

Title VI Plan Cover Page



Payson Senior Center 2020

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Para Información en Español: Mike Marryat

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Executive Summary

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 meals-on-wheels 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 meals on wheels.

PSC 5311 Public Transportation program started in December 2018 to fill a community need for an alternate mode of transportation. This is a fixed route system with deviations. The 2 routes cover Payson, Mesa Del, and Star Valley. Fares are nominal for this service. Gila County, Town of Payson, and Town of Star Valley assist with funding this community transit program.

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): Preventative Maintenance

Is your agency a direct recipient of FTA funds?

- Yes
- 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 **Mike Marryat, Director of Operations, 928-474-4876, PSENIORCTR@GMAIL.COM, email PSENIORCTR@GMAIL.COM**; or visit our administrative office at **514 WEST MAIN, PAYSON AZ 85541**. For more information, visit **PAYSONSENIORCENTER.ORG** **BEELINEBUS.INFO**.

Complaints may be filed directly with the Arizona Department of Transportation (**ADOT**) **Civil Rights Office**. ATTN: Title VI Program Coordinator 206 S. 17TH 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: Mike Marryat, 928-474-4876, PSENIORCTR@GMAIL.COM

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 **Mike Marryat, Director of Operations 928-474-4876, PSENIORCTR@GMAIL.COM**, o visite nuestra oficina administrativa en **514 WEST MAIN, PAYSON AZ 85541**. Para obtener más información, visite **PAYSONSENIORCENTER.ORG BEELINEBUS.INFO**

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: **THE PAYSON SENIOR CENTER LOBBY AND ON OUR TRANSIT BUSES.**

This notice is posted online at **PAYSONSENIORCENTER.ORG BEELINEBUS.INFO**

Non Discrimination ADA/Title VI Complaint Procedures

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 as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, 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.
- (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 be also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy 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. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: **PAYSONSENIORCENTER.ORG**
BEELINEBUS.INFO.

If information is needed in another language, contact **928-474-4876**. *Para información en Español llame: **Mike Marryat**, 928-474-4876, PSENIORCTR@GMAIL.COM

Discrimination ADA/Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Section V:

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

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court : _____ Local Agency: _____

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

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint.

Your signature and date are **required** below:

Signature

Date

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

**Payson Senior Center
Mike Marryat, Director of Operations
514 WEST MAIN, PAYSON AZ 85541
928-474-4876, PSENIORCTR@GMAIL.COM
PSENIORCTR@GMAIL.COM**

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

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

Mike Marryat, 928-474-4876, PSENIORCTR@GMAIL.COM

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

Payson Senior Center has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2019**.

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

Public Participation Plan

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
 - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Added public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities (<https://www.facebook.com/PaysonSeniorCenter>)
- Hosted an information booth at a community event (Oct 5, 2018 – Oct 30, 2018 – Dec 2018)

- 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
 - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Add public interactive content to the agency's webpage for the public e.g. social media, to communicate schedule changes or activities.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.

OUR MISSION

To help seniors maintain independence and quality of life through nutrition, transportation and social interaction.

OUR MOTTO

We embrace life together. We laugh together, share stories, grieve together and help each other.

WHO WE ARE

The Center was formed in 1985 and has been serving our community for over 30 years. We exist to help seniors of the Rim Country live a more active and secure life through a variety of programs to meet their needs.

WHY WE DO IT

Our staff and volunteers are passionate about helping our seniors maintain dignity while aging. Aging comes with a price with the three biggest threats being hunger, isolation and loss of independence. Statistics state that 1 in 7 seniors will face these threats, especially in rural communities. It is critical for seniors to have the resources and support available to assist them in living a quality life.

HOW WE DO IT

The Center is a 501(c)3 non-profit corporation. Our current sources of funding are:

- Individual Donations & Grants: 20%
- Trinkets & Treasures Resale Store: 30%
- Government: 43%
- Other: 7%
- VOLUNTEERS: Immeasurable



Arizona Tax Credit Qualified
Charitable Organization

QCCO : 20507

501(c)3 Non-Profit Corporation
EIN: 74-2378900

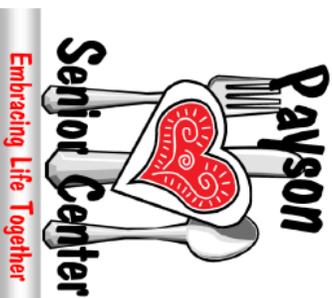
Payson Senior Center

928.474.4876
514 West Main Street
Payson, AZ 85541
Open Monday - Friday

Trinkets & Treasures

Resale Shop
928.474.3205
512 West Main Street
Payson, AZ 85541
Open Monday - Saturday
9:00am to 5:00pm

