



The Helping Hands Agency, Inc.
"Helping to Build a Stronger Tomorrow"

Title VI Plan Cover Page

The Helping Hands Agency, Inc. "Express" 2022

Title VI Contact: Cynthia Kokasko, Executive Director
Title VI Contact Phone: 928-645-9596
Title VI Contact Email: Cynthia@helpinghandsagency.com
TTY Number (If applicable):
Alternate Language Phone: 928-645-9596
Address: PO Box 3938 35 Sixth Ave Page, AZ 86040
Web Address: www.helpinghandsagency.com
Para Información en Español: Cynthia Kokasko 928-645-9596



Title VI Plan Table of Contents

Title VI Plan Cover Page	1
Title VI Plan Table of Contents	2
Executive Summary	3
Non Discrimination Notice to the Public.....	4
Non Discrimination Notice to the Public – Spanish.....	5
Non Discrimination ADA/Title VI Complaint Procedures	6
Discrimination ADA/Title VI Complaint Form.....	8
Public Participation Plan	11
Limited English Proficiency Plan.....	14
Monitoring for Subrecipient Title VI Compliance.....	20
Title VI Equity Analysis	21
Fixed Route Transit Provider Analysis	22
Board Approval for the Title VI Plan.....	23



Executive Summary

The Helping Hands Agency provides a deviated fixed route system within the established public transit routes this is funded through ADOT 5311 funds since 2006. The Express system is one branch of The Helping Hands Agency. We provide several other services: educational, residential and vocational for individuals with developmental disabilities. In order to increase the independence and mobility of the clients we serve; they have the opportunity to utilize Express. The Agency provides support staff to help them learn how the system operates and how to best utilize this community asset. The clients have experienced a greater level of independence through this system. This program is funded through DES/DDD since 1995. In order to increase the mobility of our day program and group home services we have received funds/vehicles through the ADOT 5310 program since 2004.

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

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) _____

Is your agency receiving direct funds from FTA?

- If yes, please attach a copy of your FTA letter of approval of Title VI Plan.
- No



Non Discrimination Notice to the Public



Notifying the Public of Rights Under Title VI and ADA The Helping Hands Agency, Inc. "Express"

The Helping Hands Agency, Inc. "Express" 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 **The Helping Hands Agency, Inc. "Express"**.

For more information on the **The Helping Hands Agency, Inc. "Express"**'s civil rights program, and the procedures to file a complaint, contact **Cynthia Kokasko, Executive Director, 928-645-9596, (TTY)**; email **Cynthia@helpinghandsagency.com**; or visit our administrative office at **PO Box 3938 35 Sixth Ave Page, AZ 86040**. For more information, visit **www.helpinghandsagency.com**.

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

If information is needed in another language, contact **928-645-9596**. *Para información en Español llame: **Cynthia Kokasko 928-645-9596**



Non Discrimination Notice to the Public – Spanish



Aviso Público Sobre los Derechos Bajo el Título VI Y ADA The Helping Hands Agency, Inc. "Express"

The Helping Hands Agency, Inc. "Express" (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 **The Helping Hands Agency, Inc. "Express"**, y los procedimientos para presentar una queja, contacte **Cynthia Kokasko, Executive Director 928-645-9596, (TTY)**; o visite nuestra oficina administrativa en **PO Box 3938 35 Sixth Ave Page, AZ 86040**. Para obtener más información, visite **www.helpinghandsagency.com**

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

The above notice is posted in the following locations: **This notice will also be posted at stations, stops, and on transit vehicles**

This notice is posted online at **www.helpinghandsagency.com**



Non Discrimination ADA/Title VI Complaint Procedures

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



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- (7) **The Helping Hands Agency, Inc. “Express”** will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.
- (8) **The Helping Hands Agency, Inc. “Express”** has 30 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 **The Helping Hands Agency, Inc. “Express”** decision may file a complaint with the Arizona Department of Transportation (**ADOT**) or the Federal Transit Administration (**FTA**) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (12) A copy of these procedures can be found online at: www.helpinghandsagency.com.

