPTA ADA Policy
- Matrix of ADA Paratransit Compliance
- Minutes Adopting ADA Paratransit Plan and Policy – 1/23/2012
- YCAT OnCall Brochure
- YCAT OnCall Eligibility Application
- YCAT OnCall Appeals Application
- YCAT OnCall Rider's Guide
- YCAT System Summary – Effective April 7, 2014
- 2010 Yuma County Population Information
- YCAT Fleet Inventory





## **Yuma County Intergovernmental Public Transportation Authority**

2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, Telephone: 928-539-7076, ext 237 – Fax: 928-783-0309  
email: [jandoh@ycipta.org](mailto:jandoh@ycipta.org) - Web: [www.ycipta.org](http://www.ycipta.org)

### **AMERICANS WITH DISABILITIES ACT (ADA) POLICY**

**Adopted: October 1, 2011**

It is the policy of the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, including but not limited to those stated below, in all activities, operations and relationships with—and accommodations of—employees, client-customers, and the general public.

The ADA requires that persons with disabilities receive the same level of service from transportation as non-disabled persons. Services that are “separate but equal” are not acceptable (i.e. all individuals using wheel chairs on one bus and everyone else on another bus).

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 ADA as amended, include but are not limited to the following requirements:

Lift Vehicle Availability: As required by the ADA, YCIPTA shall maintain a 100% wheelchair accessible fleet to ensure that persons needing a wheelchair have equivalent access to our transportation services as ambulatory persons.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on YCIPTA vehicles are maintained to a high level, so that persons needing these features receive equivalent service to persons not needing those features.

Adequate Time for Vehicle Boarding and Disembarking: As required by the Americans with Disabilities Act (ADA), YCIPTA provides adequate time for boarding and disembarking our vehicles for persons with disabilities.

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
Robert L. Pickels, Chairman - Yuma County, Greg Wilkinson, Vice Chairman - City of Yuma,  
Dr. Larry Gould - Northern Arizona University, Dr. Glenn Mayle – Arizona Western College,  
Ralph Velez - City of San Luis, Rodney Rinehart – Town of Wellton, Bill Lee – City of Somerton

John Andoh, Transit Director

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, persons using our transportation service may bring respirator, portable oxygen, 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 vans safely and without obstructing the aisle and/or block emergency exits.

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 disabilities, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, are accepted on YCIPTA vehicles.

Training in Wheelchair Securement, Sensitivity to Passengers: As required by the ADA, YCIPTA transit operators (drivers), through the Transit Operations Contractor are trained to proficiency in the use of wheelchair equipment on board our vehicles and in passenger sensitivity. This training is provided by a "Certified Trainer" through the Transportation Safety Institute (TSI) training prior to being released to drive for YCIPTA.

Approved:



\_\_\_\_\_  
John Andoh  
Transit Director

\_\_\_\_9-26-11\_\_\_\_\_  
Date

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**Yuma County Intergovernmental Public Transportation Authority Board Of Directors**  
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John Andoh, Transit Director

ADA Requirement	YCAT OnCall Performance	Meets Requirements?
<b>Service Area</b>		
ADA paratransit service must be offered in all areas defined as being within 3/4 mile of a fixed route.	YCAT OnCall service is provided within 3/4 mile of scheduled YCAT fixed route service that is non-commuter or non-deviated.	YCAT OnCall meets this ADA requirement.
<b>Coverage</b>		
Service must be offered during the days and times when fixed route service is offered.	YCAT OnCall service is provided in parallel to fixed route service hours throughout the YCAT service area.	YCAT OnCall meets this ADA requirement.
<b>Fares</b>		
Fares for ADA paratransit may be up to twice the cash fare for equivalent fixed route service for riders who are not mobility limited.	The adult non-commuter cash fare for YCAT fixed route service is \$2.00. YCAT OnCall is \$4.00 per one way passenger trip.	Cash fare is in full compliance- charging the maximum fare allowable by ADA.
<b>Eligibility</b>		
Individuals who are unable to use fixed route transit due to a disability or mobility impairment must be eligible for paratransit.	YCAT OnCall provides demand-response service to ADA-certified registrants only.	YCAT OnCall meets this requirement.
<b>Reservations</b>		
Must be able to make "next day" reservation. Longer reservations and standing reservations may be offered.	YCAT OnCall accommodates advance bookings from 1 to 7 days in advance. Subscriptions bookings are accommodated.	YCAT OnCall meets this ADA requirement.
<b>Trip Purpose and Trip Limit Restrictions</b>		
There may be no prioritization or limitation placed on trip purposes, and there may be no limit on the number of trips an individual may take on paratransit.	There are no trip purpose restrictions or limits on the number of trips an individual can book. Service to non-ADA registrants is provided on a space available basis.	YCAT OnCall meets these ADA requirements.
<b>Subscription Trips or Standing Orders</b>		
Subscription trips or standing orders may not exceed 50% of capacity during any time period when capacity is limited.	Rule does not apply if there are no trip denials.	YCAT OnCall meets this ADA requirement.
<b>Passenger Assistance</b>		
Curb-to-curb service is required, with passengers traveling from their residence or destination locations to and from the vehicle.	YCAT OnCall provides door to door service.	YCAT OnCall exceeds this ADA requirement.
<b>Capacity Limitations</b>		

<p>Under a recent ADA legal interpretation, no trip request booked at least one day in advance can be denied. However, agencies can offer travel time alternatives within one hour before or after the originally requested drop off or pick up time.</p>	<p>YCIPTA does not deny time call bookings. However, same day bookings can be denied because of capacity constraints. Passengers are offered alternative times or simply, the bus will pick them up when free.</p>	<p>YCAT OnCall meets this ADA requirement.</p>
<p><b>Guests and Attendants</b></p>		
<p>Guest who may or may not have mobility limitations may ride the paratransit service provided they have reserved in advance, pay the full fare for their ride and are subject to capacity constraints. Attendants who are required to assist a rider with mobility may ride at no charge, provided they are registered as a Personal Care Attendant (PCA) and have reserved in advance.</p>	<p>YCAT OnCall transports and does not charge a fare for PCAs traveling with ADA registrants. YCAT OnCall provides service to children and companions on a space available basis.</p>	<p>YCAT OnCall exceeds this ADA requirement.</p>
<p><b>Vehicle Design</b></p>		
<p>Vehicles must be designed to accommodate both ambulatory passengers and persons using an electric wheelchair, scooter or non-powered wheelchair.</p>	<p>YCAT OnCall operates a fleet of wheelchair accessible cutaway vehicles as well as passenger minivans. YCAT OnCall operates sufficient wheelchair accessible vehicles to meet wheelchair capacity requirements.</p>	<p>YCAT OnCall is in compliance.</p>

## Welcome Aboard!

Welcome to YCAT OnCall! The Yuma County Intergovernmental Public Transportation Authority (YCIPTA) operates this door to door demand responsive transportation within throughout the entire southwestern areas of Yuma County within a 3/4 mile radius of either side of a Yuma County Area Transit (YCAT) route and in accordance with the Americans for Disabilities Act (ADA). YCAT OnCall can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs. **Service is available when YCAT buses are in operation, Monday through Saturday.**

See Where it Takes You and we hope you will enjoy your ride on YCAT OnCall.

## Eligibility and Service Hours

Service is provided within 3/4 of a mile of either side of a YCAT non commuter fixed route bus operating within Yuma County for ADA certified passengers.

**Seniors and those that are not ADA certified are no longer eligible to ride YCAT OnCall.**

Service hours are generally from 5:50 am to 7:30 pm, Monday through Friday and 9:15 am to 6:30 pm on Saturday. There is no service on Sundays or holidays (New Years, Dr. Martin Luther King, Jr, Presidents, Memorial, Independence, Labor, Veterans, Thanksgiving or Christmas Days). As YCAT service ends for the day, so does YCAT OnCall for that particular area.

Other passengers that do not meet the eligibility criteria listed above cannot ride YCAT OnCall.

**Call (928) 783-2235, 511 (toll free) or TDD/TTY 711 through the Relay Service for reservations.**

## Reservations

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken Monday-Saturday from 8:00 am to 6:00 pm. There is a voice mail box for reservations made after hours. Limited same day service may be available.

