

# **Title VI Plan Cover Page**

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## **Quality Connections Inc. 2019**

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**Para Información en Español: Armando Bernasconi 928-773-8787**

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# Executive Summary

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Quality Connections Inc. (QC) is an Arizona not-for-profit 501(c) 3 corporation who's Mission is to provide employment and support services to individuals with disabilities and disadvantages so they can become productive members of our community. QC is organized into four Departments; Residential, Day Program, Employment Services and QCoffice.

Our Residential Department operates six State Licensed Group Home Settings designed to assist individuals with developmental disabilities in becoming more independent and increase participation in our community.

Our Day Program provides Montessori-based instruction along with social and recreational activities for adults with disabilities.

Our Employment Services Department offers individuals with disabilities a chance to become gainfully employed and productive members of our community. QC contracts with the State of Arizona, Department of Economic Security, Division of Developmental Disabilities (DDD), Rehabilitation Services Administration (RSA), Health Choice Integrated Care (HCIC - previously known as NARBHA - Northern Arizona Regional Behavioral Health Authority), and Navajo Nation Vocational Rehabilitation to provide work hardening skills, job development and placement services and supports on the job to assist individuals obtain and maintain employment.

QCoffice is Arizona's only not for profit office supply company. We use our e-commerce site and retail department to provide work hardening skills, gainful employment and training to disabled individuals referred by the Department of Economic Security, DDD, RSA, HCIC, and Navajo Nation Office of Special Education and Rehabilitation.

Quality Connections has been an ADOT Grantee since FY 2014. The transportation program includes daily transportation for individuals with disabilities to access their healthcare, employment, shopping, outings, and other day-to-day activities. Transportation is provided in connection with Employment, Residential, and Day Program services. Each of Quality Connections' departments incorporates daily activities in-house as well as in the community. Our participants are involved in community events, outings, daily errands and activities, volunteer and employment opportunities, and medical and counseling appointments, which require QC to provide or coordinate transportation every week-day, as well as coordinate pick-up and drop-off of 17 QC residents to their homes. Five of the participants of our Day Program require wheelchair-equipped vehicles to enable their safe and comfortable journey.

Quality Connections is governed by its Board of Directors. The President & CEO reports directly to the Board of Directors. Vice Presidents report directly to the CEO and oversee their respective departments – one over Residential and Employment Services departments, and one over Day Program, QCoffice, and Administration departments. The Title VI Coordinator position is in the Administration department. Please refer to the Organizational Chart for more information.

**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 a direct recipient of FTA funds?**

- Yes
- No

# Non Discrimination Notice to the Public

## Notifying the Public of Rights Under Title VI and ADA Quality Connections Inc.

**Quality Connections Inc.** 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 **Quality Connections Inc.**

For more information on the **Quality Connections Inc.**' civil rights program, and the procedures to file a complaint, contact **Esther Kettles HR Director, 928-773-8787; email estherk@qualityconnections.org;** or visit our administrative office at **3012 East Route 66, Flagstaff, AZ 86004.** For more information, visit **www.qualityconnections.org.**

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

If information is needed in another language, contact **928-773-8787.** \*Para información en Español llame: **Armando Bernasconi 928-773-8787**

The above notice is posted in the following locations: **With other public notices in the hallway near the restrooms at Quality Connections Inc. 3012 East Route 66, Flagstaff, AZ 86004.**

This notice is posted online at **www.qualityconnections.org**

# Non Discrimination Notice to the Public - Spanish

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## Aviso Público Sobre los Derechos Bajo el Título VI Y ADA Quality Connections Inc.

**Quality Connections Inc.** (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 **Quality Connections Inc.**, y los procedimientos para presentar una queja, contacte **Esther Kettles HR Director 928-773-8787**; o visite nuestra oficina administrativa en **3012 East Route 66, Flagstaff, AZ 86004**. Para obtener más información, visite **[www.qualityconnections.org](http://www.qualityconnections.org)**

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

The above notice is posted in the following locations: **With other public notices in the hallway near the restrooms at Quality Connections Inc. 3012 East Route 66, Flagstaff, AZ 86004.**

This notice is posted online at **[www.qualityconnections.org](http://www.qualityconnections.org)**

# Non Discrimination ADA/Title VI Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by **Quality Connections Inc.** 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 **Quality Connections Inc.** 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 **Quality Connections Inc.** or submitted to the State or Federal authority for guidance.

- (7) **Quality Connections Inc.** 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) **Quality Connections Inc.** has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 30 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 **Quality Connections Inc.** 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.qualityconnections.org](http://www.qualityconnections.org)**.

