

ADA/Title VI Interpreting and Translation Services

ensures ADA/Title VI compliance by providing information to customers in alternate languages. Any employee who receives a customer request will need to contact a vendor to provide interpretation and/or translation services. If an option is available to meet, the customers' needs promptly by utilizing a bilingual employee that can provide the customer's language.

will not place a surcharge on any individual requesting interpretation and/or translation services to cover the cost of providing such services.

will maintain a log of all interpreter/translation services requested and provide to ADOT Civil Rights Office upon request.

ADA/Title VI Training Procedures

will ensure all supervisors, management, and staff receives ADA/Title VI training. In addition, all personnel will be trained on 's ADA/Title VI requirements and their role.

current and new employees who administer MVD related services will complete ADOT's ADA and Title VI online training and review the discrimination complaint procedures within 60 days of hire and on an annual basis thereafter. Employees will demonstrate an understanding of ADA/Title VI compliance and complaint requirements by achieving a score of 70 percent or above on the online training.

will maintain a training record off all employees trained on ADA/Title VI and will provide to ADOT Civil Rights Office upon request.

ADOT Civil Rights Office offers ADA/Title VI training resources to utilize for training on the ADOT website: <http://azdot.gov/business/civil-rights>

Designated ADA/Title VI Coordinator

has designated to be the ADA/Title VI Coordinator as a main contact to the ADOT Civil Rights Office. The ADA/Title VI Coordinator will provide information related to Civil Rights requirements and will be responsible for forwarding customer complaints alleging discrimination. The ADA/Title VI Coordinator will work with ADOT Civil Rights Office to resolve discrimination complaints.