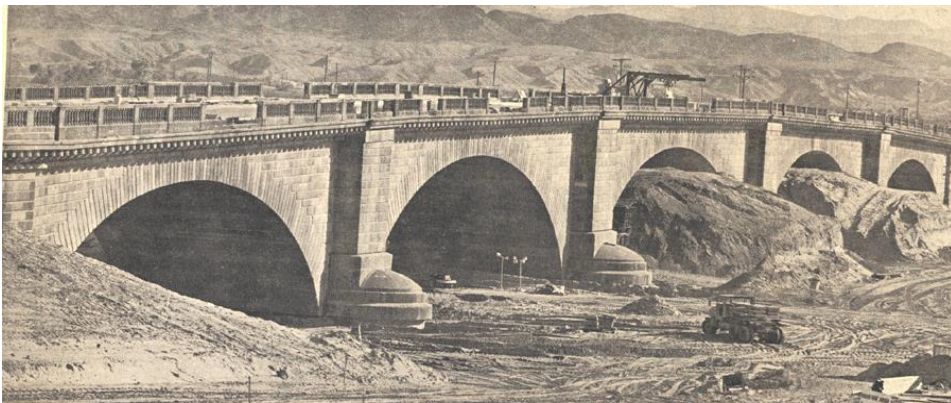


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# Title VI Implementation Plan

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## Lake Havasu City Havasu Mobility



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# Executive Summary

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Havasu Mobility is the enhanced 5310 program provided by Lake Havasu City to transport the elderly, disabled, Military Veterans and the income qualified of our community. Persons who are over the age of 60 or those who are disabled qualify for our service by completing an application and providing proof of age or a Doctor's verification of disability. Reservations are required at least one day in advance of travel but same day appointments will be taken if there is room in the schedule. Our demand response service operates Monday thru Friday from 8:00 a.m. to 2:00 p.m. Lake Havasu City Transit has been the recipient of Federal Transportation funds through ADOT since 1996.

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

5310

5311

Other (please explain)\_\_\_\_\_

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

Vehicle Funds

Operating Funds

Other (please explain)\_\_\_\_\_

# Non Discrimination Policy Statement

The Lake Havasu City Havasu Mobility policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that "no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination" under any Lake Havasu City Havasu Mobility sponsored program or activity. There is no distinction between the sources of funding.

Lake Havasu City Havasu Mobility also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, Lake Havasu City Havasu Mobility will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Lake Havasu City Havasu Mobility distributes Federal-aid funds to another entity/person, Lake Havasu City Havasu Mobility ensures all subrecipients fully comply with Lake Havasu City Havasu Mobility VI Nondiscrimination Program requirements. The Lake Havasu City Director of Operations has delegated the authority to Patrick Cipres, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.



Louis Martinez-Director of Operations

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Lake Havasu City Havasu Mobility

The Lake Havasu City Havasu Mobility 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 Lake Havasu City Havasu Mobility.

For more information on the Lake Havasu City Havasu Mobility civil rights program, and the procedures to file a complaint, contact, Patrick Cipres Mobility Supervisor (928) 302-6565; email [cipresp@lhcaz.gov](mailto:cipresp@lhcaz.gov); or visit our administrative office at 900 London Bridge Road Bldg. E, Lake Havasu City, AZ 86404. For more information, visit [www.lhcaz.gov](http://www.lhcaz.gov)

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact (928) 453-7600. Para información en Español llame: Patrick Cipres (928) 453-5479

# Non Discrimination Notice to the Public

## **Aviso Público Sobre los Derechos Bajo el Título VI Y ADA HAVASU CITY HAVASU MOBILITY**

Lake Havasu City Havasu Mobility (*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 provehidos sin consideración a su raza, color, o pais de origen.

