Title VI Implementation Plan

The Arizona Recreation Center

For the Handicapped



***December 1, 2022 – November 30, 2025***

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# Title VI Policy Statement

The Arizona Recreation Center for the Handicapped (ARCH) policy assures full compliance with Title VI of the Civil Rights act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related authorities and regulation in all programs and activities. Title VI states that “no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any ARCH sponsored program or activity. There is no distinction between the sources of funding.

The Arizona Recreation Center for the Handicapped (ARCH) 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, ARCH will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the Arizona Recreation Center for the Handicapped (ARCH) distributes Federal-aid funds to another entity/person, ARCH will ensure all subrecipients fully comply with ARCH’s Title VI Nondiscrimination Program requirements. The President of the Board of Directors has delegated the authority to Vera Martinez, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

Cynthia Bennett 10/12/22

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cynthia Bennett, President, ARCH Board of Directors Date

# Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

**The Arizona Recreation Center for the Handicapped (ARCH)**

The Arizona Recreation Center for the Handicapped (ARCH) hereby gives public notice that is the policy of the agency to ensure full compliance with the Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related authorities and regulation in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which ARCH received federal financial assistance.

Any person who believes they have experienced discrimination under Title VI may file a complaint with the Arizona Recreation Center for the Handicapped (ARCH). Any such complaint must be filed with ARCH’s Title VI Coordinator within 180 days following the date of the alleged discriminatory occurrence. For more information, or to file a complaint, contact Vera Martinez at 602-230-2226, email: [vera\_martinez@archaz.org](mailto:vera_martinez@archaz.org), or visit our website at [www.archaz.org](http://www.archaz.org), TTY: 7-1-1.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department**: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 602-230-2226 or 602-230-7193. Para información en Español llame: Abraham Gonzales at 602-230-2226 or 602-230-7193.

# Title VI Notice to the Public -Spanish

**Aviso al Público Sobre los Derechos Bajo el Título VI**

**ARIZONA RECREATION CENTER FOR THE HANDICAPPED (ARCH)**

El Centro de Recreación para Discapacitados de Arizona (ARCH, por sus siglas en inglés) por la presente notifica públicamente que es la política de la agencia garantizar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964, la Sección 504 de la Ley de Rehabilitación de 1973, la Ley de Restauración de los Derechos Civiles de 1987, la Orden Ejecutiva 12898 sobre Justicia Ambiental, y las autoridades y regulaciones relacionadas en todos los programas y actividades. El Título VI requiere que ninguna persona en los Estados Unidos de América, por motivos de raza, color u origen nacional, sea excluida de la participación, se le nieguen los beneficios o sea objeto de discriminación en cualquier programa o actividad por la cual ARCH haya recibido asistencia financiera federal.

Cualquier persona que crea que ha sufrido discriminación bajo el Título VI puede presentar una queja ante el Centro de Recreación para Discapacitados de Arizona (ARCH, por sus siglas en inglés). Cualquier queja de este tipo debe presentarse ante el Coordinador del Título VI de ARCH dentro de los 180 días posteriores a la fecha del presunto suceso discriminatorio. Para obtener más información o para presentar una queja, comuníquese con Vera Martínez al 602-230-2226, envíe un correo electrónico a: [vera\_martinez@archaz.org](mailto:vera_martinez@archaz.org) o visite nuestro sitio web al [www.archaz.org](http://www.archaz.org), TTY: 7-1-1.

Un demandante puede presentar una queja directamente ante el Departamento de Transporte Público de la Ciudad de Phoenix o la Administración Federal de Tránsito (FTA) presentando una queja directamente ante las oficinas correspondientes de Derechos Civiles: Departamento de Transporte Público de la Ciudad de  **Phoenix: ATTN: Coordinador del Título VI, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003** FTA: ATTN: Coordinador del Programa del Título VI, Edificio Este, 5º Piso-TCR 1200 New Jersey Ave., SE Washington DC 20590

Si necesita información en otro idioma, comuníquese al 602-230-2226 o al 602-230-7193. Para información en español llame: Abraham Gonzales al 602-230-2226 o al 602-230-7193.