TRINKETS & TREASURES RESALE SHOP is located next to The Center, and provides a significant source of our funding. We offer a variety of clothing, books, furniture and household goods at affordable prices. The Resale Shop provides local pickup-up service for donations, and delivery services for purchases. Donations are accepted daily, and very much appreciated.
ALL PROCEEDS SUPPORT THE CENTER



The Center
with a
Heart



THE CENTER

Community
Engagement
Nutrition
Transportation
Entertainment
Resources

COMMITTED TO IMPROVING
the **QUALITY of LIFE**
for SENIORS

OUR PROGRAMS *

Meals on Wheels:

The Center serves over 32,000 meals annually to Payson, Star Valley and surrounding homebound residents. Meals are delivered weekdays and provide one-third of the client's daily nutritional requirements. There is no charge to the recipient for the meals, however individual donations are greatly appreciated.

Congregate Meals:

We serve approximately 7,000 lunches annually at The Center every Mon through Thurs, giving local seniors the opportunity to gather and enjoy the company of others with common interests.

A suggested donation of \$3 for persons over 60 years of age and a \$5 charge for those under 60. Reservations are required 24 hours in advance.

Transportation:

Transportation is available Mon-Thurs for seniors and the mobility challenged. Our Senior Express is a "door to door" service that provides over 7,000 trips annually. Our drivers are always happy to help those who need assistance.

A two day notice is recommended. A suggested donation is \$5.00 per round trip and \$1.00 round trip to the Center for lunch.

"Under the American Disabilities Act, The Center must make reasonable accommodation to all persons with a disability to take part in a program service or activity."

The Center receives a portion of its funding from Pinal-Gila Council for Senior Citizens through the Older Americans Act. PGCS monitors programs & service to ensure guidelines are strictly followed.

FREE SERVICES

- LEGAL ASSISTANCE
- SOCIAL SECURITY & MEDICARE ASSISTANCE
- ADVOCACY SERVICES
- ALZHEIMERS/DEMENTIA SUPPORT
- MEDICAL EQUIPMENT LENDING
- COMMUNITY RESOURCE CENTER

ACTIVITIES

MOVIES—CRAFTS & HOBBIES—BINGO
GAMES—GUEST SPEAKERS—MUSIC
ENTERTAINMENT—EXERCISES
SPECIAL ACTIVITIES—CARDS & DOMINOS
FIELD TRIPS—BIBLE STUDY

AND LOTS MORE...

MEMBERSHIP

Anyone 50 plus years of age may become a member. Membership is only \$15 per year to enjoy The Center's activities.



DONATIONS & LEGACY GIVING: The Center relies heavily on the generosity of businesses, foundations and individuals for support & donations. Legacy Giving helps us provide a sustainable future, now, and for generations to come. Individual donations may qualify for the Arizona TAX CREDIT.

IN PARTNERSHIP WITH:



THE MISSION of the Beeline Bus is to promote independence and maintain quality of life for residents of the communities we serve.

THE GOAL of the Beeline Bus is to provide service, ridership and greater mobility for all residents and visitors in a safe, efficient and effective manner.

TITLE VI & ADA:

Beeline Bus is operated by Payson Senior Center in partnership with Gila County, Town of Payson & Town of Star Valley. All vehicles are wheelchair accessible and operated in accordance with the Americans with Disabilities Act. Beeline Bus complies with Title VI of the Civil Rights Act of 1964. Transportation Service will be provided without regard to race, color, national origin, age, sex or disability. For more information, or to file a complaint, contact: Payson Senior Center Director at (928) 474-4876, pseniorctr@gmail.com or ADOT Civil Rights office at (602) 712-8946 or civilrightsoffice@azdot.gov. For information in languages other than English, contact: Payson Senior Center Director at (928) 474-4876, pseniorctr@gmail.com.

FOR MORE INFORMATION:

CALL: 928.474.4876
WEBSITE: BEELINEBUS.INFO

514 WEST MAIN ST.
PAYSON, AZ 85541

Public notices are posted at BeelineBus.info
and at The Payson Senior Center—514 W. Main, Payson AZ

v 8-21-2019

RED ROUTE



BLUE ROUTE



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:

<u>LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - 2015: ACS 5-Year Estimates Detailed Tables</u>		
<u>Payson town, Arizona - Demographic Data</u>		
	<u>Estimate</u>	<u>Margin of Error</u>
Total:	14,698	+/-179
Speak only English	13,720	+/-403
Spanish or Spanish Creole:	722	+/-378
Speak English "very well"	358	+/-186
Speak English less than "very well"	364	+/-304
French (incl. Patois, Cajun):	30	+/-34
Speak English "very well"	30	+/-34
Speak English less than "very well"	0	+/-19
Italian:	38	+/-42
Speak English "very well"	38	+/-42
Speak English less than "very well"	0	+/-19
German:	50	+/-77
Speak English "very well"	50	+/-77
Speak English less than "very well"	0	+/-19
Polish:	23	+/-27
Speak English "very well"	9	+/-14
Speak English less than "very well"	14	+/-22
Serbo-Croatian:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Other Slavic languages:	19	+/-32
Speak English "very well"	19	+/-32
Speak English less than "very well"	0	+/-19
Japanese:	10	+/-18