Para obtener más información sobre la Lake Havasu City Havasu Mobility programa de derechos civiles, y los procedimientos para presentar una queja, contacte Patrick Cipres Mobility Supervisor (928) 302-6565 email: cipresp@lhcaz.gov; o visite nuestra oficina administrativa en 900 London Bridge Road Bldg. E., Lake Havasu City, AZ. 86404 Para obtener más información, visite [www.lhcaz.gov](http://www.lhcaz.gov)

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: ADOT: ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC20590

*The above notice is posted in the following locations: Transit Dispatch Office and Mobility Vehicles*

*This notice is posted online at <http://www.lhcaz.gov>*

# **Non Discrimination 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 Lake Havasu City Havasu Mobility, 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 Lake Havasu City Havasu Mobility 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 Lake Havasu City Havasu Mobility or submitted to the State or Federal authority for guidance.

- (7) Lake Havasu City Havasu Mobility 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) Lake Havasu City Havasu Mobility has 21 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 21 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 21 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 Lake Havasu City Havasu Mobility 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.lhcaz.gov](http://www.lhcaz.gov)

If information is needed in another language, contact (928) 453-7600. Para información en Español llame: Patrick Cipres (928) 453-5479



## DISCRIMINATION 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 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
<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): _____		
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.		
_____		
_____		
_____		
<b>Section VI:</b>		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide any reference information regarding your previous complaint.		
_____		
_____		
<b>Section V:</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		

<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court : _____ <input type="checkbox"/> Local Agency: _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
<b>Section VI:</b>
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:  
 HAVASU MOBILITY- Supervisor  
 900 London Bridge Road  
 Lake Havasu City, AZ. 86404  
 928-453-7600

# Discrimination Investigations, Complaints, and Lawsuits

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This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

Lake Havasu City Havasu Mobility has not had any ADA nor Title VI Discrimination complaints, investigations or lawsuits in the 2014/2015 FY.

**Public Participation Plan N/A**

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*Havasu Mobility  
Public Participation  
Plan*


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Lake Havasu City Havasu Mobility 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, Lake Havasu City Havasu Mobility made the following community outreach efforts: Quarterly meetings held at the senior center including focus groups to discuss needs and efforts made by Havasu Mobility to support the community's needs. Supervisor attends and participates in all local events that support and represent seniors, disabled and veterans. Also, quarterly or more often depending on needs, all medical, physical therapy, hospital, urgent cares and laboratories are contacted by the supervisor to discuss needs of patients as well as provide printed collateral with appointment information.

In the upcoming year Lake Havasu City Havasu Mobility will make the following community outreach efforts: Same as above.

Overview: Lake Havasu City Havasu Mobility has recently within the last two months redesigned the logo used on the vehicles to let the public know there is a city, ADOT supported mobility program available to assist with their transportation needs. The design has been well received by the citizens and has increased our visibility, which has increased ridership. The mobility supervisor makes an effort to meet weekly with the agencies that support the city's seniors, disabled, veterans and income qualified potential riders. The mobility supervisor attends most City Council meetings to answer questions the public may have regarding the mobility service.

**HAVASU MOBILITY**



**LAKE HAVASU CITY**

**Transportation Program**

- ***For Seniors, Military Veterans, Persons with Disabilities & Income Qualified Citizens.***
- ***Free rides to Senior Center lunch meal Monday –Thursday.***
- ***Grocery shopping and medical appointment rides 8am to 2pm, Monday – Friday, \$2.00 each way.***
- ***Advanced reservations are required.***

***For more information or to book a ride, call  
Havasu Mobility at 453-7600.***

***Dispatch office hours:  
8am to 2pm Monday - Friday.***

***-Wheelchair accessible vehicles available.  
-Children 10 years and under no charge, but must be  
accompanied by a paid adult fare.***

# Limited English Proficiency Plan

## HAVASU MOBILITY

### *Limited English Proficiency Plan*

Lake Havasu City Havasu Mobility 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 Lake Havasu City Havasu City Havasu Mobility 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 procedure 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 Lake Havasu City Havasu Mobility extent of obligation to provide LEP services, the Lake Havasu City Havasu Mobility undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

