

# Title VI Plan Cover Page

---

## Payson Senior Center 2022

Title VI Contact: Kelly Brooks – Director of Operations

Title VI Contact Phone: 928-474-4876

Title VI Contact Email: [director@paysonseniorcenter.org](mailto:director@paysonseniorcenter.org)

TTY Number (If applicable): (Not applicable)

Alternate Language Phone: 928-474-4876

Address: 514 West Main Street – Payson, AZ 85541

Web Address: [www.paysonseniorcenter.org](http://www.paysonseniorcenter.org) | [www.beelinebus.info](http://www.beelinebus.info)

Para Información en Español: Kelly Brooks – Director of Operations

# Title VI Plan Table of Contents

---

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
Discrimination ADA/Title VI Complaint Form.....	8
Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits .....	10
Public Participation Plan.....	11
Limited English Proficiency Plan.....	14
Non-elected Committees Membership Table .....	22
Monitoring for Subrecipient Title VI Compliance.....	22
Title VI Equity Analysis.....	23
Fixed Route Transit Provider Analysis .....	23
Board Approval for the Title VI Plan.....	24

# 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) \_\_\_\_\_

**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 **Kelly Brooks – Director of Operations, 928-474-4876, (TTY (Not applicable)); email [director@paysonseniorcenter.org](mailto:director@paysonseniorcenter.org)**; or visit our administrative office at **514 West Main Street – Payson, AZ 85541**. For more information, visit **[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org)** | **[www.beelinebus.info](http://www.beelinebus.info)**.

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: **Kelly Brooks – Director of Operations**

# 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 **Kelly Brooks – Director of Operations 928-474-4876, (TTY (Not applicable))**; o visite nuestra oficina administrativa en **514 West Main Street – Payson, AZ 85541**. Para obtener más información, visite **[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org) | [www.beelinebus.info](http://www.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: **This notice is posted in the Payson Senior Center lobby and on our transit buses.**

This notice is posted online at **[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org) | [www.beelinebus.info](http://www.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](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 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. 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: **[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org) | [www.beelinebus.info](http://www.beelinebus.info)**.

If information is needed in another language, contact **928-474-4876**. \*Para información en Español llame: **Kelly Brooks – Director of Operations**

# Discrimination ADA/Title VI Complaint Form

<b>Section I:</b>		
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
<b>Section II:</b>		
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 <b>Section III</b>.</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
<b>Section III:</b>		
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): _____		
<p>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.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
<b>Section VI:</b>		
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**

**Kelly Brooks – Director of Operations**

**514 West Main Street – Payson, AZ 85541**

**928-474-4876**

**director@paysonseniorcenter.org**

A copy of this form can be found online at **[www.paysonseniorcenter.org](http://www.paysonseniorcenter.org) | [www.beelinebus.info](http://www.beelinebus.info)**

If information is needed in another language, contact **928-474-4876**. \*Para información en Español llame: **Kelly Brooks – Director of Operations**

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

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 **2021**.

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

---

**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 on the dates of: 9/9/21, 9/10/21, 9/11/21, 10/23/21.
- ☒ 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

QCO: 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**

PaysonSeniorCenter.org

PaysonSeniorCenter.org

PaysonSeniorCenter.org



## THE CENTER

Community  
Engagement  
Nutrition  
Transportation  
Entertainment  
Resources

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

**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.

## 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. PGCSJC 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

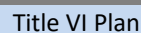
MOVIES—CRAFTS & HOBBIES—BINGO  
GAMES—GUEST SPEAKERS—MUSIC  
ENTERTAINMENT—EXERCISES  
SPECIAL ACTIVITIES—CARDS & DOMINOS  
FIELD TRIPS—BIBLE STUDY

**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.







## RED ROUTE



## BLUE ROUTE



### BUS FARES:

#### CASH FARES: *(exact change required)*

- ⇒ Adults: \$1.00
  - ⇒ Seniors (60+): \$.50
  - ⇒ Youth (5-17): \$.50
  - ⇒ Children under 5 (w/ paying adult): FREE
- Children under 10 must be w/ an adult.*