*The above notice is posted in the following locations: Front office/common office of the ARCH facility, all FTA funded vehicles, and the agencies website.*

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

# Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by the Arizona Recreation Center for the Handicapped (ARCH) 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.

Any person who believes he and/or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form.

1. 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.
2. Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
3. 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.
4. 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.
5. Once submitted ARCH 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 ARCH or submitted to the State or Federal authority for guidance.
6. ARCH will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: phxtransiteo@phoenix.gov
7. ARCH has 60 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 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.
8. 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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
9. A complainant dissatisfied with ARCH’S decision may file a complaint directly with the **City of Phoenix Public Transit Department (COP):** Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the **Federal Transit Administration (FTA)** offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
10. A copy of these procedures can be found online at: www.archaz.org

**Title VI complaints may be filed by any of the following methods**:

To submit a complaint online, fill out the “Online Complaint Form”.

To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

Arizona Recreation Center for the Handicapped (ARCH)

1550 West Colter Street

Phoenix, Arizona 85015

Email: [Vera\_Martinez@archaz.org](mailto:Vera_Martinez@archaz.org) Phone: 602-230-2226 Fax: 602-230-0308 TTY: 7-1-1

Forms are available at the physical address listed above if access to a computer is not available.

Complaints received by ARCH’s Title VI Coordinator will be assigned to appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, the Coordinator will respond to the complaint within a reasonable time and, if warranted by the investigation, will initiate appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

To request information about ARCH’s Title VI Policy, please contact the Coordinator via email at [Vera\_Martinez@archaz.org](mailto:Vera_Martinez@archaz.org) or by phone at 602-230-2226 or fax at 602-230-0308. To request information in alternate formats, please contact ARCH at 602-230-7193, TTY: Arizona Relay Service 7-1-1

# Procedimientos de Quejas Bajo el Título VI

Estos procedimientos proporcionan orientación para todas las quejas presentadas bajo el Título VI del Decreto de los Derechos Civiles de 1964, en lo que se refieren a cualquier programa o actividad que sea administrado por la Arizona Recreation Center para el Handicapped (ARCH), incluyendo a los asesores, contratistas y proveedores. Por ley, se prohíbe la intimidación o las represalias como resultado de una queja. Además de estos procedimientos, los reclamantes se reservan el derecho de presentar una queja formal ante otras agencias estatales o federales o de solicitar asesoría privada para quejas alegando discriminación. Se hará todo lo posible para resolver las quejas al nivel más bajo posible.

Cualquier persona que crea que ha sido discriminada por motivos de raza, color, u origen nacional puede presentar una queja bajo el Título VI completando y presentando la Forma de Quejas del Título VI de la agencia.

