

P.T.M. Paratransit of Tucson

Managed by Transdev

*Working with culturally and linguistically
diverse customers*



Executive Order 13166

- Issued August 11, 2000
- Improves access to services for persons with limited English proficiency
- Issued to extend the requirements under Title VI to all federal agencies, programs, and activities.
- Requires all federal agencies that provide financial assistance to non-federal entities to publish guidance on Title VI compliance.

City of Tucson Compliance

- COT is committed to comply with Title VI and Executive Order 13166.
- City facilities have an LEP Liaison to ensure access to its programs, services/activities.
- The Equal Opportunity Programs Division is responsible for monitoring the City's LEP compliance efforts.

Tucson's Culture

- Tucson's rich cultural heritage blends of
 - Native American
 - Spanish
 - Mexican
 - Anglo-American influences
- Approximately 20% of the population are Spanish speakers
- Some elderly only speak Spanish



Spanish & English Information

- To better serve Sun Van and Sun Tran fixed-route passengers, the following materials are in Spanish & English:
 - Brochures
 - Ride Guides (schedules)
 - Posted information at transit centers and on vehicles
 - Braille & Large formats available upon request



Renew your SunGO ID & Card
Full Fare Required if ID Expired

Make sure your SunGO ID & Card is valid when the new smart card fare payment system launches. Starting Sunday, June 30, your SunGO ID & Card will be your all-in-one payment and ID card to ride Sun Tran, Sun Express or Sun Shuttle.

Go to the Special Services Office to renew your SunGO ID & Card today!

Renueva su Tarjeta y Cédula de Identidad SunGo

Tarifa Completa obligatoria si Cédula de Identidad se venció

Asegure que su Tarjeta y Cédula de Identidad es válida cuando se inaugure el nuevo sistema de pagar tarifas Smart Card. A partir del domingo 30 de junio, con su Tarjeta y Cédula de Identidad podrá pagar su pasaje en Sun Tran, Sun Express o Sun Shuttle.

¡Visite la Oficina de Servicios Especiales para renovar su Tarjeta y Cédula de Identidad hoy!

Special Services Office/Oficina de Servicios Especiales: 35 W. Alameda (520) 791-4100 

Bilingual Personnel

- Customer Service Representatives
- Schedulers
- Dispatch personnel
- Coach operators



Community Outreach

- Provide translators at events/presentations
- Partners with UA's Project SEED – professional development for indigenous Mexican educators
- Issue all open house and public hearing notifications in Spanish
- Promote services to media outlets relevant to the various populations.

Other Services

- Work closely with the ADA Eligibility Office
 - Responsible for the ADA certification process for paratransit.
- Works with the Special Services Office
 - Certifies for the Economy Fare Program
 - Sells fixed-route passes
 - Handles the electronic payment system for paratransit

Spanish speaking staff available at all times

Sun Van's Compliance

- Reports to City of Tucson
- Federally funded
- Follows all ADA and Federal regulations
- Developed reports that demonstrate how well we are serving linguistically diverse customers

QUESTIONS?

Sabrina Herrera
Assistant General Manager
Sun Van – Transdev
Sabrina.herrera@tucsonaz.gov