If information is needed in another language, contact **928-773-8787**. \*Para información en Español llame: **Armando Bernasconi 928-773-8787**



# 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): _____  |                                      |  |
| 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 Discrimination Complaint with this agency?  | <input type="checkbox"/> Yes         | <input type="checkbox"/> No              |

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

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**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:**

**Quality Connections Inc.  
Esther Kettles HR Director  
3012 East Route 66, Flagstaff, AZ 86004  
928-773-8787  
estherk@qualityconnections.org**

A copy of this form can be found online at [www.qualityconnections.org](http://www.qualityconnections.org)

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

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

**Quality Connections Inc.** has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2018**.

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

# Public Participation Plan

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**Quality Connections Inc.** is a sub-recipient of the Flagstaff Metropolitan Planning Organization (FMPO). The general public is engaged in its planning and decision-making processes, as well as its marketing and outreach activities through FMPO's Coordinated Mobility Council meetings, which are held quarterly. The public is invited to attend these quarterly meetings to provide their input and feedback. Notice of these meetings is made in advance through the City of Flagstaff's website, publication in the Arizona Daily Sun newspaper, Facebook, and the agenda is posted in many public places throughout the community. A sample agenda is included as an attachment to this plan.

As an agency receiving federal financial assistance, **Quality Connections Inc.** 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
- In the past year, Quality Connections Inc. staff have attended and participated in the following FMPO Coordinated Mobility Council meetings:

February 16, 2018 – Attended by Doug Arnett – COO

May 18, 2018 – Attended by Doug Arnett – COO

August 17, 2018 – Attended by Doug Arnett – COO, Esther Kettles – HR Director

November 16, 2018 – Attended by Esther Kettles – HR Director

**Quality Connections Inc.** will make the following community outreach efforts for the **upcoming year**:

- Expand the distribution of agency brochures
- Post the Nondiscrimination Public Notices to the following locations:
  - Within transportation vehicles
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- In the upcoming year Quality Connections Inc. will attend and participate in the following FMPO Coordinated Mobility Council meetings:

February 15, 2019 – Attended by Esther Kettles – HR Director

May 10, 2019

August 16, 2019

November 15, 2019

# Limited English Proficiency Plan

**Quality Connections Inc.** 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 **Quality Connections Inc.** 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 **Quality Connections Inc.**'s extent of obligation to provide LEP services, the **Quality Connections Inc.** 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 **Quality Connections Inc.** service area who may be served or likely to encounter by **Quality Connections Inc.** program, activities, or services;

**Quality Connections Inc.**'s transportation program is client-based. All daily transportation is provided for the seventeen individuals with disabilities who reside in QC's six group homes, to access their healthcare, employment, shopping, outings, and other day-to-day activities. Transportation is also provided for approximately 40 additional individuals with disabilities in connection with Employment and Day Program services. Our participants are involved in community events, outings, daily errands and activities, volunteer and employment opportunities, and medical and counseling appointments.

| Persons with Limited English Proficiency (LEP) | Estimate | % of Persons 5 Yrs. & Under | % of Persons 5 Yrs. & Over With LEP |
|--|----------|-----------------------------|-------------------------------------|
| Total Persons 5 years & Over                   | 70,320   | 6.1%                        | ---                                 |
| English Speaking Only                          | 57,381   | 81.6%                       | ---                                 |
| Limited English Proficiency                    | 549      | 3.9%                        | 100.0%                              |
| Spanish with LEP                               | 320      | 3.0%                        | 58.2%                               |
| Other Indo-European languages with LEP         | 28       | 0.2%                        | 5.1%                                |
| Asian & Pacific Island languages with LEP      | 120      | 0.7%                        | 21.9%                               |
| Other Languages with LEP                       | 81       | 0.0%                        | 14.8%                               |

- 2) The frequency with which LEP individuals come in contact with an **Quality Connections Inc.** services;

**Quality Connections Inc.**'s staff reviewed the frequency with which dispatchers and drivers have, or could have, contact with LEP persons for **2018**. **Quality Connections Inc.** averages **0** contacts per year. One LEP individual has been employed by Quality Connections for many years, but he does not have a need to use Quality Connections' transportation services. Quality Connections has internal staff able to provide translation services in Spanish

- 3) The nature and importance of the program, activities or services provided by the **Quality Connections Inc.** to the LEP population; and

Quality Connections Inc.'s current transportation program includes daily transportation for individuals with disabilities to access their healthcare, employment, shopping, outings, and other day-to-day activities. Transportation is provided in connection with Employment, Residential, and Day Program services. Each of Quality Connections' departments incorporates daily activities in-house as well as in the community. Our participants are involved in community events, outings, daily errands and activities, volunteer and employment opportunities, and medical and counseling appointments. Quality Connections Inc.'s programs are vital to the economic, social, and medical well-being of the individuals with disabilities served by the organization.

- 4) The resources available to **Quality Connections Inc.** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

**Quality Connections Inc.** 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. Additionally, Quality Connections has internal staff able to provide translation services in Spanish. Every effort will be made to provide vital information to LEP individuals in the language requested.