## Fares—Effective January 9, 2012

**Fares are paid for each one-way trip.** Bus operators only accept cash. **No round trip fares are allowed.** Passengers who repeatedly do not pay the fare may be subject to suspension of service that may range from 30 days to 1 year, depending on the severity. **Fares are subject to change.**

**Exact fare is required — No change is given!**

Category	One Way	10-Ride
One Way	<b>\$4.00</b>	<b>\$35.00</b>
Personal Care Attendant (PCA) for ADA certified passenger	<b>FREE</b>	<b>N/A</b>
Up to four (4) Children under 5 with a fare paying passenger age 16 years old or older	<b>FREE</b>	<b>N/A</b>
Transfers to /from YCAT Fixed Routes	<b>FREE</b>	<b>N/A</b>
Upgrade using Day YCATPass, 10-Ride YCATPass or Monthly YCAT-Pass from YCAT to YCAT OnCall	<b>\$2.00</b>	<b>N/A</b>
Buddy Fare (5 or more passengers traveling from/to same location)	<b>\$2.00 per person</b>	<b>N/A</b>

10-RidePasses for YCAT OnCall are on sale at 2715 East 14th Street, Yuma, AZ 85365 as well as Somerton & San Luis City Halls, Wellton Town Hall, Quechan Casino Resort Gift Shop, Paradise Casino Gift Shop, Gonzo's Super Save USA, all Circle K stores in Yuma County and APS offices in Yuma and San Luis. 10-RidePasses can be purchased through the mail, by mailing a check or money order (payable to YCIPTA) and the number of 10-RidePasses requested to YCIPTA, 2715 East 14th Street, Yuma, AZ 85365.

## Call Us.....We'll Be Around!

For comments, concerns, questions or suggestions regarding YCAT and YCAT OnCall services please contact John Andoh, Transit Director by calling: (928) 539-7076, extension 237, fax to: (928) 783-0309, writing to: Yuma County Intergovernmental Public Transportation Authority, 2715 East 14th Street, Yuma, AZ 85365 or by emailing: jandoh@ycipta.az.gov.

## Wheelchairs

All YCAT vehicles are fully equipped with a wheelchair lift and a wheelchair securement area with space for up to two wheelchairs. The bus operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.

## Flex Route Services

YCAT offers flex route service on YCAT Brown Route 3, Purple Route 6, Violet Route 7, Gold Route 8 and Turquoise Route 10 (within El Centro). A flex route is a bus that travels on a route and with a reservation 60 minutes in advance or by asking the bus operator, the bus will travel up to 3/4 or 1 1/2 mile off the route to take the passenger to their direct destination. This service is available for an additional \$2.00. on top of the regular fare. Deviations are limited to the first four passengers and may not be available if the route is running late. Call us for details.

## Visitors on YCAT OnCall

If you are visiting Yuma County and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on YCAT OnCall. Simply call (928) 783-2235 or TDD/TTY: 711 though the Relay Service to be added to our client list. After 21 days, you will need to certify with YCAT OnCall.

## Mobility Training

You can learn how to ride fixed route transit buses for free! Mobility Training is available for anyone wanting independence, a lower cost transit trip. Mobility Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this **FREE** service, call (928) 783-2235. All passengers participating in mobility training will get a free 10-Ride YCATPass for use on YCAT fixed routes.

## Western Arizona Council of Governments Service

This program is available to seniors age 60 years old or older and persons with disabilities traveling for shopping, pharmacy, medical appointments and senior center trips that are local to their area, Monday through Friday. **Call 1-800-782-1886 to apply.**

*Funding to support this service was provided in part or whole by grants through the Administration on Aging, the Arizona DES-DAAS and WACOG-AAA.*



## YCAT OnCall Informational Brochure

**See Where It Takes You!**



**Demand Responsive ADA  
Complementary Paratransit  
Service throughout the Southwest  
Yuma County**

**Telephone: (928) 783-2235**

**Toll Free: 511**

**TDD/TTY: 711**

**www.ycat.az.gov**



**Effective Tuesday, September 2, 2013**

## Tips for Riding

- YCAT OnCall is a door-to-door demand responsive service. Bus operators may only assist passengers to the door of a home, building or entrance of a facility as long as they are within the line of sight of their vehicle. YCAT OnCall vehicles cannot be left unattended.
- Any other additional assistance will require the use of a personal care attendant (PCA). A PCA can accompany a person with disability at no additional charge.
- Space is limited, so limit yourself to five packages, that you can carry. That will leave room for more people on the vehicle.
- Just like the bus, YCAT OnCall operate on a schedule. **Your pick up window is 30 minutes before or after the time requested.** We can't delay other passengers by waiting for anyone. Our drivers will only wait five minutes and drive on if the passenger has not arrived at the pick-up location.
- **Subscription Service**—For passengers that have a regular travel pattern (for the same trip on multiple days), subscription service is available on a limited basis. This puts passengers on a regular schedule, so you do not need to request every trip individually. YCAT OnCall must be able to accommodate all trips, so we can only accommodate a very limited number of subscription requests. Please call us for more details on this service.
- Passengers with service animals or traveling with a respirator or portable oxygen supply are welcome on YCAT OnCall.
- All passengers are strongly encouraged to wear seatbelts. Wheelchair passengers will wear a lap belt. Child car seats are not provided, passengers must provide their own child car seats.

**Remember—YCAT OnCall is a shared ride experience. You may have other riders on the same bus as you.**

## Trip Cancellations

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than two hours, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. Any passenger who has three no-show or five late cancellations (based on 10% or greater of trips made) within a 30-day period will be suspended from using YCAT OnCall for a 7-day period with longer suspensions for repeat offenders. **Please review the YCAT OnCall Rider's Guide for more details.**

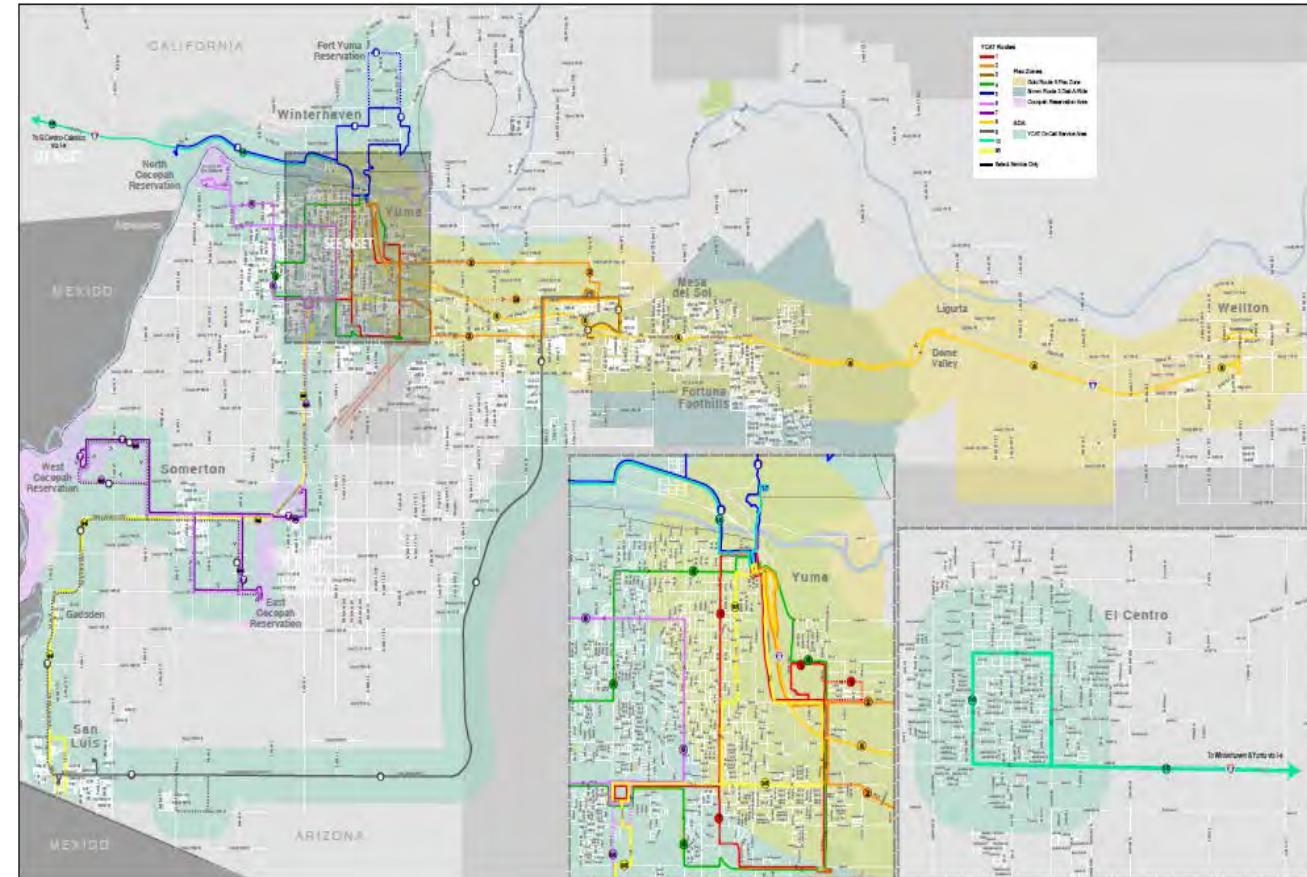
## ADA Certification is Your Ticket to Ride

YCAT OnCall is reserved for those who need us—qualifying persons with disabilities unable to board YCAT buses or access a bus stop due to their disability. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling (928) 783-2235 (TDD/TTY: 711 through the Relay Service) or downloading from [www.ycat.az.gov](http://www.ycat.az.gov). Once you fill out the application, mail the application to YCIPTA. As part of the application process, you may be called to verify information on the application or you may be asked to attend an in-person assessment of your disability. Once the application process has been completed, you will receive a decision by mail in 21 days. Your decision may indicate:

- **Unconditional certification**—You may call YCAT OnCall to schedule transportation right away.
- **Conditional certification**—You are eligible to ride YCAT OnCall under the conditions outlined in the letter. You may reapply at any time should you feel that your circumstances change.
- **Denial of certification**—YCIPTA has reviewed your application & determined that you possess the skills and abilities to use regular transit service. You may reapply at any time should you feel that your circumstances change.