If information is needed in another language, contact **928-645-9596**. *Para información en Español llame: **Cynthia Kokasko 928-645-9596**



Discrimination ADA/Title VI Complaint Form

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

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



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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:

The Helping Hands Agency, Inc. "Express"
Cynthia Kokasko, Executive Director
PO Box 3938 35 Sixth Ave Page, AZ 86040
928-645-9596
Cynthia@helpinghandsagency.com

A copy of this form can be found online at www.helpinghandsagency.com

If information is needed in another language, contact **928-645-9596**. *Para información en Español llame: **Cynthia Kokasko 928-645-9596**



Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

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

The Helping Hands Agency, Inc. “Express” has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2021**.

Complainant	Date (Month, Day, Year)	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings?
Investigations	2021					
1)	None					
2)						
Lawsuits	2021					
1)	None					
2)						
Complaints	2021					
1)	None					
2)						



Public Participation Plan

The Helping Hands Agency, Inc. “Express” 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, **The Helping Hands Agency, Inc. “Express”** 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
- Posted the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Lobby of agency
- Partnered with other local agencies to advertise services provided
- Added public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities (www.helpinghandsagency.com)
- Updated agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures

The Helping Hands Agency, Inc. “Express” 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
 - Lobby of agency
- Partner with other local agencies to advertise services provided.
- Add public interactive content to the agency’s webpage for the public e.g. social media, to communicate schedule changes or activities.
- Host an information booth at a community event
- Update agency documents/publications to make them more user-friendly e.g. comment forms or agency brochures.
- Drivers also verbally inform riders in advance of the changes and hand out literature indicating the changes.



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Riding the Bus

Express is a public transit service open to everyone. Express operates a network of bus routes serving Page and the surrounding area.

ROUTE B Monday – Friday

Stop	Bus Stop	AM	PM
1	Elm St. Transfer Center	4:00	3:27
2	HHA	4:02	3:35
50	LeChee Chapter House	4:12	3:45
49	Mill Post 3	4:13	3:47
85	Copperrmine Chapter House	4:32	4:07
86	Jct. 89T/N21 (Windmill)	4:50	4:25
87	The Gap School	4:57	4:32
88	The Gap	5:00	4:35
90	Tuba City Jct. 89/160	5:17	4:50
91	Cameron	5:32	—
90	TC Super gas station 160/264	6:02	5:02
92	Tuba City Hospital	6:09	5:25
90	TC Super gas station 160/264	7:00	5:30
91	Cameron	—	6:06
89	Tuba City Jct. 89/160	7:12	6:25
88	The Gap	7:29	6:42
87	The Gap School	7:32	6:45
86	Jct. 89T/N21 (Windmill)	7:39	6:52
85	Copperrmine Chapter House	7:57	7:10
49	Mill Post 3	8:17	7:28
50	LeChee Chapter House	8:18	7:30
1	Elm St. Transfer Center	8:27	7:40

ROUTE C Monday – Friday

Stop	Bus Stop	AM	PM
1	Elm St. Transfer Center	—	—
2	HHA	—	3:40
95	Kaibeto Store	5:55	4:28
96	Navajo Mtn.	6:18	—
97	Shonto	6:30	—
98	Jct. 98/160	7:00	5:27
97	Shonto	—	5:47
96	Navajo Mtn.	—	6:16
95	Kaibeto Store	7:57	6:30
1	Elm St. Transfer Center	8:40	—
2	HHA	8:50	—