#### **Safe Harbor Provision for written translations**

**Quality Connections Inc.** 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

1) **Quality Connections Inc.** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **Quality Connections Inc.** staff who regularly take phone calls from the general public on how to respond to an LEP caller.

2) **Quality Connections Inc.** has a process to ensure the competency of interpreters and translation service through the following methods:

**Quality Connections Inc.** 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. **Quality Connections Inc.** will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities. **Quality Connections Inc.** 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. **Quality Connections Inc.** 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) **Quality Connections Inc.** provides notice to LEP persons about the availability of language assistance through the following methods:

- Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients' services, including the availability of language assistance services.

4) **Quality Connections Inc.** monitors, evaluates and updates the LEP plan through the following process:

**Quality Connections Inc.** 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. **Quality Connections Inc.** will make changes to the language assistance plan based on feedback received. **Quality Connections Inc.** may take into account the cost of proposed changes and the resources available to them. Depending on the evaluation, **Quality Connections Inc.** 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. **Quality Connections Inc.** 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) **Quality Connections Inc.** 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. **Quality Connections Inc.** will implement processes for training of staff through the following procedures:

**Quality Connections Inc.** 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. **Quality Connections Inc.** 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. **Quality Connections Inc.** 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. **Quality Connections Inc.** will implement LEP training to be provided for agency staff. **Quality Connections Inc.** staff training for LEP to include:

- A summary of the **Quality Connections Inc.** responsibilities under the DOT LEP Guidance;
- A summary of the **Quality Connections Inc.** language assistance plan;

- A summary of the number and proportion of LEP persons in the **Quality Connections Inc.** 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 **Quality Connections Inc.** cultural sensitivity policies and practices.



# Non-elected Committees Membership Table

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

**Quality Connections Inc.** 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.

**Quality Connections Inc.** does not monitor subrecipients for Title VI compliance.

# Title VI Equity Analysis

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

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

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

**Quality Connections Inc.** has no current or anticipated plans to develop new transit facilities covered by these requirements

# Fixed Route Transit Provider Analysis

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

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

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

**Quality Connections Inc.** is **not** a Fixed Route Transit Provider

# Board Approval for the Title VI Plan

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

# Attachment: Sample Agenda

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## AGENDA

Northern Arizona Intergovernmental Public Transportation Authority  
Flagstaff Metropolitan Planning Organization

### Coordinated Mobility Council

Friday, May 10, 2019

10:00 AM

Vera Room/NAIPTA Offices

3773 North Kaspar Drive

Flagstaff, Arizona 86004

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting 928-679-8900 (TTY Service 800.367.8939). Requests should be made as early as possible to allow time to arrange the accommodation.

1. **Call to order (10:00 am)**
2. **Welcome by Jamie Martinez, Chair**
3. **Safety Moment with Sam Short, Safety Manager, NAIPTA**
4. **Roll call and introductions**
5. **Call to the public**

The public is invited to speak on any item or any area of concern that is within the jurisdiction of the FMPO-NAIPTA Coordinated Mobility Council. The Council is prohibited by the Open Meeting law from discussing, considering or acting on items

raised during the call to the public, but may direct the staff to place an item on a future agenda. Individuals are limited to a five-minute presentation.

6. **Minutes from previous meeting (10:15 am)**  
Review and approval of minutes from February 15, 2019 quarterly Coordinated Mobility Council meeting
7. **Section 5310 grant (10:15 am)**  
Provide 5310 status update and grant review process
8. **Inclusion and Adaptive Living Commission Update (10:20)**  
Presentation by Inclusion and Adaptive Living Commission members or liaisons
9. **City of Flagstaff Bike Share RFP update & E-bikes, e-scooter ordinance (10:25)**  
Martin Ince from FMPO will provide an update of City of Flagstaff Bike Share RFP and review updates of the e-bikes and e-scooter ordinances
10. **Flagstaff Urban Trail System (FUTS) and sidewalk building standards (11:00am)**  
Martin Ince from FMPO will provide information on FUTS and sidewalk building standards in relation to ADA and universal design
11. **Coordinated Public Transit Human Services Transportation Plan discussion and adoption (11:20 am)**  
Discussion on refining and prioritizing action items from the newly adopted Coordinated Plan
12. **Upcoming trainings (11:50)**  
Information on scheduled upcoming trainings and discussion on need for other trainings
13. **News and updates from CMC members (11:50)**  
An opportunity to report on any projects or work that may be of interest to group
14. **Future agenda items (11:55)**
15. **Adjournment (12:00 pm)**

**CERTIFICATION OF POSTING OF NOTICE**

The undersigned hereby certifies that a copy of the foregoing notice was duly posted at \_\_\_\_\_ on \_\_\_\_\_, at approximately \_\_\_\_\_ a.m./p.m. in accordance with the statement filed by the Clerk of the Board with NAIPTA.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2019.

ATTEST:

\_\_\_\_\_  
Estella Hollander, Mobility Planner