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling YCIPTA or visiting [www.ycat.az.gov](http://www.ycat.az.gov).

## YCAT OnCall Service Area Map



A service of the Yuma County Intergovernmental Public Transportation Authority operated through a contract with Transportation Concepts of Irvine, California

## YCAT ONCALL ADA PARATRANSIT CERTIFICATION APPLICATION

### PLEASE READ ENTIRE APPLICATION BEFORE FILLING OUT THE FORM

The Americans with Disabilities Act of 1990 (ADA) is federal legislation prohibiting discrimination against people with disabilities. One of the overriding principles of the ADA is to ensure that all people have equal access to public transportation. In order to ensure access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. For people who are unable, due to a physical or mental disability (including mobility or cognitive impairments) to independently use the public fixed-route transportation (YCAT), complementary paratransit services must be made available.

If you believe that you have a disability (including mobility or cognitive impairments), which prevents you from independently using the YCAT fixed-route transportation facilities and/or buses, please complete this application form and return it to the Yuma County Intergovernmental Public Transportation Authority, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. The completed application can also be sent by FAX to (928) 783-0309 or email to [info@ycipta.az.gov](mailto:info@ycipta.az.gov). The questions on this form are designed to provide assistance in determining your eligibility for paratransit service.

Your completed application will be reviewed and a decision regarding your eligibility for paratransit service will be made within 21 days. You may be found eligible for paratransit services for your travel needs, or you may be found capable of using the YCAT fixed route system. If you disagree with the decision made regarding your eligibility status, you may appeal the decision. It is possible that upon review of your application, you may be asked to provide additional information. All information requested throughout the certification process will be kept confidential.

Not everyone with a disability can ride YCAT OnCall ADA Paratransit priority service because that is not the intent of the ADA. Paratransit service is intended to function as a transportation **safety net** for individuals with cognitive or physical disabilities whose impairment prevents the use of the YCAT fixed route system. The ADA stresses the importance of persons with disabilities having the opportunity, encouragement, and/or training to use fixed-route transportation (YCAT) as a means to integrate more fully into society.

If you have any questions about the YCAT OnCall ADA Paratransit priority service application process, or the YCAT OnCall service in general, please call (928) 783-2235.

**A large print, Braille and cassette version of this application is available upon request by calling (928) 783-2235 or TTD/TTY: 711 through Relay Service. These requests will take seven business days to process.**

## HOW TO BECOME CERTIFIED ON YCAT ONCALL FOR ADA PRIORITY SERVICE

There are three ADA categories of eligibility when filling out this application. Priority service is given to those who meet ADA eligibility requirements. All others ride YCAT OnCall and YCAT flex route deviation service is available on a space-available basis. ADA certified passengers will never have their trip denied.

1. Fill out **Step 1** of the application.
2. Complete the certification section that applies to you in **STEP 2**. Check **A-1, A-2 and/or A-3**.
  - A. ADA ELIGIBLE: Do you have a disability which makes using YCAT fixed route buses impossible (**A-1**), accessing a YCAT fixed route bus stop (**A-3**) and/or boarding a YCAT fixed route that is not yet accessible (**A-2**)? Then check Step 2, section (A) and select criteria **A-1, A-2** or **A-3**, whichever applies to your situation. Have your physician, or authorized human service agency representative explain your disability by completing **Step 4** of the application.
3. Complete the Supplemental Questionnaire on page 4. The information provided in the Supplemental Questionnaire will not be used to determine your eligibility. This information is to assist the YCAT staff in meeting any special needs or service requirements you may have.

Mail, or return the completed application and questionnaire to: Yuma County Intergovernmental Public Transportation Authority, 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. To expedite processing the completed application and questionnaire can be faxed to YCAT OnCall at (928) 783-0309 or emailed to [info@ycipta.az.gov](mailto:info@ycipta.az.gov). It is important that you complete all applicable portions of this application—type or print please. Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.

If you are certified eligible for paratransit service, you will be contacted to take a photo for your YCAT OnCall ADA Identification Card and receive a YCAT OnCall Rider's Guide within 21 days. If you are denied ADA eligibility, you may appeal the decision to the Yuma County Intergovernmental Public Transportation Authority. Your appeal will be heard by the YCAT Community Transit Advisory Committee within 65 days of an appeal form being filed out. You may also contact the YCIPTA Transit Director at (928) 539-7076 or via email at [info@ycipta.az.gov](mailto:info@ycipta.az.gov) for details on the appeal process or hearing results.

If you have any questions about the YCAT OnCall ADA Paratransit priority application process, please call (928) 783-2235 or email [info@ycipta.az.gov](mailto:info@ycipta.az.gov).



**YCAT ONCALL ADA PARATRANSIT PRIORITY SERVICE**

All information on this form will be kept confidential

**READ ACCOMPANYING INSTRUCTIONS BEFORE COMPLETING THIS FORM**

**STEP 1** TO BE COMPLETED BY ALL APPLICANTS

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
Street City Zip Code

DATE OF BIRTH \_\_\_\_\_ AGE: \_\_\_\_\_

**STEP 2** CHECK THE APPROPRIATE BOX – Certification based on:

A.  **ADA Eligible.** Under the Americans with Disabilities Act of 1990, Individuals must meet one or more of the following criteria in order to be certified as ADA eligible. Check the appropriate box or boxes which best describes the applicant’s condition.

**A-1** I certify that the above named individual, because of their disability, cannot INDEPENDENTLY board, ride, and/or disembark from any bus in the YCAT fixed route system.

**A-2** I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from riding YCAT fixed routes because the YCAT fixed route is not yet 100% accessible.

**A-3** I certify that the above named individual has a disability related condition(s) that PREVENTS him/her from getting to or from a YCAT fixed route bus stop.

GO TO **STEP 4**. HAVE YOUR PHYSICIAN OR AUTHORIZED HUMAN SERVICE AGENCY REPRESENTATIVE EXPLAIN YOUR DISABILITY AND HOW IT PREVENTS YOU FROM RIDING YCAT.

**STEP 3** FOR ADA DISABILITY CERTIFICATION: your physician or an authorized human service agency representative must sign this form. Authorized agencies are:

SMILE – Independent Living Center  
DaVita Dialysis Center  
Western Arizona Council of Governments  
Yuma County Health Services District  
Yuma Regional Medical Center  
Sunset Community Health Center  
SAAVI  
ACHIEVE Human Services  
Horizon Human Services  
Arizona Department of Economic Security



## SUPPLEMENTAL QUESTIONNAIRE

ANSWERING THE FOLLOWING QUESTIONS WILL ENABLE US TO SERVE YOU BETTER

1. Are you able to board the bus without assistance? Yes [ ] No [ ]
2. Do you have any vision impairment or limitation? Yes [ ] No [ ]
3. Do you have any hearing impairment or limitation? Yes [ ] No [ ]
4. Do you use any of the following aids to mobility? (Check all that apply)  
Manual Wheelchair [ ] Electric Wheelchair [ ] Powered Scooter [ ]  
Cane [ ] Crutches [ ] Guide Dog [ ] Other: \_\_\_\_\_
5. Do you require the use of an oxygen tank? Yes [ ] No [ ]
6. Do you require a Personal Care Attendant (PCA)? Yes [ ] No [ ]
7. Is your residence equipped with a wheelchair ramp? Yes [ ] No [ ]
8. Are you able to use and communicate with a telephone? Yes [ ] No [ ]  
Use a TDD and or TTY? Yes [ ] No [ ]
9. Are you able to make or cancel your own appointments and travel arrangements? Yes [ ] No [ ]

If not, who will make them for you? \_\_\_\_\_

10. Is there any other information which would be helpful to us to ensure we provide you with our best service? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. In case of emergency notify:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Relationship \_\_\_\_\_

I **certify** that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services. I agree to abide by the rules and procedures of the YCAT OnCall program (see page 8). **I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit, in order to assist in the determination of eligibility.**

---

Applicant's Signature

---

Date

### PROFESSIONAL AUTHORIZATION

I hereby authorize (Enter the name, address and phone number of the licensed professional familiar with your disability or health related condition):

---

Name, Address, City, State, Zip Code

---

Telephone Number

---

Title

to release to Yuma County Intergovernmental Public Transportation Authority the necessary information about my disability in order to certify my eligibility for paratransit services. The information released will be used solely to determine my eligibility. I realize that I have the right to receive a copy of this authorization. I understand that I may revoke this authorization at anytime.