1. Las quejas formales se deben presentar dentro de 180 días de calendario de la última fecha del supuesto acto de discriminación o de la fecha en la que el/los reclamante/s se haya/n enterado de la supuesta discriminación, o cuando haya habido un curso de conducta continuo, la fecha en la que la conducta haya sido suspendida o la última ocasión en la cual ocurrió la conducta.
2. Las quejas se deben hacer por escrito y deben ser firmadas por el/los reclamante/s y deben incluir el nombre, el domicilio y el número de teléfono del/los reclamante/s. Si es necesario, la persona de contacto del Título VI ayudará al/la reclamante a documentar las cuestiones.
3. Las alegaciones recibidas por fax o por correo electrónico serán admitidas y procesadas, una vez que se haya establecido la identidad del/la reclamante y la intención de proceder con la/s queja/a. Para ello, se requiere que el/la reclamante envíe por correo postal una copia original firmada del fax o de la transmisión de la nota electrónica para que la queja sea procesada.
4. Las alegaciones recibidas por teléfono se reducirán a un formato por escrito y se les proveerán al/la reclamante para su confirmación o revisión antes de su procesamiento. Se remitirá una forma de la queja al/la reclamante para que la complete, la firme y la devuelva para su procesamiento.
5. Una vez presentada, la ARCH revisará la forma de la queja para determinar la jurisdicción. Todas las quejas recibirán una carta de reconocimiento informándole si la queja será investigada por la ARCH o presentada a la autoridad estatal o federal para recibir su orientación.
6. ARCH le notificará al Coordinador del Título VI sobre todas las quejas del Título VI dentro de 72 horas por teléfono llamando al: 602-262-7242; por correo email a: [phxtransiteo@phoenix.gov](mailto:phxtransiteo@phoenix.gov)
7. ARCH tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad puede ponerse en contacto con el/la reclamante. El/la reclamante tiene 60 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no es contactado por el/la reclamante o no recibe la información adicional dentro de los 30 días hábiles, la Autoridad puede cerrar el caso administrativamente. Un caso también se puede cerrar administrativamente si el/la reclamante ya no desea seguir adelante con su caso.
8. Después de que el investigador revise la queja, emitirá una de dos cartas al/la reclamante: una carta de cierre o una carta de hallazgo “Letter of Finding” (LOF). Una carta de cierre resume los alegatos y afirma que no hubo una infracción con respecto al Título VI y que el caso se cerrará. Una carta LOF resume las alegaciones y las entrevistas con respecto al supuesto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional del/la miembro del personal u otra acción. Si el/la reclamante desea apelar a la decisión, tiene 30 días después de la fecha de la carta o de la LOF para hacerlo.
9. Un/a reclamante insatisfecho/a con la decisión de la ARCH puede presentar una queja directamente con el Departamento de Transporte Público de la Ciudad de Phoenix: City of Phoenix Public Transit Department (COP), Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003, ó con las oficinas de Derechos Civiles de la Administración Federal de Transporte: Federal Transit Administration (FTA), Offices of Civil Rights, Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
10. Una copia de estos procedimientos se puede encontrar en línea en: www.archaz.org

**Las quejas del Título VI se pueden presentar por cualquiera de los siguientes métodos**:

Para presentar una queja en línea, complete el "Formulario de queja en línea".

Para presentar un reclamo por correo o en persona, complete el formulario de queja imprimible y envíelo por correo a:

Centro de Recreación para Discapacitados de Arizona (ARCH, por sus siglas en inglés)

1550 West Colter Street

Phoenix, Arizona 85015

Correo electrónico[: Vera\_Martinez@archaz.org](mailto:Vera_Martinez@archaz.org) Teléfono: 602-230-2226 Fax: 602-230-0308 TTY: 7-1-1

Los formularios están disponibles en la dirección física indicada anteriormente si no se dispone de acceso a una computadora.

Las quejas recibidas por el Coordinador del Título VI de ARCH se asignarán a los miembros del personal apropiados para su investigación de acuerdo con las normas federales (28 CFR Parte 35 y Circular FTA 4702.1B). Una vez procesada la queja, el Coordinador responderá a la queja dentro de un plazo razonable y, si la investigación lo justifica, iniciará las acciones apropiadas. La Ciudad de Phoenix, como receptora designada de fondos federales para esta región, es responsable de monitorear este proceso.

Para solicitar información sobre la Política del Título VI de ARCH, comuníquese con el Coordinador por correo electrónico a [Vera\_Martinez@archaz.org](mailto:Vera_Martinez@archaz.org) o por teléfono al 602-230-2226 o por fax al 602-230-0308. Para solicitar información en formatos alternativos, comuníquese con ARCH al 602-230-7193, TTY: Servicio de Retransmisión de Arizona 7-1-1

# Title VI Complaint Form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Section I:** | | | | | |
| Name: | | | | | |
| Address: | | | | | |
| Telephone (Home): | Telephone (Work): | | | | |
| E- Mail Address: | | | | | |
| Accessible Format Requirements? | ☐ Large Print | | | ☐ Audio Tape | |
| ☐ TDD | | | ☐ Other | |
| **Section II:** | | | | | |
| Are you filing this complaint on your own behalf? | | | ☐Yes\* | | ☐No |
| *\*If you answered “yes” to this question, go to* ***Section III****.* | | | | | |
| If not, please supply the name and relationship of the person for whom you are complaining. | |  | | | |
| Please explain why you are filing on behalf of 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. | | | ☐Yes | | ☐No |
| **Section III:** | | | | | |
| I believe the discrimination I experienced was based on (check all that apply):  ☐ Race ☐ Color ☐ National Origin  Date of Alleged Discrimination (Month, Day, Year):  Explain as clearly as possible what happened and why you believe you were discriminated against. List all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. | | | | | |
| **Section VI:** | | | | | |
| Have you previously filed a Title VI complaint with this agency? | | | ☐Yes | | ☐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:

Arizona Recreation Center for the Handicapped (ARCH), Title VI Coordinator

1550 West Colter Street

Phoenix, Arizona 85015

Phone: 602-230-2226 Fax: 602-230-0308

Vera\_Martinez@archaz.org

A copy of this form can be found online at www.archaz.org

**Forma Para Poner una Queja**

**(De Acuerdo Al Título VI)**

*Nota: La siguiente información se necesita para procesar su queja.*

**Información de la persona que está poniendo la queja:**

Nombre: Dirección:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ciudad/Estado/Código Postal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono(Casa): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono rabajo):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo laueja)**

Nombre: Dirección: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ciudad/Estado/Código Postal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono(Casa):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono (Trabajo):

**¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?**

Raza/Color (Especifique) \_\_\_\_\_ Nacionalidad (Especifique) \_\_\_\_\_

**¿En qué fecha(s) sucedió la discriminación**?

**Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.**

Agencia Federal \_\_\_\_\_\_\_\_\_ Agencia Local \_\_\_\_\_\_\_\_\_ Agencia Estatal \_\_\_\_\_\_\_\_

Corte Estatal \_\_\_\_\_\_\_\_\_ Corte Federal \_\_\_\_\_\_\_\_\_

**Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.**

Nombre:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dirección:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ciudad/Estado/Código Postal:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono(Casa): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Teléfono (Trabajo):

**Por favor firme abajo. Puede anexar cualquier material escrito u otra información que usted crea que es relevante sobre su queja.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Firma de la Persona que presenta la queja Fecha

**Número de Anexos:**

**Someta la forma y cualquier información adicional a:**

Arizona Recreation Center for the Handicapped (ARCH) Title VI Program

Vera Martinez

Title VI Program Coordinator

1550 West Colter Street

Phoenix, AZ 85015

Phone: 602-230-2226 Fax: 602-230-0308

[Vera\_Martinez@archaz.org](mailto:Vera_Martinez@archaz.org)

# Title VI Investigations, Complaints, and Lawsuits

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?)** |
| **Investigations** |  |  |  |  |
| 1) |  |  |  |  |
| 2) |  |  |  |  |
| **Lawsuits** |  |  |  |  |
| 1) |  |  |  |  |
| 2) |  |  |  |  |
| **Complaints** |  |  |  |  |
| 1) |  |  |  |  |
| 2) |  |  |  |  |

🗹 The Arizona Recreation Center for the Handicapped (ARCH) has not had any Title VI complaints, investigations, or lawsuits in 2023.

# Public Participation Plan

Arizona Recreation Center for the Handicapped

Public Participation Plan

**

The Arizona Recreation Center for the Handicapped (ARCH) 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, ARCH has made the following community outreach efforts:

* Quarterly Electronic Newsletters
* Monthly E-Mail Blasts
* Quarterly Community Information Fairs
* Corporate Information Fairs
* Social Media (i.e. Facebook, Twitter, etc.)
* Public website
* Quarterly Flyer dissemination to area middle schools and high schools
* Semi-Annual Mass Mailings
* “Kids on the Block” community awareness program

In the upcoming year The Arizona Recreation Center for the Handicapped (ARCH) will make the following community outreach efforts:

***Please see the above list.***

**Public Meetings:**

1. Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may require scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
2. When a public meeting or public hearing is focused on a planning study or program related to a specific geographic area or jurisdiction within the region, the meeting or hearing is held within that geographic area or jurisdiction.
3. Public meetings are held in locations accessible to people with disabilities and are located near a transit route when possible.