ROUTE D Monday – Friday

Stop	Bus Stop	Weekday Service													
1	Elm St. Transfer Center	6:00	7:00	9:00	10:00	11:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	—	—
12	4th Ave. at Canyon Lake Apt.	6:01	7:01	9:01	10:01	11:01	1:01	2:01	3:01	4:01	5:01	6:01	7:01	—	—
2	Helping Hands Agency	6:03	7:03	9:03	10:03	11:03	1:03	2:03	3:03	4:03	5:03	6:03	7:03	—	—
48	Newburn	6:06	7:06	9:06	10:06	11:06	1:06	2:06	3:06	4:06	5:06	6:06	7:06	—	—
22	LPMHV	6:08	7:08	9:08	10:08	11:08	—	—	—	—	—	—	—	—	—
25	Wal-Mart	6:13	7:13	9:13	10:13	11:13	1:13	2:13	3:13	4:13	5:13	6:13	7:13	—	—
31	Whispering Sands	6:16	7:16	9:16	10:16	11:16	1:16	2:16	3:16	4:16	5:16	6:16	7:16	—	—
23	Vermilion View Apt./ Beehive	6:18	7:18	9:18	10:18	11:18	1:18	2:18	3:18	4:18	5:18	6:18	7:18	—	—
21	Cocoonino Community College/Encompass	6:23	7:23	9:23	10:23	11:23	1:23	2:23	3:23	4:23	5:23	6:23	7:23	—	—
1	Elm St. Transfer Center	6:30	7:30	9:30	10:30	11:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	—	—

ROUTE E Monday – Friday

Stop	Bus Stop	Weekday Service													
1	Elm Street Transfer Center	6:30	7:30	8:30	9:30	10:30	11:30	1:30	2:30	3:30	4:30	5:30	6:30	—	—
2	Helping Hands Agency	6:33	7:33	8:33	9:33	10:33	11:33	1:33	2:33	3:33	4:33	5:33	6:33	—	—
47	Border St./E. Frontage Rd.	6:36	7:36	8:36	9:36	10:36	11:36	1:36	2:36	3:36	4:36	5:36	6:36	—	—
49	Mill Post 3	6:40	7:40	8:40	9:40	10:40	11:40	1:40	2:40	3:40	4:40	5:40	6:40	—	—
50	LeChee Chapter House	6:45	7:45	8:45	9:45	10:45	11:45	1:45	2:45	3:45	4:45	5:45	6:45	—	—
46	LP Campground	6:52	7:52	8:52	9:52	10:52	11:52	1:52	2:52	3:52	4:52	5:52	6:52	—	—
24	Chapmans	6:55	7:55	8:55	9:55	10:55	11:55	1:55	2:55	3:55	4:55	5:55	6:55	—	—
1	Elm Street Transfer Center	7:00	8:00	9:00	10:00	11:00	12:00	2:00	3:00	4:00	5:00	6:00	7:00	—	—

ROUTE F Monday – Friday

Stop	Bus Stop	Weekday Service													
1	Elm Street Transfer Center	6:00	7:00	9:00	10:00	11:00	—	—	—	—	—	—	—	—	—
2	Helping Hands Agency	6:02	7:02	9:02	10:02	11:02	—	—	—	—	—	—	—	—	—
9	Escalante Apartments/DES	6:05	7:05	9:05	10:05	11:05	—	—	—	—	—	—	—	—	—
80	Glen Canyon Dam	6:10	7:10	9:10	10:10	11:10	—	—	—	—	—	—	—	—	—
81	ADOT	6:12	7:12	9:12	10:12	11:12	—	—	—	—	—	—	—	—	—
75	Greenehaven Condos	6:20	7:20	9:20	10:20	11:20	—	—	—	—	—	—	—	—	—
76	Greenehaven Station	6:23	7:23	9:23	10:23	11:23	—	—	—	—	—	—	—	—	—
78	Wahweap Housing	—	—	—	—	—	—	—	—	—	1:33	2:33	3:33	—	—
29	Denny's	6:45	—	9:45	10:45	11:45	—	—	—	—	—	—	—	—	—
28	National Park Service	6:46	—	9:46	10:46	11:46	—	—	—	—	—	—	—	—	—
25	Wal-Mart	6:50	—	9:50	10:50	11:50	—	—	—	—	1:50	2:50	3:50	—	—
1	Elm Street Transfer Center	7:00	8:00	10:00	11:00	12:00	—	—	—	—	—	—	—	—	—

SCHEDULE NOTES: All Express routes connect at the Elm St. Transfer Center. Riders may transfer there to any other Express route.