Speak English "very well"	0	+/-19
Speak English less than "very well"	10	+/-18
Laotian:	7	+/-15
Speak English "very well"	7	+/-15
Speak English less than "very well"	0	+/-19
Tagalog:	18	+/-27
Speak English "very well"	0	+/-19
Speak English less than "very well"	18	+/-27
Other Pacific Island languages:	0	+/-19
Speak English "very well"	0	+/-19
Speak English less than "very well"	0	+/-19
Navajo:	31	+/-38
Speak English "very well"	21	+/-25
Speak English less than "very well"	10	+/-20
Other Native North American languages:	30	+/-21
Speak English "very well"	7	+/-8
Speak English less than "very well"	23	+/-19

- 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;
- 2) The frequency with which LEP individuals come in contact with an **Payson Senior Center** services are shown in the table on the previous page. The community at large comes into contact with PSC on an infrequent basis. PSC serves individuals 60 and older and those adults under 60 with mobility challenges and have had very infrequent need for LEP assistance. When there is a need to assist an individual with LEP, PSC will assist as needed. The Beeline Bus serves the community at large and has not needed to assist someone with LEP to date. The table shows the Payson population of all persons 5 years old and older. It gives information on how many people speak English well and less than "very well". According to this table 3% of the population or 439 people five years and older speak English less than "very well". The predominate language spoken by the LEP population is Spanish and this is equal to 368 people or 2.5% of the population 5 years and older.
- 3) **PAYSON SENIOR CENTER** provides services to persons over 60 and those under 60 who are mobility challenged. We are well below the Safe Harbor threshold for LEP assistance. However, **PAYSON SENIOR CENTER** recognizes the need to assist all people and is committed to providing translation assistance to in vital information on an as need basis.
- 4) Due to fiscal constraints and limited resources at this time, **PAYSON SENIOR CENTER** is unable to provide LEP assistance without advance notice. However, all vital documents will be available in English and Spanish. Every effort will be made to provide vital information LEP individuals in the language requested by contacting pseniorctr@gmail.com

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.

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
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

-
- 1) **Payson Senior Center** and Beeline Bus provides language assistance services through the below methods:

- x Staff is provided a list of what written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services.
- x Instructions are provided to customer service staff and other **Payson Senior Center, Inc** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- x 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.
- X 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:

- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at PSC offices
- 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

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

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 as it does not have subrecipients..

Title VI Equity Analysis

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 and Beeline Bus does not anticipate developing any facilities at this time.

Fixed Route Transit Provider Analysis

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: [INSTRUCTIONS] (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

Payson Senior Center 5310 Program is **not** a Fixed Route Transit Provider.

Beeline Bus – Public Transportation

1) Vehicle Load for Each Mode

On average we have a 3 passengers to 7 seats. We have a fixed route not multiple models of transit. Service does not change for off peak or on peak times.

2) Vehicle Headway for Each Mode

We have an hourly service with no shorter or more frequent times.

3) On Time Performance for Each Mode

We consider 0-7 minutes as “on time”. Our routes have run on schedule 98% of the time.

4) Service Availability for Each Mode

Our routes stop within 15 minutes of designations that provide amenities.

5) Transit amenities for each mode

Our routes have been designed for the rider’s safety, comfort, and convenience. We have been awarded funds from a grant that will provide bus stop shelter and seating. Amenities such as restrooms, shelter, food, and waste receptacles are available at several stops within 15 minutes. Maps and schedules are posted at major stops.

6) Vehicle assignments for each mode

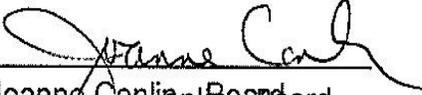
Routes are fixed and assigned one vehicle per route. There are two designated backup support vehicles.

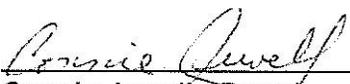
Board Approval for the Title VI Plan

CORPORATE RESOLUTION

At a duly held and conducted meeting of the Board of Directors of Payson Senior Center, Inc. on Monday, September 14, 2020, in response to a request from the Federal Transit Authority (FTA), Section 5311 Grant for a Title VI implementation Plan

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


Joanne Conlin - Board


Connie Jewell - Board Secretary