The Arizona Recreation Center for the Handicapped (ARCH) submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

# Limited English Proficiency Plan

Arizona Recreation Center for the Handicapped

Limited English Proficiency Plan

**

The Arizona Recreation Center for the Handicapped (ARCH) 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 ARCH’s 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 ARCH’s extent of obligation to provide LEP services, the Arizona Recreation Center for the Handicapped 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 Arizona Recreation Center for the Handicapped service area who may be served or would be likely to encounter the Arizona Recreation Center for the Handicapped programs, activities, or services;
2. The frequency with which LEP individuals come in contact with The Arizona Recreation Center for the Handicapped services;
3. The nature and importance of the program, activities or services provided by the Arizona Recreation Center for the Handicapped to the LEP population; and
4. The resources available to the Arizona Recreation Center for the Handicapped and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

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. These will include, but not be limited to:

* Training bilingual staff to act as interpreters and translators
* Information sharing through common industry groups
* Translating vital documents posted on our website
* Pooling resources to reduce translation needs
* Offer written translations of description of documents
* Provide list of resources for translation in languages other than those identified by demographic analysis.

**Safe Harbor Provision**

The Arizona Recreation Center for the Handicapped (ARCH) 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 Hearings

***Note:*** *The Arizona Recreation Center for the Handicapped (ARCH) has chosen to adopt the City of Phoenix/Valley Metro Language Assistance Plan. Please see the attached document.*

# Non-elected Committees Membership Table

A sub-recipient 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. Sub-recipients 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 THE NAME OF THE COMMITTEE HERE** | % | % | % | % | % |
| **TYPE THE NAME OF THE COMMITTEE HERE** | % | % | % | % | % |
| **TYPE THE NAME OF THE COMMITTEE HERE** | % | % | % | % | % |

🗹 The Arizona Recreation Center for the Handicapped (ARCH) does NOT select the membership of any transit-related committees, planning boards, or advisory councils.

# Monitoring for Sub-recipient Title VI Compliance

🗹 The Arizona Recreation Center for the Handicapped (ARCH) does NOT monitor sub-recipients for Title VI compliance.

# Title VI Equity Analysis

A sub-recipient 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 sub-recipient organization receives any FTA dollars, it must comply with this requirement.***

The Arizona Recreation Center for the Handicapped (ARCH) has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 2002.

**Board Approval for the Title VI Program**

** BOARD OF DIRECTORS**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Board of Directors Meeting** | | | | | | | | |
| 02/16/2022 | 5:00pm | | | Virtual Meeting Via Zoom | | | | |
| Purpose | February Board of Directors Meeting | | | | | | | |
| Secretary | Vickie Frigo-Porter | | | | | | | |
| Officers | Cynthia Bennett, Richard Lustiger, Susan Caldwell,  Vickie Frigo-Porter | | | | | | | |
| Attendees | Board: Cynthia Bennett, Susan Caldwell, Frank Rosales, Larry Wissler, Tom Timmer, Vicki Frigo-Porter, John Sazfran  Non-Board: Kip Murray, Executive Director | | | | | | | |
| Absent | Excused: Paul Kalkbrenner, Richard Lustiger | | | | | | | |
| **TITLE VI Implementation Plan** | | | | | | | | |
| New Business | | Kip Murray, Executive Director | | | | | | |
| Discussion | | Vera has prepared a revision to the Title VI plan relating to non-discrimination and LEP concerns, along with changes to the wording used in the new updated plan. The document was sent to Board members via email for review. A review of the revised plan was discussed and clarifications were made. | | | | | | |
| Conclusion | | The Board approved the revisions on February 18. 2022 through an email vote. | | | | | | |
| Action Items | | | | | Person Responsible | | Deadline | |
| No action needed as all errors corrected  from last review. Noted ADA deletions | | | | | N/A | | 02/18/22 | |
| **Closing** | | | | | | | | |
| Cynthia Bennett | | | Cynthia adjourned the meeting at 6:15pm | | | | | |
| The next Board meeting is scheduled for 5:00pm on Wednesday, March 8, 2022 via Zoom | | | | | | | | |
| Submitted by: Vickie Frigo-Porter | | | | | | February 18, 2022 | | Email/Fax |

This is an excerpt of the draft minutes from the February 16, 2022 Board of Directors meeting.