Enter the name of the applicant and the date signed:

---

Print Applicant's Name

---

Date

---

Applicant's Signature

## PHYSICIAN OR CERTIFYING AGENCY REPRESENTATIVES

### **ADA GUIDELINES FOR CERTIFICATION PLEASE READ CAREFULLY BEFORE CERTIFYING THE APPLICANT**

The Americans with Disabilities Act of 1990 (ADA) states that a public transit operator, which has a fixed-route bus system, like YCAT, must also operate a complementary paratransit service (YCAT OnCall) for those persons not able to use the regular fixed route buses.

The criteria for certifying that a person is eligible under ADA to ride YCAT OnCall are:

### **IS THE APPLICANT FUNCTIONALLY ABLE TO RIDE THE REGULAR YCAT FIXED ROUTE BUS SYSTEM AND ARE THEY ABLE TO GET TO AND FROM A BUS STOP?**

Many people with either cognitive or physical disabilities are able to ride YCAT. Many agencies will help to travel train their clients on how to ride the regular bus system. All buses in the YCAT fixed route system meet ADA accessibility standards.

**HOWEVER**, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** from the regular YCAT fixed route bus, they are eligible to ride YCAT OnCall under ADA guidelines (**A-1**).

Some examples are:

Inability to climb steps; cognitive inability to use the YCAT fixed route system including transfers, fare payment and stop signaling; severe mental retardation; severe lack of coordination/motor function; psychiatric disabilities causing disorientation; Alzheimer's disease; vision impairments, etc.

**A second category**, if a person with a disability cannot **INDEPENDENTLY** board, ride or **disembark** the regular YCAT fixed route bus because it is not yet accessible, they are eligible to ride YCAT OnCall under ADA guidelines (**A-2**).

**A third category (A-3)** of eligibility includes individuals who have specific impairment-related conditions that **PREVENTS** them from getting to or from a bus stop.

Some examples are:

Chronic fatigue and excessive distance to the YCAT fixed route bus stop; special sensitivity to high or low temperature; severe cardiac conditions; dialysis; radiation/ chemotherapy; a cognitive disability which impairs the ability of the individual to remember and follow directions; physical obstructions such as lack of curb cuts for wheelchairs, etc.

If the person meets one of the three criteria listed above, they are eligible under ADA, and thus, Section A should be marked appropriately on the application form.

For more information or questions on this application, please call YCAT OnCall at (928) 783-2235 or email [info@ycipta.az.gov](mailto:info@ycipta.az.gov).

## YCAT ONCALL RULES AND PROCEDURES

*Please refer to the YCAT OnCall Rider's Guide for More Details on Additional Rules*

**Reserving a YCAT OnCall Trip:** An ADA certified rider must call prior to 5:00 PM the day before (or up to seven (7) days in advance) if they wish to ride YCAT OnCall. YCAT OnCall will make every effort to schedule ADA certified passengers for a ride within one hour of their scheduled time.

**Subscription Policy:** Subscription service is the practice of providing repetitive trips over an extended period of time without the passenger calling to request each trip. According to ADA guidelines, this service may not absorb more than 50% of the trips available on a given day. It is the responsibility of the passenger to reconfirm all subscription trips, which are scheduled after holidays, school vacations, or other breaks in service.

**Meeting the Bus:** Passengers must be ready to go 30 minutes before or after their scheduled pick up time. The driver will wait for five minutes. If you miss your ride, you will have to call again, but may not get a ride for at least one hour or more. If the bus is more than 30 minutes late, passengers will not be considered a no-show, if they are not present when the bus arrives. If the bus is early, the driver must wait until the start of the window unless the passenger is ready to go.

**No-Shows and Cancellations:** If you do not need a ride after you have scheduled one, please call and cancel as soon as possible, but no less than two (2) hours before your pick up time. No-shows and those who do not cancel ahead of pick up time, or attempt to cancel after the bus has arrived will be considered a no-show. Three no-shows or five late cancels in a 30-day period will be cause for suspension of YCAT OnCall service for up to seven (7) days.

**Visitors:** Visitors to the Yuma County area that are ADA-certified by another transit system may ride YCAT OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on YCAT OnCall if they wish to continue to ride.

**Companions:** While riding on YCAT OnCall, each ADA-certified passenger can ride with one Personal Care Attendant (PCA), who provides individual assistance to qualified passengers. PCA's are not charged for the trip. The PCA must travel to and from the same destination as the passenger. Additional companions may be accommodated on a space available basis. Companions pay full fare and must travel to and from the same destination as the passenger.

**Children:** Children four and under ride free, but must be accompanied by a fare paying adult age 16 years old or older. Children under 9 may not ride by themselves.

**Seat Belts and Safety Belts:** Passengers must wear at all times seat belts for ambulatory riders and safety lap belts that are secured to the floor of the van for riders using wheelchairs and electric scooters. Passengers are required to follow other safety precautions given by the driver.

**Shared Rides:** YCAT OnCall is a shared ride experience. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

**Wheelchair Size and Weight Restriction:** Wheelchair lift on the buses are designed to lift common wheelchairs and bus operators are not allowed to exceed the manufacturer requirements for lifting a common wheelchair with occupant included.

**Denial of Service:** YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.

**Yuma County Intergovernmental Public Transportation Authority (YCIPTA)  
Appeal Process for ADA Paratransit Eligibility Determination,  
No-Shows, Fare Evasion and Late Cancels**

The appeals process was established to create an objective and unbiased process for ADA paratransit eligibility, no-shows, fare evasion and late cancels.

If an application for ADA paratransit certification is denied, a passenger continuously received no-shows or late cancels or willfully refused to pay fare while boarding buses and was suspended from service; the applicant may file an appeal within 65 calendar days from the date of the notification letter of denial or suspension. Eligibility category and trip denials may also be appealed within the 65 calendar day deadline.

An appeal must be filed with the Yuma County Intergovernmental Public Transportation Authority and directed to the YCIPTA Transit Director by telephone at (928) 539-7076, extension 237, TDD/TTY at 711, through the Relay Service, by fax at (928) 783-0309; in writing or in person at: 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365. The applicant shall identify their name, address, telephone number and facts supporting their appeal, including any additional supporting documentation. In describing the appeal, the applicant shall clearly and concisely state the grounds of the appeal.

Once a request for an appeal has been made, the appeal will be granted or a hearing date shall be established and the applicant (appellant) notified with 14 business days. If necessary, YCIPTA will arrange for transportation for the appellant, to and from the appeal hearing. Transportation will be provided at no cost from any location within the YCAT OnCall service area. The appellant may bring a representative, advocate or witness (es) to assist with the presentation of the appeal; however, YCIPTA will not provide transportation for the representative, advocate, or witness (es).

Your appeal will be heard by the YCAT Community Transit Committee. The Committee is not involved in the initial certification process or does not have prior knowledge of why the appellant was suspended from YCAT OnCall service.

Upon receipt of your letter, the Transit Director will set up a meeting with the YCAT Community Transit Committee. You will be notified by mail on the date and time of this meeting. YCIPTA will schedule and conduct hearings as soon as is administratively possible. If no decision is made within 30 days after completion of the appeals process, there will be a presumption of eligibility or termination of suspension unless and until a contrary decision is made.

At this meeting, you will have the opportunity to submit any additional information, and written evidence and/or arguments to support your qualifications for service. You may bring a representative, advocate or witness (es) with you to this meeting. The YCAT Community Transit Committee will conduct the appeal hearing in an orderly and professional manner.

You will be notified of the YCAT Community Transit Committee decision in writing within thirty (30) days of the hearing. The written determination shall state the reasons for confirming or overturning the denial.

The appeal files will be forwarded to the Transit Director for safekeeping and storage.

The YCAT Community Transit Committee decision is final.

If more detailed information about the appeals process is desired, please contact the Yuma County Intergovernmental Public Transportation Authority at (928) 539-7076.





You may submit any additional information regarding your disability and your functional ability to use YCAT fixed route bus service as part of your appeals request. Any written material you submit will become part of your Appeal file and cannot be returned.

Check here if you have attached additional information: \_\_\_\_\_

Check here if you do not intend to appear in person at your hearing: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Telephone Number to Best Reach You

**ALL MATERIALS THAT ARE WRITTEN WILL BE PROVIDED IN ACCESSIBLE FORMATS UPON REQUEST. TO REQUEST CORRESPONDENCE IN AN ACCESSIBLE FORMAT; PLEASE CALL (928) 539-7076 OR TDD/TTY 711, THROUGH THE RELAY SERVICE.**

This completed form should be mailed to:  
Transit Director  
Yuma County Intergovernmental Public Transportation Authority  
2715 East 14<sup>th</sup> Street  
Yuma, AZ 85365  
Or FAX to (928) 783-0309  
Or emailed to: [jandoh@ycipta.az.gov](mailto:jandoh@ycipta.az.gov)

# YCAT OnCall Rider's Guide - Effective May 1, 2013

Telephone Information and Reservations: (928) 783-2235 (toll free – 511)  
TDD/TTY: 711 through the Arizona Relay Service. Website: [www.ycat.az.gov](http://www.ycat.az.gov)

YCAT OnCall is the provider of Americans with Disabilities Act (ADA) paratransit door-to-door public transportation service within the southwest area of Yuma County. Service is provided to residents and visitors who have qualified through an application process in accordance with the ADA. YCAT OnCall may be used for work, medical, appointments, school, meetings, shopping, recreation, senior services, events and much more. Vehicles are wheelchair accessible for two wheelchairs.