Where to Catch the Bus

Express buses pick up and drop off passengers only at designated bus stops, most of which are signed with the sign shown here. The location of each stop is shown on the map and described on the schedule. If you are unsure of the location of a stop, call us for directions.



Transferring Between Routes

All Express bus routes connect at the Elm Street Transfer Center. If you need to transfer from one route to another to reach your destination, just let your driver know. They will alert the other driver. There is no additional charge for a transfer required to complete a one-way trip.

Holidays

Express buses run on weekdays only. The buses do not run on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day and the day after Christmas.

Bikes on Buses

Express buses are equipped with bike racks that can carry up to two bicycles at a time. Bikes are transported for free with a paying passenger and are available on a first come, first served basis. Passengers are responsible for loading and unloading bikes. Express is not liable for damage or loss due to use of bike racks.



Accessibility

Express buses will travel off the route to provide curb-to-curb bus service to locations within one half mile of the route, for riders who are unable to access the designated bus stop. Off-route pickup requires a prior business day advance reservation by calling (928) 645-9596. Riders on the bus can ask to be dropped at a location within one-half mile of the route.



If you make a reservation for off route pick-up and your plans change, please call to cancel at least two hours prior to the scheduled pickup time. If you don't cancel, it will be counted as a no-show. If you have three no-shows within a 30-day period, which also represent more than 20% of your scheduled trips/deviations, you will be suspended from Page Express for a 7-day period. Subsequent offenses may justify a longer period of suspension, up to a maximum of 30 days.

Individuals may travel with service animals as defined within ADA guidelines. Portable oxygen tanks are allowed on vehicles. Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability.

Fares & Passes

You must pay your fare in cash or by showing a pass each time you board the bus.

One-Way Cash Fare

All passengers \$3.00
Children 4 and younger ride free with a paying adult (first 2 children per adult fare)

Tokens, good for a one-way trip, are available for \$3.00. A packet of 25 tokens can be purchased for \$63.50 at Helping Hands Agency/Express.

Money Saving 20-Ride Punch Pass

Good for 20 one-way rides \$30.00

Monthly Passes

Adult (Unlimited rides during the calendar month) \$50.00
Student (15 and under or with student ID) \$30.00
Senior (60+ with ID) \$30.00
Disabled \$30.00

Monthly Passes and Punch Passes can be purchased at Helping Hands Agency/Express. All pass sales are final and non-refundable. Passes are non-transferable.

Rules of the Road

- No smoking, eating, drinking or littering on the bus.
- Please do not distract the driver while the vehicle is moving.
- Riders who are intoxicated, unruly or who act in a way that threatens or endangers other riders will not be allowed to ride.
- No flammable liquids, open alcohol containers or other hazardous items are allowed on the bus.
- No panhandling on the bus.
- Passengers are responsible for storing and controlling items they bring on the bus.
- Service animals are the only animals allowed on the bus.
- All passengers must pay a fare or show a valid pass or transfer to board.
- Express has the right to refuse service to anyone not complying with these rules.

It is the policy of Helping Hands, the operator of Express, to comply with Title VI of the Civil Rights Act of 1964. Transportation services will be provided without regard to race, color, national origin, age, gender or disability. For more information, or to file a complaint, contact: Transit Manager (928) 645-9596 or email: ADOT Civil Rights office at 602.712.6046 or CivilRights@dot.gov

For information in languages other than English, contact: Transit Manager (928) 645-9596 or email: express@thehelpinghandsagency.com. Structure information is available in alternative formats upon request.

