

# Title VI Plan Cover Page

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## **PAYSON SENIOR CENTER 2025 TITLE VI PLAN**

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# Title VI Plan Table of Contents

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Title VI Plan Cover Page.....	1
Title VI Plan Table of Contents .....	2
Executive Summary .....	3
Non Discrimination Notice to the Public .....	4
Non Discrimination Notice to the Public - Spanish .....	5
Non Discrimination ADA/Title VI Complaint Procedures .....	6-6
Discrimination ADA/Title VI Complaint Form.....	<b>8-Error! Bookmark not defined.</b>
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits .....	8
Public Participation Plan.....	11-9
Limited English Proficiency Plan .....	13-18
Non-elected Committees Membership Table .....	17
Monitoring for Subrecipient Title VI Compliance.....	19
Title VI Equity Analysis.....	19
Fixed Route Transit Provider Analysis .....	18
Board Approval for the Title VI Plan.....	18

# Executive Summary

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**The Payson Senior Center (“PSC”)** is located in Payson AZ and was first organized to provide a hot meal program for seniors and to serve as a center for senior activities. In 1985, PSC became a 501c3 nonprofit corporation that is made up of members from our rural community.

**The mission of the Payson Senior Center** is to assist individuals aged 50 and older in the Payson area which includes the surrounding rural population, in achieving and maintaining self-sufficiency with dignity and to offer choices of appropriate care by providing a wide range of community and home-based services offered with the seniors’ needs being held in confidence. We offer a range of services designed to enhance the health, well-being, and quality of life of seniors, responding to the unique needs of this rural retirement community. Those needs include transportation, education, social opportunities, and direct food service for the seniors and the homebound.

**Our commitment** is to transform the lives of our vulnerable seniors by supporting the most basic needs of low-to-moderate income seniors so that they may enjoy the greatest possible levels of health, self-sufficiency, and well-being in their own homes for as long as possible. Quality of life, security, and accessibility to services are the outcomes we pursue for the elderly citizens of our community

**PSC focuses on sustainable programs that make a significant impact.** We are the only provider for the Meals On Wheels program in our community and we are the only donation-based provider of transportation for seniors and disabled in our community. We serve approximately 35,000 meals annually through our congregate meals and home delivered meals programs and make approximately 7,000 trips annually through our transportation program for seniors and disabled.

**PSC does not charge for its programs.** We rely on donations, grants, government funding, our Thrift Store, fundraising and rental of the Center for our funding sources. The funding we have received from the 5310 grant program has allowed us to purchase vehicles for transport and home delivered meals.

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

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

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

- Vehicle Funds
- Operating Funds
- Other (please explain) PREVENTIVE MAINTENANCE FUNDS

## Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Payson Senior Center

**Payson Senior Center** operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Payson Senior Center**.

For more information on the **Payson Senior Center's** civil rights program, and the procedures to file a complaint, contact **Rima Urban, CEO, (928)474-4876, ceo@paysonseniorcenter.org**; or visit our administrative office at . For more information, visit **PAYSONSENIORCENTER.ORG**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 or with the Federal Transit Administration (**FTA**). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **(928)474-4876**. \*Para información en Español llame:

# Non Discrimination Notice to the Public - Spanish

## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Payson Senior Center

**Payson Senior Center** (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán proveídos sin consideración a su raza, color, país de origen, o discapacidad.

Para obtener más información sobre el programa de Derechos Civiles de **Payson Senior Center**, y los procedimientos para presentar una queja, contacte **Rima Urban, CEO (928)474-4876, (TTY )**; o visite nuestra oficina administrativa en . Para obtener más información, visite **PAYSONSENIORCENTER.ORG**

Una queja puede ser presentada con la oficina de Derechos Civiles del Departamento de Transporte de Arizona (**ADOT**). Atención: Title VI Program Manager, 206 S. 17th Ave MD 155A Phoenix AZ, 85007 o con la Administración Federal de Transporte (**FTA**). Atención: Title VI Coordinator, 1200 New Jersey Ave., SE Washington DC 20590