## YCAT OnCall Rules and Regulations

- YCAT OnCall is a door to door demand responsive service and complements the non commuter fixed route service of YCAT buses. **This service is not structured to accommodate your transportation needs in case of an emergency. If you have an emergency of any nature, call 911.**
- Same day scheduling is not a requirement under the ADA.
- Subscription service is not a requirement of the ADA. Subscription service is a premium service and may be offered at the discretion of YCAT.
- YCAT OnCall is a shared-ride service. This means that other passengers may be on board during part of the transit to the passenger's destination, and that your scheduled pick up times or routes of travel may be altered so another passenger can be accommodated.
- In all instances, traveling outside the YCAT OnCall service area will require you to transfer to fixed route buses and other ADA paratransit services operated by other transit providers to complete your trip.
- ADA paratransit services may include feeder service to and from an accessible bus stop for individuals who are unable to access a fixed route bus stop only.
- Distance from regular YCAT non commuter fixed route buses route does not itself make a person eligible for YCAT OnCall ADA service.
- YCAT OnCall ADA eligible rides may only be provided service within an area that is 3/4 of a mile on either side or the end of a non-commuter bus route.
- YCAT does not allow a child under the age of nine (9) to ride unaccompanied on any regular fixed route or demand responsive vehicle. These individuals, unescorted are not considered a "public transit user".
- YCAT revises regular bus service at least twice a year. Any changes to the fixed route transit system can result in changes to the ADA paratransit service.

<b>Passenger Eligibility</b>	ADA certified passengers may travel <b>anywhere</b> within the YCAT OnCall service area which is provided within ¾ of a mile of either side of a YCAT non commuter fixed route bus operating within the service area, Monday through Saturday. Passengers must be certified through an application process in accordance with the ADA in order to take advantage of this service. Other passengers that do not meet the eligibility criteria listed above cannot ride YCAT OnCall.
<b>ADA Certification</b>	Passengers that believe that they may be eligible for ADA certification may request an application by calling (928) 783-2235, visit <a href="http://www.ycat.az.gov">www.ycat.az.gov</a> or email <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> . Once the application has been filled out, return the application to Yuma County Intergovernmental Public Transportation Authority (YCIPTA), 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365. The application will be reviewed by YCIPTA staff. You will be notified within 21 days of your eligibility. Conditional eligibility may be granted on a case-by-case basis.

	<p><b>ADA certification is for passengers who are unable to ride YCAT non commuter fixed route buses or access a YCAT non commuter fixed route buses bus stop due to their disability. Persons with ADA certification receive priority on all reservations and trips on YCAT OnCall and may bump other non ADA passengers.</b></p>
<b>Door to Door Service</b>	<p>YCAT OnCall is a door-to-door demand responsive service. Passengers will not be assisted inside their home or building. Passengers needing mobility assistance must provide their own Personal Care Attendant (PCA). Bus operators may only assist passengers to the door of a home, building or entrance of a facility as long as they are within the line of sight of their vehicle. YCAT OnCall vehicles cannot be left unattended.</p>
<b>Visitors</b>	<p>Visitors to the Yuma County area that are ADA-certified by another transit system may ride YCAT OnCall for 21 service days. Visitors requiring service beyond 21 service days must be certified on YCAT OnCall if they wish to continue to ride.</p>
<b>Service Area</b>	<p>The boundaries for this service includes the cities of Yuma, Somerton, San Luis, unincorporated area of Yuma County, including Gadsden, Fortuna Foothills (west of Walmart/32<sup>nd</sup> St), Winterhaven, Fort Yuma Indian Reservation and Cocopah Tribe areas within a ¾ mile radius of either side of YCAT routes. Service to El Centro, Fortuna Foothills, Wellton and Ligturta is available through route deviation services on YCAT Turquoise Route 10 or Gold Route 8. No other areas of Yuma County are served. If you live outside the service area and can get to an area within the YCAT service area, YCAT OnCall can pick you up.</p>
<b>Route Deviation Service</b>	<p>YCAT Gold Route 8 provides route deviated services to passengers that live within the Town of Wellton and within 1 ½ mile radius between Wellton and Yuma Palms Regional Center, including Fortuna Foothills and Ligturta. YCAT Violet Route 7 and Purple Route 6/6A will also deviate within a ¾ mile radius within the Cocopah Reservations. YCAT Brown Route 3 will also deviate within ¾ mile radius in the Fortuna Foothills for the entire route. YCAT Turquoise Route 10 will deviate within ¾ mile radius of the route in El Centro. For details on when the bus can pick you up, please consult the YCAT Rider's Guide. No more than four (4) total deviations per one way trip, provided that 4 deviations can be made at the discretion of dispatch or bus operator. Deviations are to be reserved at least 60 minutes in advance up to seven (7) days in advance.</p> <ul style="list-style-type: none"> <li>• The bus will only wait two minutes before proceeding on.</li> <li>• A passenger may only request up to two (2) deviations, unless passengers loads are light to warrant more deviations based on the dispatcher or bus operator discretion, based on one (1) deviation for the start of the trip and one (1) deviation for the end of the trip.</li> <li>• Fare is \$2.00 on top of the regular route fare.</li> </ul>
<b>Transfers to Other Paratransit Providers</b>	<p>YCAT OnCall can make transfers to:</p> <ul style="list-style-type: none"> <li>• Quartzsite Transit Services (1<sup>st</sup>, 3<sup>rd</sup> &amp; 5<sup>th</sup> Wednesday of the month) with advance reservation.</li> <li>• IVT Access with advance reservation in El Centro.</li> </ul> <p>Passengers can coordinate transfer trips when making a reservation through YCAT OnCall. Passengers are responsible for paying fares of the transit system that they are transferring to. There may be a layover when transferring between YCAT OnCall and other regional transit operators.</p>

**Fares & RidePass Effective January 9, 2012**

Description	Within the ADA Fixed Route Zone of ¼ mile on either side of YCAT route
One Way	\$4.00
10-RidePass (paper pass)	\$35.00 (\$3.50 per ride)
Upgrade using Day YCATPass, 10-Ride YCATPass or Monthly YCATPass from YCAT to YCAT OnCall	+\$2.00
Buddy Fare (5 or more passengers traveling from/to same location)	\$2.00 per person

- Children under 5 ride free – up to four children. Fifth and more children pay discount fare.
- YCAT OnCall registration card is free.
- SMILE clients ride free to and from Lost Peepers Program only on 3<sup>rd</sup> Wednesday of the month.
- One personal care attendant rides free.
- Companions pay the same fare as the passenger.
- Children under the age of 5 ride free with a fare paying passenger age 16 years old or older. Children under the age of 9 are not carried alone.

**Fares are paid for each one-way trip.** Bus operators only accept cash. Passengers must pay exact fare and no change is given. **No round trip fares are allowed.** Passengers who repeatedly do not pay the fare may be subject to suspension of service that may range from 30 days to 1 year, depending on the severity. **Fares are subject to change.**

10-RidePass for YCAT OnCall are on sale at 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365, all APS and Circle K locations in Yuma County, Gonzo's Super Save USA, 2115 Winterhaven Dr, Winterhaven, CA, San Luis City Hall, 1049 East Union Street, San Luis, Somerton City Hall, 1101 State Avenue, Somerton, Wellton Town Hall 26785 Oakland Avenue, Wellton, Paradise Casino Gift Shop, 450 Quechan Drive, Yuma, AZ 85364 and Quechan Casino Resort Gift Shop, 525 Algodones Road, Winterhaven, CA 92283. Bus operators can also bring a 10-RidePass to you upon request when making a reservation. 10-RidePass can also be purchased through the mail, by mailing a check or money order (payable to Yuma County Intergovernmental Public Transportation Authority) and the number of 10-RidePass requested to: Yuma County Intergovernmental Public Transportation Authority (YCIPTA), 2715 East 14<sup>th</sup> Street, Yuma, AZ 85365.

**Service Hours**

**Monday through Friday**  
 First pick up is available at 5:50 am.  
 Last pick up is available at 6:30 pm ending service at 8:00 pm depending if YCAT bus service is operating in the area of pick up, Service hours may be reduced depending on the area.

**Saturday**  
 First pick up is available at 9:15 am.  
 Last pick up is available at 5:30 pm ending service at 6:30 pm depending if YCAT bus service is operating in the area of pick up, Service hours may be reduced depending on the area.