#### ALL ACCESS MONTHLY PASSES:

- \$40/month: adults
- \$20/month: youth and seniors

**TOKENS & MONTHLY PASSES AVAILABLE AT:**  
Payson Senior Center and Towns of Payson & Star Valley.

**SCHEDULE:** Bus runs Mon thru Friday. (see schedule for pickup times. Buses do not run on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**WEATHER:** Bus will not run if school district

### DEVIATION SERVICE:

We offer deviation services within ¼ mile of the designated route. A deviation can be a pickup or a drop off. First time requests require 2 business days' notice; thereafter 1-day notice is required. There is an additional fee for this service.

**Please contact us, or ask your driver for more information on our Deviation Service.**

### SPECIAL NEEDS:

**ADA Accessibility:** All of our vehicles are wheelchair & handicapped accessible.

**Personal Care Attendants:** One PCA may ride with you for free.

**Service Animals:** Service animals are welcome on the bus. Other animals are allowed only if they are small and in a carrier and under control of their owner.

**TRANSFERS:** If you need to transfer to another route, tell your driver and you will be given a transfer slip. You can only transfer from one route to another within an hours time.

**BIKE RACKS:** Buses are equipped with bike racks that hold up to two bikes. Passengers are responsible for loading and unloading their own bicycles.

### TIPS FOR ALL RIDERS:

- Be safe, respect other riders & driver, pay the correct fare and please take care of your bus.
- Please NO smoking, eating or drinking (other than water) on the bus.
- Passengers are responsible for loading and unloading their own bags, groceries, etc.
- Seats in the front of the bus should be offered to seniors and persons with disabilities.
- Alcoholic beverages and hazardous items of any kind may not be brought onboard.
- Offensive behavior, or acts which damage the transit vehicle will not be tolerated.

### BUSINESSES SERVED:

The following list shows which stop gets you closest to the following destinations.

**Sawmill:** Sawmill Theater, Printing by George, Macky's Grill, Club USA, Chili's.

**Post Office:** Gila County Offices, Gila County Sheriff, Chamber of Commerce.

**Wade Ln:** Mike's Fish and Chips, Dutch Brothers, Culture Crepe, CrossFit Payson.

**Bonita:** Bosa Donuts, Denny's, Five Guys, Little Caesar's, Dunkin Donuts, Buffalo Grill, Budget Inn O'Reilly Auto Parts.

**Longhorn/Colcord:** Chapman Auto Center, Walgreens, DES, DEL Taco, El Rancho Mexican Restaurant.

**Safeway:** Starbucks, Payson Electronics, Wells Fargo, Auto Zone, Jimmy John's.

**Big Lots:** Subway, MVD, Bashas', Dollar Tree, Big 5, Pizza Factory, Sears, Tractor Supply, Goodwill.

**Walmart:** Subway, Desert Financial, Payson City Offices, Verizon, Habitat for Humanity.

**Maverik:** Payson Round Up, La Sierra Mexican Restaurant, Quality Inn, Candle Factory.

**Swiss Village:** Payson Roundup, Candle Factory, Sierra Mexican Restaurant, Quality Inn, Maverik.

**Airport / McLane:** Elks Lodge, Maurne Apartments, Firestone Auto Care, Rim Country Bowl, Payson Market Place.

**Library:** Rumsey Park, Taylor Swimming Pool

**Home Depot.**

**Gila Community College**

**Star Valley:** Star Valley Town Hall, B. McDaniel Community Park, Rim Country Power Sports, Hellgate Fire Department, Star Valley Veterinary Clinic, Steve Coury Ford, Payson General Rental Center

# 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 **2021** . **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.

### **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** 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 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 any FTA 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** has no current or anticipated plans to develop new transit facilities covered by these requirements

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

Beeline Bus/Payson Senior Center – Public Transportation

1) Vehicle Load for Each Mode

On average we have 3 passengers to 7 seats. We have fixed routes 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