PUBLIC TRANSIT

Serving:
Page • LeChee
Wahweap • Greenehaven
Glen Canyon Dam
Visitor's Center
Kaibeto • Shonto
Cameron • Tuba City

Operated by:
The Helping Hands Agency, Inc.
(928) 645-9596
TDD/TTY 711
www.thehelpinghandsagency.com

EFFECTIVE JUNE 2019



The Helping Hands Agency, Inc.
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Limited English Proficiency Plan

The Helping Hands Agency, Inc. “Express” 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 **The Helping Hands Agency, Inc. “Express”** 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 **The Helping Hands Agency, Inc. “Express”**’s extent of obligation to provide LEP services, the **The Helping Hands Agency, Inc. “Express”** 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 Helping Hands Agency, Inc. “Express”** service area who may be served or likely to encounter by **The Helping Hands Agency, Inc. “Express”** program, activities, or services;



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Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over		
2015: ACS 5-Year Estimates		
Page City, AZ		
	Estimate	Margin of Error
Total:	6850	216
Speak only English	5460	429
Spanish or Spanish Creole:	392	278
Speak English "very well"	250	195
Speak English less than "very well"	142	137
French (incl. Patois, Cajun):	27	44
Speak English "very well"	27	44
Speak English less than "very well"	0	17
German:	76	92
Speak English "very well"	76	92
Speak English less than "very well"	0	17
Navajo:	858	244
Speak English "very well"	782	221
Speak English less than "very well"	76	63
Arabic:	37	58
Speak English "very well"	37	58
Speak English less than "very well"	0	17
Hebrew:	0	17

- 2) The frequency with which LEP individuals come in contact with an **The Helping Hands Agency, Inc. “Express”** services;

The Helping Hands Agency, Inc. “Express”’s staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2021** . **The Helping Hands Agency, Inc. “Express”** averages **1-5 contacts a year**.

- 3) The nature and importance of the program, activities or services provided by the **The Helping Hands Agency, Inc. “Express”** to the LEP population.

The Helping Hands Agency provides a deviated fixed route system. Express increases the independence and mobility of the passengers they serve. Although there are no LEP or very few persons using the service at this time that request or require language assistance, it would be available if needed. The Express website has an option for different languages as needed.

- 4) The resources available to **The Helping Hands Agency, Inc. “Express”** and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.



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Since the LEP population is primarily Native American, the LEP language is Navajo which is a spoken language, not a written language. Should The Helping Hands Agency need to provide LEP assistance, staff or other community agencies can provide this assistance.

A bilingual staff may provide oral translation services. If a staff person is unavailable or there is none for a particular language requested, arrangements shall be made with a contractual provider of services, volunteer interpreter, or through the language access line contractor and/or IT that may be available.

The Helping Hands Agency, Inc. “Express” provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provision for written translations

The Helping Hands Agency, Inc. “Express” complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Non Discrimination Notice
- (2) Discrimination Complaint Procedures
- (3) Discrimination Complaint Form

In addition, we will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents include the following:

- (1) Notices of free language assistance for persons with LEP
- (2) Notice of Non-Discrimination and Reasonable Accommodation
- (3) Outreach Materials
- (4) Bus Schedules
- (5) Route Changes
- (6) Public Hearings

1) **The Helping Hands Agency, Inc. “Express”** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **The Helping Hands Agency, Inc. “Express”** staff who regularly take phone calls from the general public on how to respond to an LEP caller.
- Instructions are provided to customer service staff and others who regularly respond to written communication from the public on how to respond to written communication from an LEP person.



The Helping Hands Agency, Inc.
“Helping to Build a Stronger Tomorrow”

- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
- Bilingual or multilingual versions of:
 - “How to ride” brochures
 - System maps and timetables
 - Safety and security announcements
 - Service change announcements

2) **The Helping Hands Agency, Inc. “Express”** has a process to ensure the competency of interpreters and translation service through the following methods:

The Helping Hands Agency, Inc. “Express” 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. **The Helping Hands Agency, Inc. “Express”** will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities. **The Helping Hands Agency, Inc. “Express”** 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. **The Helping Hands Agency, Inc. “Express”** 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) **The Helping Hands Agency, Inc. “Express”** provides notice to LEP persons about the availability of language assistance through the following methods:

- Statements in outreach documents that language services are available from the agency.
- Working with community-based organizations and other stakeholders to inform LEP individuals of the Recipients’ services, including the availability of language assistance services
- Announcements at community meetings
- Information tables at local events
- Signs and handouts available in vehicles and at stations
- Announcements in vehicles and at stations
- Agency websites, the Express website has a language option button.
- Customer service lines

See Examples of the Website translated to French at the end of this document



The Helping Hands Agency, Inc.
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4) **The Helping Hands Agency, Inc. “Express”** monitors, evaluates and updates the LEP plan through the following process:

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

The Helping Hands Agency, Inc. “Express” 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. **The Helping Hands Agency, Inc. “Express”** 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. **The Helping Hands Agency, Inc. “Express”** 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. **The Helping Hands Agency, Inc. “Express”** will implement LEP training to be provided for agency staff. **The Helping Hands Agency, Inc. “Express”** staff training for LEP to include:

- A summary of the **The Helping Hands Agency, Inc. “Express”** responsibilities under the DOT LEP Guidance;
- A summary of the **The Helping Hands Agency, Inc. “Express”** language assistance plan;
- A summary of the number and proportion of LEP persons in the **The Helping Hands Agency, Inc. “Express”** 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 **The Helping Hands Agency, Inc. “Express”** cultural sensitivity policies and practices.



Non-elected Committees Membership Table

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

Table Depicting Membership of Committees, Councils, Broken Down by Race
As of 2021

Body	Caucasian	Latino	African American	Asian American	Native American
Population	54%	7.3%	0.3%	0.8%	33.2%
Transit Advisory Council	60%	0%	0%	0%	40%
Executive Meetings	80%	0%	0%	0%	20%

The Agency encourages all stake holders to be a part of meetings, we value all members of our community and are driven to met the needs of our population. The Agency will extend invitations to community members of all races. We promote our services at and around reservation communities.



Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your subrecipients. This can be through site visits, submissions of Title VI Plans annually, or training and surveys.

The Helping Hands Agency, Inc. "Express" does not monitor subrecipients for Title VI compliance as it does not have subrecipients.



Title VI Equity Analysis

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

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

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

The Helping Hands Agency, Inc. “Express” has no current or anticipated plans to develop new transit facilities covered by these requirements



Fixed Route Transit Provider Analysis

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

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

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

The Helping Hands Agency, Inc. “Express” is not a Fixed Route Transit Provider



Board Approval for the Title VI Plan

SPECIAL MEETING OF BOARD OF DIRECTORS OF THE HELPING HANDS AGENCY, INC.

An Arizona Corporation

The Special meeting of Board of Directors named in the Article of Incorporation of the Helping Hands Agency, Inc. an Arizona Corporation, was held in person on the 29th day of April, 2022 at 310:30 a.m.

The Chairman presented to the Board a fore coming recommendation to adopt the following: An updated Title 6 Plan and Policy as per ADOT recommendation and guidance was presented to the Board. The Plan and Policy was reviewed.

A brief discussion then occurred as the above request. Upon motions duly made, seconded and unanimously carried, it was:

RESOLVED, The Agency's Board of Directors approved the effective date to be April 29th, 2022. A copy of the signed adoption by the Board of Directors is on file at the home office.

There being no further business to come before the meeting, the same was adjourned.

Dated: April 29th, 2022

APPROVED:

__ **Cynthia Kokasko** _____ Cynthia Kokasko, President

__ **Frank W. Kokasko** _____ Frank W. Kokasko, Secretary



A Snap shot from the Express website in English and in French

Riders Guide

Where to Catch the Bus

Express buses pick up and drop off passengers only at designated bus stops, most of which are signed with the sign shown here. The location of each stop is shown on the map and described on the schedule. If you are unsure of the location of a stop, call us for directions.

Transferring Between Routes

All Express bus routes connect at the Elm Street Transfer Center. If you need to transfer from one route to another to reach your destination, just let your driver know. They will alert the other driver. There is no additional charge for

Holidays

Express buses run on weekdays only. The buses do not run on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day and the day after Christmas.