	No service on Sundays, New Years Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day or Christmas Day.
<b>Reservations and Scheduling a Trip</b>	<p><b>Reservations scheduled for all passengers can be scheduled for next day service up to seven (7) days in advance. Reservations can only be made Monday through Saturday between 8:00 am and 6:00 pm. During the evenings and on Sunday and Holidays, a voice mail box is available to leave messages. They will be processed the next business day.</b></p> <p>Same day reservations are allowed on a space available basis. Please call at least one hour in advance to reserve a trip. This trip may not be guaranteed, so please have alternative travel arrangements. Certain hours of the day on weekdays may already be heavily booked, so the dispatcher may suggest a substitute time. We recommend flexibility if your trip does not require a specific time. <i>Reservations are required for all trips.</i></p> <p><b>To schedule a trip, please call (928) 783-2235. TDD/TTY: 711 through the Relay Service.</b></p> <p>Please have the following information ready when you call:</p> <ul style="list-style-type: none"> <li>• Date and time for pick-up or appointment</li> <li>• Time for return pick-up</li> <li>• Complete street address, including apartment or suite number</li> <li>• Telephone number of destination</li> <li>• Whether you will travel with a Personal Care Attendant (PCA) and/or a companion</li> <li>• If a gate code is required to enter gated communities.</li> </ul> <p>Bus operators are not able to accept or change reservations. If you need to make changes to your reservation, please call YCAT OnCall at (928) 783-2235 to request a change at least two hours prior to your reservation. Passengers may change an existing trip during reservation hours on the day before travel; however, they will be accommodated on a space available basis.</p>
<b>Will Calls</b>	Passengers that miss their YCAT OnCall reservation or need immediate service may request to be placed on a will call list. If a ride is available, the dispatcher will contact you 60 minutes prior to picking you up. This service may not be available often and it is encouraged that passengers find alternative transportation arrangements.
<b>Trip Denials</b>	ADA eligible trips will be provided to ensure a zero denial rate.
<b>Canceling a Trip/Late Cancels</b>	Canceling a trip without notice deprives others a trip. Passengers are asked to cancel as soon as possible, but no later than two hours prior to your trip. You may cancel anytime during the reservations hours or call after hours to leave a cancellation message, be sure to leave your name, address and the scheduled date & time of the trip that you are canceling. <u><i>If you cancel less than two hours of your scheduled pick up window, you are a <b>Late Cancellation.</b></i></u> Passengers who receive five (5) late cancels within a 30-day period will be suspended for seven (7) days. Passengers who make more than five late cancels on a continuous basis may be suspended from service for up to one year.
<b>No Shows</b>	If you do not present yourself when the bus arrives (within the five (5) minute wait time) or if you cancel your trip after the bus has arrived, you are a no-show. This deprives others a trip and wastes time of passengers already on the bus. Passengers who receive three (3) no-shows and 10% or more of the passenger total trips made within a 30-day period will be suspended for seven (7) days. If the passenger is under 10% of the total trips made, a warning letter will be sent.

	<p>Passengers who have more than 3 no-shows and exceed 10% of the total trips made with no-shows on a continuous basis may be suspended for up to one year. A hangar will be left on the door, if the driver was unable to locate or identify the passenger. If you live in a gated community, it is important to provide a gate code or be present outside of the gate within your trip window to avoid a no-show.</p>
<b>Mobility Training</b>	<p>YCAT offers Mobility Training for passengers who would like to learn how to ride a fixed route bus. Training includes visiting a bus stop, riding a bus, reading schedules/materials and identifying bus stop locations. The service is free and upon successful completion of the program, the passenger will receive 10 Ride YCATPass for use on YCAT fixed route buses. For more information, please contact YCIPTA at (928) 539-7076 or email <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a>.</p>
<b>Five Minute Wait Time (5)</b>	<p>The bus will wait five (5) minutes maximum upon arrival for a pickup. The bus operator will attempt to locate you and will notify dispatch. The bus operator will not search the interior of your home, a business or medical facility. Passengers must be conspicuously located at the pickup location. Bus operators will make an effort to ensure that passengers are picked up. This includes knocking on the door, calling the passengers and using the horn. The wait time will not take effect before the Be Ready Window. If the bus is late it will wait five (5) minutes maximum, however, the passenger will not be penalized for a no-show if the passenger does not show up.</p>
<b>60 Minute “Be Ready” Window</b>	<p>YCAT OnCall is a shared ride service, so we remind you; the passenger is to be ready <b>30 minutes before or after</b> your scheduled pickup time. This applies to return trips as well. The bus is considered on time when it arrives within the “Be Ready” Window. Since YCAT buses operate every 60 minutes, YCAT OnCall buses can operate within a 60 minute window.</p>
<b>Travel Time</b>	<p>Since YCAT buses may take 60 minutes or more for a passenger to get from one location to another, YCAT OnCall may reserve the right to extend travel times based on the equivalent trip made on YCAT. Please expect to be on the bus for 30 minutes or greater as a result.</p>
<b>Mobility Devices &amp; Aids</b>	<p>Passengers that need a mobility device or aid to travel must notify dispatch when scheduling a trip. Passengers using a wheelchair or scooter will be secured to their chairs. The wheelchair or scooter must have locking brakes or motors. Passengers using a scooter may be asked to transfer to a seat on the bus. If the mobility device or aid cannot fit the lift platform, the passenger will not be able to ride. Mobility devices or aid with leaking batteries or fluids, faulty brakes, flat or bent wheels will not be allowed to ride. If a concern is expressed by YCAT, the passenger may be required to be weighed or transfer from the mobility device to a regular passenger seat by climbing the stairs of the bus.</p>
<b>Subscription Service</b>	<p>Subscription service refers to regular, repetitive trips. Subscription trips may take up to 50% of the overall service capacity. Reservations for subscription service can be made by calling (928) 783-2235 during reservation hours. Should there not be any space for subscription service; passengers will be placed on a waiting list. Passengers must notify dispatch of any exception to their ongoing subscription service. Passengers who repeatedly no show or late cancel may be subject to suspension of service of up to one year depending on the severity and permanently lose their subscription service.</p>
<b>Personal Care Attendants &amp; Physical</b>	<p>Some passengers are unable to get around without the help of another person. YCAT OnCall bus operators will assist passengers from their door to the door of their destination. Bus operators will not assist the passenger inside a home or</p>

<b>Barriers</b>	building. Bus operators are not permitted to help riders using a wheelchair up stairs, over curbs or over any other physical barrier. Passengers who need assistance to get in or out of buildings, up stair, on elevators or other obstacles must provide their own Personal Care Attendant (PCA). The bus operator at his/her discretion may determine that a rider requires assistance beyond what the passenger is able to provide. If this determination is made, all future trips will require the passenger use the services of a PCA. The PCA ride free. However, the PCA must travel with the passenger from the start to the end of the trip. A Transportation Concepts provided PCA will cost \$10.00 per hour and should be request at the time of service reservation.
<b>Companions</b>	Companions that ride with an ADA certified or non-ADA passengers must pay the same fare as the passenger that they are traveling with. Companions are carried on a space available basis. Passengers must notify the dispatcher when making a reservation that a companion will be riding along.
<b>Child Safety Seats</b>	All children under the age of five (5) or less than 60 pounds are required by State law, to travel in a child safety or booster seat provided by the parent or guardian as. An adult attendant at least 16 years old or older must accompany all children. YCAT OnCall does not provide child safety seats.
<b>Seat Belts</b>	Passengers are encouraged to wear seatbelts when riding in YCAT OnCall vehicles.
<b>Service Animals</b>	Service animals are welcome at all times. Please advise the dispatcher when making your reservation that you will be bringing a service animal.
<b>Passenger Baggage &amp; Large Items</b>	Passengers are advised to limit their carry-on bags or packages to five (5). Each package must be no heavier than 30 pounds. Bus operators may provide assistance upon request. No large object that cannot be held by the passenger placed under seat or out of the aisle way is allowed on board the bus. Shopping carts and strollers are permitted inside all YCAT OnCall vehicles provided that they do not constitute as a hazard. Space is limited.
<b>Bus Operator Assistance</b>	Bus operators may not physically assist a passenger without first asking permission. If a passenger appears to need assistance or guidance into or out of a vehicle, the bus operator will ask the rider for permission to touch his or her arm or hand for assistance. Passenger must give active permission before being touched by a bus operator. If the passenger is not capable of giving the person permission, a PCA must ride with that passenger.
<b>Denial of Service</b>	YCAT OnCall has the right to deny service if the transport of a passenger is deemed unsafe or inappropriate.
<b>On Board Rules</b>	Passengers may eat or drink on board, provided that they do not spill or make a mess inside the bus. No smoking, loud or profane language, loud electronic devices, flammable or hazardous materials (except oxygen), weapons, refuse, vandalism, graffiti or littering on the buses. Shoes and shirts must be worn in order to ride buses. Passengers must observe and follow the YCAT Rules of the Road while riding YCAT OnCall. Physical contact with other passengers or the bus operator is a violation of Arizona Revised Statutes 13-1204.
<b>Passenger Personal Hygiene</b>	Passengers who cannot regularly contain their bodily fluids are asked not to use YCAT OnCall until they can insure that they contain their fluids. Passengers who accidentally lose bodily fluids will not have to clean up the fluids, as YCAT OnCall bus operators will take care of the clean up. However, the passenger will be given the waste to dispose of properly. YCAT OnCall is not responsible for disposing of medical wastes and bodily fluids.