The above notice is posted in the following locations: **ONLINE, IN LOBBY, ON VEHICLES.**

This notice is posted online at <https://www.paysonseniorcenter.org/>

# Non Discrimination ADA/Title VI Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Payson Senior Center** including consultants, contractors and vendors. Intimidation or retaliation because of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

**Transportation Adherence:** PSC has the full Non-Discrimination policy posted on the website, [paysonseniorcenter.org](http://paysonseniorcenter.org) and at the Transportation Coordinator/Dispatcher desk. Notice of how to file a Discrimination Complaint is on each bus, posted in the lobby area and is on the website. Contact information for Transportation Coordinator is [transport@paysonseniorcenter.org](mailto:transport@paysonseniorcenter.org)

PSC serves the public and we provide adequate accommodations for boarding time, people with oxygen, and service animals.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
- (2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (3) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The ADA/Title VI contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.

- (6) Once submitted **Payson Senior Center** will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the **Payson Senior Center** or submitted to the State or Federal authority for guidance.
- (7) **Payson Senior Center** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (8) **Payson Senior Center** has **60** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- (10) A copy of either the closure letter or LOF must also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hard copy or email.
- (11) A complainant dissatisfied with **Payson Senior Center** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **PAYSONSENIORCENTER.ORG**.

If information is needed in another language, contact **(928)474-4876**. \*Para información en Español llame:

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

**Payson Senior Center**  
**Rima Urban, CEO**

**(928)474-4876**  
**ceo@paysonseniorcenter.org**

A copy of this form can be found online at **PAYSONSENIORCENTER.ORG**

# Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

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If no investigations, lawsuits, or complaints were filed select the option below.

**Payson Senior Center** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2025**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
<b>Investigations</b>						
1)						
2)						
<b>Lawsuits</b>						
1)						
2)						
<b>Complaints</b>						
1)						
2)						

# Public Participation Plan

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**Payson Senior Center** is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, **Payson Senior Center** made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI Plan submittal to ADOT CRO.

- Expanded the distribution of agency brochures
- Advertised public announcements through newspapers, fliers, or radio
- Posted the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Pick up and drop off stations
  - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Hosted an information booth at a community events:  
July-Sep 2024: Farmer's Market, Rodeo, County Fair, Food Truck Festival, Tonto Basin Senior Health Fair.  
Oct-Nov 2024: Handcrafter's Club Fair, Payson Days Celebration, Payson Aerofair, MHA Community Health Fair.
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

**Payson Senior Center** will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Advertise public announcements through newspapers, fliers, or radio
- Post the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
  - Pick up and drop off stations
  - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Host an information booth at a community event

## Example of Transportation Brochure

### More About Your Ride

- 1.) A maximum of 3 rides will be allowed per rider, per day.
- 2.) The schedule fills up quickly. Please call as soon as possible to schedule your ride. We recommend at least one week in advance.
- 3.) If you know you need to cancel a ride, please do so as soon as possible. If a rider does not cancel their appointment repeatedly, they may be refused future service.
- 4.) A *Service Animal* is a guide dog, signal dog, or other animal trained to work or perform tasks. Any service animal must be under the control of their owner at all times while riding on the Senior Express.

### Please Keep in Mind

- 1.) We try to adhere as closely to the schedule as we can, but, there are days where we may be running a little late or a little early. Your understanding is appreciated.
- 2.) Please be courteous to other riders and your driver. We maintain the right to refuse service.
- 3.) Safety is a priority of this program; please listen to the instructions of your driver.

For concerns, comments, complaints, please contact:

Director of Operations  
(928)474-4876  
director@paysonseniorcenter.org

Services in this program are funded in part by the Pinal-Gila Council for Senior Citizens, AAA- Region V.

## Senior Express

Transportation Program



The Senior Express transportation program provides in-town rides for those aged 60+ & for those with disabilities in the Payson, Star Valley, and Mesa Del areas.



### Payson Senior Center

514 West Main Street  
Payson, AZ 85541  
(928)474-4876

Monday—Thursday  
8:00am to 4:00pm

[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org)

### Who Can Ride

The Senior Express is a transportation service designed for:

- 1.) Those aged 60 and older.