Bikes on Buses

Express buses are equipped with bike racks that can carry up to two bicycles at a time. Bikes are transported for free with a paying passenger and are available on a first-come, first-served basis. Passengers are responsible for loading and unloading bikes. Express is not liable for damage or loss due to use of bike racks.

Accessibility

Express buses will travel off the route to provide curb-to-curb bus service to locations within one half mile of the route, for riders who are unable to access the designated bus stop. Off-route pickup requires a prior business day advance reservation by calling (928) 645-9596. Riders on the bus can be asked to be dropped at a location within one-half mile of the route.

If you make a reservation for off route pick-up and your plans change, please call to cancel at least two hours prior to the scheduled pickup time. If you don't cancel, it will be counted as a no-show. If you have three no-shows within a 30-day period, which also represent more than 20% of your scheduled trips/deviations, you will be suspended from Page Express for a 7-day period. Subsequent offenses may justify a longer period of suspension, up to a maximum of 30 days.

Individuals may travel with service animals as defined within ADA guidelines. Portable oxygen tanks are allowed on vehicles. Reasonable modifications in policies, practices, or procedures are available to avoid discrimination on the basis of disability.



Guide des cavaliers

Où prendre le bus

Les bus express prennent et déposent les passagers uniquement aux arrêts de bus désignés, dont la plupart sont signés avec le signe montré ici. L'emplacement de chaque arrêt est indiqué sur la carte et décrit sur l'horaire. Si vous n'êtes pas sûr de l'emplacement d'un arrêt, appelez-nous pour obtenir l'itinéraire.

Transfert entre les itinéraires

Toutes les lignes de bus Express se connectent au centre de transfert d'Elm Street. Si vous devez effectuer un transfert d'un itinéraire à un autre pour atteindre votre destination, informez-en simplement votre chauffeur. Ils

Vacances

alerteront l'autre conducteur. Il n'y a pas de frais supplémentaires pour un transfert requis pour effectuer un aller simple.

Les bus express circulent uniquement en semaine. Les bus ne circulent pas les jours fériés suivants: le jour de l'an, le jour de l'indépendance, la fête du travail, le jour de Thanksgiving, la veille de Noël, le jour de Noël et le lendemain de Noël.

Vélos dans les bus

Les bus express sont équipés de supports à vélos pouvant transporter jusqu'à deux vélos à la fois. Les vélos sont transportés gratuitement avec un passager payant et sont disponibles sur la base du premier arrivé, premier servi. Les passagers sont responsables du chargement et du déchargement des vélos. Express n'est pas responsable des dommages ou pertes dus à l'utilisation de supports à vélos.

Accessibilité

Les bus express quitteront l'itinéraire pour fournir un service d'autobus trottoir à trottoir vers des endroits situés à moins d'un demi-mille de l'itinéraire, pour les passagers qui ne peuvent pas accéder à l'arrêt de bus désigné. La prise en charge hors route nécessite une réservation préalable le jour ouvrable en appelant le (928) 645-9596. Les passagers du bus peuvent être invités à être déposés à un endroit à moins d'un demi-mille de l'itinéraire.

La

Si vous faites une réservation pour une prise en charge hors itinéraire et que vos plans changent, veuillez appeler pour annuler au moins deux heures avant l'heure de prise en charge prévue. Si vous n'annulez pas, cela sera compté comme une non-présentation. Si vous avez trois non-présentations dans une période de 30 jours, qui représentent également plus de 20% de vos déplacements / écarts prévus, vous serez suspendu de Page Express pour une période de 7 jours. Des infractions ultérieures peuvent justifier une période de suspension plus longue, jusqu'à un maximum de 30 jours. Les personnes peuvent voyager avec des animaux d'assistance conformément aux directives de l'ADA. Les bouteilles d'oxygène portables sont autorisées sur les véhicules. Des modifications raisonnables des politiques, des pratiques ou des procédures sont disponibles pour éviter la discrimination fondée sur le handicap.