<b>Comments</b>	Comment cards are available on board all vehicles. We look forward to hearing from you. You may also submit comments in person, via mail, telephone, email or fax to: John Andoh, Transit Director, Yuma County Intergovernmental Public Transportation Authority, 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, telephone: (928) 539-7076, ext 237, fax: (928) 783-0309, email: <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> .
<b>Bus Operator Tips and Gifts</b>	Bus operators are not allowed to solicit tips or gifts, but may be accepted if given or offered. Your verbal or written thanks are always appreciated by contacting YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a>
<b>Appeals for Eligibility, Late Cancels, No-Shows, Fare Evasion and ADA Certification</b>	An appeal can be heard if a passenger has been notified that their service that has been suspended due to late cancels, fare evasion or no-shows. An appeal can also be heard for passengers who were denied ADA certification. Appeals must be in writing or by telephone if a disability prevents a written appeal and sent to the YCIPTA Transit Director, 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, telephone: (928) 539-7076, extension 237, fax: (928) 783-0309, email: <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> . The appeal will be reviewed by an appeals panel. All decisions made by the appeals panel will be final. Appeal forms can be requested from YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> .
<b>Alternative Formats</b>	This information and any other information printed is available in large print, bilingual language and other alternative formats by contacting YCIPTA by calling (928) 539-7076 or emailing <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> .
<b>Title VI</b>	In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), the Yuma County Intergovernmental Public Transportation Authority (YCIPTA) operates programs without regard to race, color, and national origin. Contact YCIPTA at 2715 East 14 <sup>th</sup> Street, Yuma, AZ 85365, (928) 539-7076, extension 237, or email: <a href="mailto:jandoh@ycipta.az.gov">jandoh@ycipta.az.gov</a> to request additional information regarding YCIPTA's nondiscrimination obligations. Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with YCIPTA or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, East Building -- 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.
<b>Operator of YCAT OnCall</b>	YCAT OnCall services are provided by Transportation Concepts under contract to the Yuma County Intergovernmental Public Transportation Authority.





**Yuma County Area Transit Service Summary – Effective April 7, 2014**

Route Number/Name	Type of Route	Frequency Of Route	Peak Bus Requirement	Service Hours	Where Does Route Go?
<b>Red Route 1</b> Central Yuma Circulator via 4 <sup>th</sup> Ave (Counter Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 6:30 pm – Monday-Friday 9:30 am to 4:30 pm - Saturday	Service from Downtown Yuma Transit Center in a counter-clockwise direction in the City of Yuma serving 1 <sup>st</sup> Street, Paradise Casino, 4 <sup>th</sup> Ave, West Yuma Transfer Hub at Walmart on 26 <sup>th</sup> St at Avenue B, 32 <sup>nd</sup> Street, Yuma Airport, Pacific Avenue and Yuma Palms Regional Center.
<b>Orange Route 2/2A</b> East Yuma/Colleges (Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 7:30 pm – Monday-Thursday 6:30 am to 6:30 pm - Friday 10:30 am to 3:30 pm - Saturday	Service from Downtown Yuma Transit Center via 16 <sup>th</sup> Street, Araby Road, Arizona Western College (AWC), Northern Arizona University (NAU), University of Arizona (UA), 32 <sup>nd</sup> Street, Avenue 3E, 24 <sup>th</sup> Street and Redondo Center Drive. 2A trips operate via Fun Factory.
<b>Brown Route 3</b> Fortuna Foothills Shuttle	Urban Flex Route	60 minutes	0.5	5:50 am to 5:50 pm – Monday-Friday 10:52 am to 3:50 pm - Saturday	Service from Arizona Western College (AWC)/Northern Arizona University (NAU), University of Arizona (UA) to the Fortuna Foothills in a point deviation checkpoint type of service.
<b>Green Route 4</b> Central Yuma Circulator via Pacific Avenue (Clockwise)	Urban Fixed Route	60 minutes	1	6:30 am to 7:30 pm – Monday-Friday 9:30 am to 4:30 pm - Saturday	Service in a clockwise direction within the City of Yuma from Downtown Yuma Transit Center via Yuma Palms Regional Center, Pacific Avenue, Yuma International Airport, West Yuma Transfer Hub at Walmart on 26 <sup>th</sup> Street at Avenue B, MCAS Housing and 3 <sup>rd</sup> Street in downtown Yuma.
<b>Blue Route 5</b> Quechan Shuttle	Rural Fixed Route	60 minutes	1	7:15 am to 7:10 pm – Monday-Friday 9:15 am to 4:10 pm - Saturday	Service in a counter clockwise direction within the Fort Yuma Indian Reservation and Winterhaven from Paradise Casino via Picacho Road and Interstate 8 to Andrade Port of Entry, Downtown Yuma Transit Center and Quechan Resort Casino.
<b>Purple Route 6A</b> Avenue A/Cocopah Reservations	Urban Flex Route	60 minutes (M-F) 120 minutes (Sat)	2	6:57 am to 6:59 pm – Monday-Friday 9:57 am to 3:57 pm - Saturday	Deviated fixed route service from North Cocopah Reservation via Riverside Drive, Avenue C, 8 <sup>th</sup> Street, Avenue A, 24 <sup>th</sup> Street via West Yuma Transfer Hub at Walmart on 26 <sup>th</sup> Street at Avenue B to Cocopah Casino, Somerton, East (southbound only), Mesa Verde/Orange Grove area (eastbound only) and West Cocopah Reservations.

<b>Gold Route 8</b> Interstate 8/Wellton	Rural Flex Route	2 round trip	0.5	7:55 am to 9:51 am/2:55 pm to 4:51 pm – Monday-Friday	Deviated fixed route service from AWC/NAU/UA to Wellton via Fortuna Foothills and on request to Ligurta.
<b>Silver Route 9</b> San Luis-AWC Connector	Rural Fixed Route	3 A.M. and 3 P.M. trips	2	5:50 am to 8:00 am/3:15 pm to 9:45 pm – Monday-Thursday	Service from AWC/NAU/UA to San Luis via AWC San Luis Center and State Route 195. PM trips extended to Somerton and Cocopah Reservations upon request.
<b>Turquoise Route 10</b> Interstate 8/El Centro	Urban Fixed Route	2 round trips	1	9:15 am to 11:30 am/2:00 pm to 5:30 pm Monday & Wednesday 10:15 am to 1:30 pm/3:00 pm to 5:30 pm Saturday	Fixed route service from Yuma Palms Regional Center to downtown El Centro via Paradise Casino, Winterhaven, Quechan Casino Resort and Interstate 8 with service to Imperial Valley Mall on request.
<b>Yellow Route 95</b> Highway 95 South	Urban Fixed Route	60 minutes	2	5:30 am to 7:30 pm – Monday-Friday 8:30 am to 6:30 pm - Saturday	Service from Downtown Yuma Transit Center to San Luis via West Yuma Transfer Hub, Somerton and Gadsden via US Highway 95 and Yuma Palms Regional Center.
<b>NightCAT</b>	Shuttle	3 night trips	1	7:15 pm to 11:15 pm – Monday through Friday.	Service from AWC/NAU/UA to Winterhaven, Yuma, Somerton, San Luis, Cocopah, Fort Yuma Indian Reservations, Fortuna Foothills and unincorporated areas within a ¼ mile radius of existing YCAT routes only.
<b>YCAT OnCall</b>	Urban and Rural Dial-A-Ride	Reservations next day in advance up to 7 days in advance	Up to 2	5:50 am to 7:30 pm, Monday-Friday 9:15 am to 6:30 pm, Saturday	Door to door demand responsive transit service that is in compliance with the ADA as it related to providing complementary paratransit Service within a ¾ mile boundary of YCAT fixed route. Service provided throughout southwestern Yuma County, portions of Imperial County, CA & Winterhaven, CA, excluding Wellton, El Centro, Tacna and Fortuna Foothills.
<b>WelltonCAT</b>	Rural Dial-A-Ride	Reservations 15 minutes in advance up to 7 days in advance	1	3:00 pm to 7:00 pm, Friday	Door to door demand responsive transit service that operates within the Town of Wellton with service to Tacna, Dome Valley and Fortuna Foothills Walmart.
<b>YCAT Vanpool</b>	Vanpool	N/A	Up to 15	24 hours per day	Commute oriented demand transportation initiated by passenger from point A to point B using contracted vans with YCIPTA provided subsidy of \$300 per month.