#### **And/or:**

- 2.) Those with disabilities who require the use of a wheelchair or who are unable to drive due to a disability (regardless of age).

### Service Area

You can make trips anywhere within the Payson, Star Valley, and Mesa Del area.

### Type of Rides

You can schedule rides for:

- 1.) Medical & Personal Appointments
- 2.) Shopping
- 3.) Senior Center
- 4.) Social Activities
- 5.) Employment

### Hours of Operation

The Senior Express is available for your service:

**Monday—Thursday  
8:00am to 2:30pm**

#### **Please Note:**

- 1.) Only final rides may be scheduled at 2:30pm.
- 2.) No rides will occur past 3:00pm.

### How to Ride

To schedule your ride on the Senior Express, please call:

**(928)474-4876**

Or stop by the Payson Senior Center directly.

You will be required to fill out some paperwork to become a rider on the Senior Express.

This paperwork is required for all participants in this program, as mandated by the State of Arizona.

### Donation Procedure

The Senior Express is a donation-based program.

A donation-based program means that a qualified rider is not required to pay for their rides.

Instead, our riders are asked to donate to the program if they are able to do so.

If you cannot make a donation, or cannot give the suggested donation, it is okay. It is not required to donate in order to use this program.

#### **Suggested Donations**

**One Way Trip..... \$3.00**  
**Round Trip..... \$5.00**  
**Extra Stops..... \$1.00**  
**Senior Center for Lunch.....\$1.00**

These suggested donations are priced per person. If you are providing a donation, please pay your driver upon entering the vehicle.

# Limited English Proficiency Plan

**Payson Senior Center** has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to **Payson Senior Center** services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the **Payson Senior Center's** extent of obligation to provide LEP services, the **Payson Senior Center** undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the **Payson Senior Center** service area who may be served or likely to encounter by **Payson Senior Center** program, activities, or services;

<b>Survey/Program: American Community Survey – United States Census Bureau</b> <b>Universe: Population 5 years and over</b> <b>Year: 2015</b> <b>Estimates: 5-Year</b> <b>Table ID: B16001</b> <b>Payson, Arizona</b>			
Label	Estimate	Margin of Error	Percentage
Total:	14698	179	100%
Speak only English	13720	403	93.35%
Spanish or Spanish Creole:	722	378	4.91%
Speak English "very well"	358	186	2.44%
Speak English less than "very well"	364	304	2.48%
French (incl. Patois, Cajun):	30	34	0.20%
Speak English "very well"	30	34	0.20%
Speak English less than "very well"	0	19	0.00%
French Creole:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Italian:	38	42	0.26%
Speak English "very well"	38	42	0.26%
Speak English less than "very well"	0	19	0.00%
Portuguese or Portuguese Creole:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
German:	50	77	0.34%
Speak English "very well"	50	77	0.34%
Speak English less than "very well"	0	19	0.00%

Yiddish:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Other West Germanic languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Scandinavian languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Greek:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Russian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Polish:	23	27	0.16%
Speak English "very well"	9	14	0.06%
Speak English less than "very well"	14	22	0.10%
Serbo-Croatian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Other Slavic languages:	19	32	0.13%
Speak English "very well"	19	32	0.13%
Speak English less than "very well"	0	19	0.00%
Armenian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Persian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Gujarati:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Hindi:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Urdu:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Other Indic languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%

Speak English less than "very well"	0	19	0.00%
Other Indo-European languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Chinese:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Japanese:	10	18	0.06%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	10	18	0.06%
Korean:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Mon-Khmer, Cambodian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Hmong:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Thai:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Laotian:	7	15	0.05%
Speak English "very well"	7	15	0.05%
Speak English less than "very well"	0	19	0.00%
Vietnamese:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Other Asian languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Tagalog:	18	27	0.12%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	18	27	0.12%
Other Pacific Island languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Navajo:	31	38	0.21%
Speak English "very well"	21	25	0.14%
Speak English less than "very well"	10	20	0.06%
Other Native North American languages:	30	21	0.20%

Speak English "very well"	7	8	0.05%
Speak English less than "very well"	23	19	0.16%
Hungarian:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Arabic:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Hebrew:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
African languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%
Other and unspecified languages:	0	19	0.00%
Speak English "very well"	0	19	0.00%
Speak English less than "very well"	0	19	0.00%

2) The frequency with which LEP individuals come in contact with an **Payson Senior Center** services;

**Payson Senior Center**'s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2025** . **Payson Senior Center** averages **0** contacts per year.