#### LAKE HAVASU CITY HAVASU MOBILITY FOUR FACTOR ANALYSIS

Persons with Limited English Proficiency (LEP)	Estimate	% of Persons 5 Yrs. & Over	% of Persons 5 Yrs. & Over With LEP
Total Persons 5 years & Over	51,366	100.0%	---
English Speaking Only	46,179	89.9%	---
Limited English Proficiency	2,028	3.9%	100.0%
Spanish with LEP	1,562	3.0%	77.0%
Other Indo-European languages with LEP	87	0.2%	4.3%
Asian & Pacific Island languages with LEP	357	0.7%	17.6%
Other Languages with LEP	22	0.0%	1.1%

1. Demography. According to the U.S. Census Bureau, 2010-2014, American Community Survey five year estimates, 3.9% of the Lake Havasu City Havasu Mobility area population is considered to be Limited English Proficient. This equates to 2,028 individuals five years of age or older who report speaking English less than “very well”. The predominate language spoken by the LEP population is Spanish. Under the DOJ’s Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than “very well”. Lake Havasu City Havasu Mobility translates vital documents, forms and public notices to meet this requirement.
2. Frequency: The general public comes in contact with Lake Havasu City Havasu Mobility on an infrequent basis. But all residents are welcome to attend public meetings. To facilitate public participation, Lake Havasu City Havasu Mobility posts public meeting notices in English and Spanish on its website, in public places and in printed media in an effort to reach a large audience. Initial project planning is initiated at the member agency so there is little public contact at the recommendation phase but Lake Havasu City Havasu Mobility encourages the member agency to publicize the meeting to receive input from the population at large.
3. Importance. Transportation is vital to a community and directly affects the lives of those living in the service area. Recommendations on roads, sidewalks, and public transportation service projects fall under the responsibilities of Lake Havasu City Havasu Mobility and projects completed by the member agencies directly affect the residents in their communities. This includes the minority and low income populations, including the LEP population. The member agency is responsible to ensure that environmental, health and safety issues are considered in the projects put forth to Lake Havasu City Havasu Mobility for consideration.
4. Resources. Due to fiscal constraints and limited resources at this time, Lake Havasu City Havasu Mobility is unable to provide interpretation and translation services without advance notice. However, public notices and vital documents and forms are available in English and Spanish.

A statement in Spanish 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**

Lake Havasu City Havasu Mobility 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) Title VI Notice
- (2) Complaint Procedures
- (3) 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 Hearing

**Movilidad Havasu**



LAKE HAVASU CITY

**Programa de Transportacion**

- ***Para Personas Mayores de Edad, Veteranos Militares, Personas con Discapacidad Y Ciudadanos Calificados por Razones de Ingreso.***
- ***Transportación Gratuita al Centro de Personas Mayores (Senior Center) para la comida del almuerzo  
Lunes a Jueves.***
- ***Viajes para Compras de Mandado Y Citas Médicas 8am – 2pm, Lunes a Viernes, \$2.00 por viaje sencillo.***
- ***Se requieren reservaciones por adelantado.***

*Para más información o para hacer una reservación, llame a **Movilidad Havasu al 453-7600.***

*Horario de Oficina de Despacho: 8am - 2pm Lunes a Viernes.*

*- Vehículos disponibles con acceso para silla de ruedas.*

*- No hay cobro por niños menores de 11 años pero deben ser acompañados por un adulto con su tarifa pagada.*



# Non-elected Committees Membership Table

A subrecipient who selects 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.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%
TYPE THE NAME OF THE COMMITTEE HERE	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%	TYPE % HERE%

**Describe the process the agency uses to encourage the participation of minorities on such committees should be included**

Lake Havasu City Havasu Mobility 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

Lake Havasu City Havasu Mobility does NOT monitor subrecipients for Title VI compliance.

# Title VI Training

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Patrick Cipres Mobility Supervisor attended ADOT sponsored Title VI training on February 25<sup>th</sup>, 2016 held at the ADOT office in Phoenix. Driver/Dispatchers all receive Title VI training annually.

# 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.***

The Lake Havasu City Havasu Mobility has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were built since 2010.

# **Board Approval for the Title VI Program**

Lake Havasu City Havasu Mobility does not have a board

# Organizational Chart

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