## 2010 Yuma County Population Information

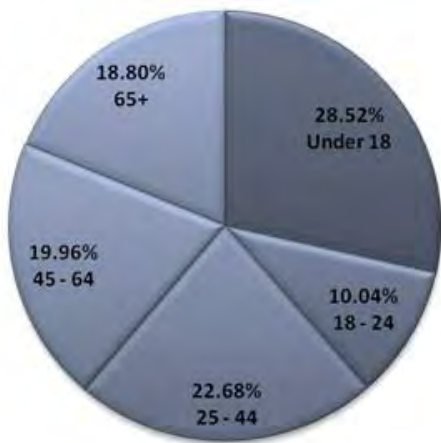
Yuma County is comprised of a fairly young population. The average estimated age of a Yuma County resident is 37.8 years old while the median age is 34. In five years the median age is expected to be 34. Nearly sixty-two percent of the population is under 45 years old.

According to 2010 estimates, the Yuma County population totals 195,757 resulting in a growth of 27.6% between 2000 and the current year. Over the next five years, the population is projected to grow by 10.3%. The City of Yuma has grown 23.11% and the Town of Wellton 8.53%. A large portion of the growth has been within the communities of San Luis and Somerton. Between 2000 and 2010, San Luis grew by 68.83% while Somerton grew by 67.18%.

	Yuma County	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
<b>2010 Census</b>	195,757	93,064	25,505	14,287	2,882

### Age Distribution

	Median Age	Average Age	Median Age in 5 years	% of Population under 45 Years of Age
City of Yuma	32.4	35.8	31.9	55.35%
City of San Luis	27.0	29.9	27.1	58.91%
City of Somerton	27.1	30.9	27.0	55.18%
Town of Wellton	40.4	41.4	35.6	49.11%



## Diversity

Sixty-five percent are White; 2.1% are Black or African American; 1.6% are American Indian and Alaska Native; 1.0% are Asian; .2% are Native Hawaiian or Other Pacific Island; 6.8% are some other race and 3.0% are two or more races.

Population by Single Race Class	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
	%	%	%	%
White	67.42	45.91	37.18	77.33
Black or African American	2.98	3.24	0.53	0.86
American Indian/Alaska Native	1.55	1.77	0.77	1.16
Asian	1.72	0.24	0.25	0.32
Native Hawaii/Other Pacific Island	0.17	0.03	0.00	0.10
Some Other Race	21.88	46.11	58.14	16.37
Two or More Races	4.28	2.69	3.14	3.83
Not Hispanic or Latino	46.94	8.17	6.15	71.39
Hispanic or Latino	53.06	91.83	93.85	28.61

## Household Income

The average household income for Yuma County is estimated to be \$54,597 for the current year while the average per capita income is \$19,344. Over the next five years it is projected that the average household income will increase to \$61,506.

Description	Yuma County	City of Yuma	City of San Luis	City of Somerton	Town of Wellton
	%	%	%	%	%
Income Less than \$15,000	13.24	13.05	21.14	12.28	12.46
Income \$15,000 - \$24,999	14.54	13.70	20.33	14.22	15.38
Income 25,000 - \$34,999	14.21	13.19	17.34	16.34	14.38
Income \$25,000 - \$49,999	18.86	17.97	22.51	18.53	20.43
Income \$50,000 - \$74,999	18.63	19.35	11.05	20.44	20.68

<b>Income \$75,000 \$99,999</b>	- 9.33	9.77	4.24	10.93	8.45
<b>Income \$100,000 \$124,999</b>	- 5.17	6.03	1.70	4.28	4.54
<b>Income \$125,000 \$149,999</b>	- 2.25	2.75	.74	1.69	1.77
<b>Income \$150,000 \$199,999</b>	- 1.90	2.09	.52	.89	1.77
<b>Income \$200,000 \$499,999</b>	- 1.64	1.81	.36	.40	.13
<b>Income \$500,000 or more</b>	.31	.29	.07	0.00	0.00
<b>Average Household Income</b>	\$54,597	\$57,018	\$36,`03	\$48,558	\$47,926
<b>Median Household Income</b>	\$41,405	\$53,399	\$29,916	\$40,796	\$40,706
<b>Per Capita Income</b>	\$19,344	\$20,682	\$8,143	\$13,028	\$19,212

# Yuma #559 Fleet List 6.25.13

Bus #	LIC. PLATE #	MAKE	MODEL	Pass Cap	VIN NUMBER	GVWR	IN SERVICE DATE	Value	Age
D111	G651GK	2008 Chevy Venture	ENC Amerivan	3	1GBDV13W78D139558	5,480	3/20/2008	\$41,685.00	5
D112	G041GK	2008 Chevy Venture	Braun Entervan	6	1GBDV13W68D211737	5,480	1/27/2009	\$41,685.00	4
D113	G040GK	2008 Chevy Venture	Braun Entervan	6	1GBDV13W08D211748	5,480	2/18/2009	\$41,685.00	4
D116	G039GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FL8ADA11196	10,800	1/25/2010	\$53,956.00	3
D117	G652GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FL1ADA11198	10,800	1/25/2010	\$53,956.00	3
D118	G038GK	2010 Ford E350	ENC Aerolite	8+2	1FDEE3FLXADA11197	10,800	1/25/2010	\$53,956.00	3
D121	G035GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FL1SDS11203	10,800	1/25/2010	\$45,690.00	3
D122	G653GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FL8ADA11201	10,800	2/4/2010	\$45,690.00	2
D123	G034GK	2010 Ford E350	ENC Aerolite	6+2	1FDEE3FLXADA11202	10,800	2/4/2010	\$45,690.00	2
Y133 (523)	G595GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E23DL153524	Car	11/1/2012	\$16,438.00	0
Y134 (524)	G596GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E21DL153523	Car	11/1/2012	\$16,438.00	0
Y135 (525)	G596GM	2013 Ford Focus	Focus 4 Door	4	1FADP3E2XDL159336	Car	1/17/2013	\$16,438.00	0
Y139 (031)	G411GT	2001 Ford F250	Pick Up Truck	3	1FTNF20L91EB51255	Truck	2001	\$4,999.00	12
Y140 (532)	G414GT	1999 Ford F250	Shop Service Truck	3	1FDNF20L6XEE98532	Truck	1999	\$4,999.00	14
Y095	G750GN	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW96CX62413	26,000	7/25/2006	\$125,187.00	6
Y096	G440GK	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW06CX62414	26,000	7/25/2006	\$125,186.00	6
Y101	G444GK	2006 Freightliner/ENC	MB55/MST II	34	4UZAACBW76CX62412	26,000	8/21/2006	\$125,187.00	6
Y102	G449GK	2003 Eldorado National	EZ Rider II	34	1N9FMAC8X2C084240	29,910	11/20/2006	\$104,950.00	6
Y106	G447GK	2003 Eldorado National	EZ Rider II	34	1N9FMAC892C084228	29,910	12/8/2006	\$104,950.00	6
Y109	G445GK	2007 Freightliner/ENC	MB55/MST II	34	4UZAACBW87CY51732	26,000	4/6/2007	\$126,787.00	5
Y124	G448GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1958F414608	26,000	2/24/2010	\$190,000.00	3
Y125	G446GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1948F414809	26,000	2/24/2010	\$190,000.00	3
Y126	G655GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1928F414226	26,000	2/24/2010	\$190,000.00	3
Y127	G650GK	2010 Chevy C5500	ENC Passport	32	1GBJRU1948F414082	26,000	2/24/2010	\$190,000.00	3
Y128	G046GK	2010 Chevy C5500	ENC Passport	32	1GBJ5V1978F411327	26,000	3/29/2010	\$161,254.00	2
Y129	G045GK	2010 Chevy C5500	ENC Passport	32	1GBJ5V19X9FY00601	26,000	3/5/2010	\$190,000.00	2
Y130	G044GK	2010 Chevy C5500	ENC Passport	32	1GB15V1909F400090	26,000	3/5/2010	\$190,000.00	2
Y131	G043GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1918F414587	26,000	2/24/2010	\$190,000.00	3
Y132	G042GK	2010 Chevy C5500	ENC Passport	32	1GBJ5U1948F414793	26,000	2/24/2010	\$190,000.00	3
Y136/9709	G765GN	1997 New Flyer	D40F	39	1FYD2LL03VU017116	36,350	9/1/2013	\$4,999.00	16
Y137/9710	G766GN	1997 New Flyer	D40F	39	1FYD2LL01VU017115	36,350	12/17/2013	\$4,999.00	16
Y138/9610	G767GN	1997 New Flyer	D40F	39	2FYD2LLO7TU016557	36,350	2/10/2014	\$4,999.00	17
Y141/31	G766GV	Freightliner	Specialty Trolley	30	4UZAB0BV16CW69985	31,000	9/1/06	\$13,605.36	7
Y142/33	G767GV	Freightliner	Specialty Trolley	30	4UZAB0BV66CW69982	31,000	9/1/06	\$13,605.36	7
Y143/32	G7686V	Freightliner	Specialty Trolley	30	4UZAB0BV86CW69983	31,000	9/1/06	\$13,605.36	7