3) The nature and importance of the program, activities or services provided by the **Payson Senior Center** to the LEP population.

**Payson Senior Center** is committed to continuously monitoring for changes in need regarding providing LEP assistance. **Payson Senior Center** provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

4) The resources available to **Payson Senior Center** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

**Payson Senior Center** will utilize the use of a translator, when required; and can provide funds of up to \$1,000 annually to ensure the program's success.

**Payson Senior Center** will make every effort to provide vital information to LEP individuals in the language requested.

### Safe Harbor Provision for written translations

**Payson Senior Center** complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials

1) **Payson Senior Center** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **Payson Senior Center** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.
- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

2) **Payson Senior Center** has a process to ensure the competency of interpreters and translation service through the following methods:

**Payson Senior Center** will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language. **Payson Senior Center** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Payson Senior Center** will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator. **Payson Senior Center** will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

3) **Payson Senior Center** provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry
- Announcements in vehicles and at stations
- Agency websites

4) **Payson Senior Center** monitors, evaluates and updates the LEP plan through the following process:

**Payson Senior Center** will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public and conducting internal evaluations to determine whether the language assistance measures are working for staff. **Payson Senior Center** will make changes to the language assistance plan based on feedback received. **Payson Senior Center** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Payson Senior Center** may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective. **Payson Senior Center** will consider new language assistance needs when expanding transit service into areas with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

5) **Payson Senior Center** trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. **Payson Senior Center** will implement processes for training of staff through the following procedures:

**Payson Senior Center** will identify staff that are likely to come into contact with LEP persons as well as management staff that have frequent contact with LEP persons in order to target training to the appropriate staff. **Payson Senior Center** will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis. **Payson Senior Center** will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. **Payson Senior Center** will implement LEP training to be provided for agency staff. **Payson Senior Center** staff training for LEP to include:

- A summary of the **Payson Senior Center** responsibilities under the DOT LEP Guidance;
- A summary of the **Payson Senior Center** language assistance plan;
- A summary of the number and proportion of LEP persons in the **Payson Senior Center** service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the **Payson Senior Center** cultural sensitivity policies and practices.

# Non-elected Committees Membership Table

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Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

**Payson Senior Center** does not select the membership of any transit-related committees, planning boards, or advisory councils.

## Monitoring for Subrecipient Title VI Compliance

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Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

**Payson Senior Center** does not monitor subrecipients for Title VI compliance.

## Title VI Equity Analysis

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A subrecipient planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against persons who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the subrecipient organization receives any FTA dollars, it must comply with this requirement.

**Payson Senior Center** has no current or anticipated plans to develop new transit facilities covered by these requirements

# Fixed Route Transit Provider Analysis

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Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A subrecipient providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The subrecipient must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

**Payson Senior Center** is **not** a Fixed Route Transit Provider

## Board Approval for the Title VI Plan

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**\*(INSERT A COPY OF THE BOARD MEETING MINUTES AFTER  
CONDITIONAL CRO APPROVAL. BOARD MINUTES MUST BE FOR THE  
YEAR OF THE GRANT APPLICATION CYCLE)**

### CORPORATE RESOLUTION

At a duly held and conducted meeting of the Board of Directors of Payson Senior Center, Inc. on \_\_\_\_\_ (date) in response to a request from the Federal Transit Authority (FTA), for a Title VI implementation Plan.

RESOLVED that the Board of Directors did review and hereby approve the 2025 Title VI Implementation Plan as presented.

\_\_\_\_\_ President  
Sheri Kovar

\_\_\_\_\_ Secretary  
Jennifer Foster