

DESERT ACCESS AND MOBILITY: TITLE VI PROGRAM

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APPROVED BY DESERT ACCESS AND MOBILITY BOARD OF DIRECTORS: FEBRUARY 19,
2025

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This document was prepared by Desert Access and Mobility and approved by its Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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Desert Access and Mobility's Title VI Notice to the Public

Part of the Desert Access and Mobility Title VI responsibilities is to inform the public of its obligations through a public notice which details DA&M's Title VI complaint procedures. A summary statement of DA&M's Title IV policy is on DA&M Brochures. The following two sections are posted on DA&M's website desertaccess.org:

Title VI Notice to the Public

Desert Access and Mobility

Desert Access and Mobility (DA&M) is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- DA&M provides transit services without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using DA&M services may file a complaint with DA&M. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact the Title VI Administrator George Holliday by phone: 760-318-1205 or by visiting the Title VI Administrator at 471 E. Tahquitz Canyon Way, Suite 218, Palm Springs CA 92262.
- For more information about DA&M's Title VI Program and complaint procedures, please contact 760-318-1205.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- If information is needed in another language, contact 760-318-1205.
- Si necesita información en otro idioma, contacte al 760-318-1205.

Aviso al Público Sobre los Derechos que el Programa del Título VI

Desert Access and Mobility

Desert Access and Mobility (DA&M) está comprometida a garantizar que ninguna persona será excluida de la distribución equitativa de sus servicios, programas y recursos por motivos de raza, color nacionalidad, de conformidad con el Título VI Acta de Derechos Civiles de 1964.

- ☐ DA&M ofrece servicios sin distinción de raza, color y origen nacional en plena conformidad con el Título VI.

- ☐ Cualquier persona que crea o que ha sido perjudicada/o por una práctica discriminatoria ilegal en virtud del Título VI durante el uso de los servicios de tránsito de DA&M, puede presentar una queja ante DA&M. Todas las quejas serán investigadas de manera justa y objetiva.
 - ☐ Para presentar una queja, puede ponerse en contacto con la administradora de Title VI George Holliday al 760-318-1205 o visite a la administradora de Title VI en 471 E. Tahquitz Canyon Way, Suite 218, Palm Springs CA 92262.
 - ☐

- ☐ Para obtener más información sobre el programa del Título VI y del procedimiento de quejas de DA&M contacte a la administradora de Title VI George Holliday 760-318-1205

- ☐ Un quejoso puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante el Coordinador del Programa del Título VI de la Oficina de Derechos Civiles del TLC: Título VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.

- ☐ Si necesita información en otro idioma, contacte al 760-318-1205.

List of Locations Where Title VI Notice Is Posted

DA&M's Title VI notice to the public is currently posted in English and Spanish at the following locations:

Location Name	Address	City
Main Office	471 E Tahquitz Canyon Way, Suite 218	Palm Springs
Website	desertaccess.org	N/A
Transit Vehicles	N/A	N/A

Desert Access and Mobility operates an administration office in Palm Springs and has multiple vehicles on the road providing transportation. There are no fixed routes, routine schedules, or specific stops. Transportation is provided on-demand, where and when it is needed.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Desert Access and Mobility (DA&M) may file a Title VI complaint by completing and submitting the DA&M Title VI Complaint Form. DA&M investigates complaints received no more than 180 days after the alleged incident. DA&M can only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint, DA&M Title VI Administrator, will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, DA&M may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, DA&M can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) 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. A 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 is unsatisfied with the decision, he/she has 30 days after the date of DA&M's closure letter or the LOF to appeal to DA&M or its designee. The complainant is entitled to review the denial and to present additional information and arguments. The complainant has the right to require a different reviewer from the one who made the initial denial. The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Procedimientos de Quejas del Título VI

Cualquier persona que crea que ha sido objeto de discriminación por motivos de raza, color u origen nacional por Desert Access and Mobility (DA&M) puede presentar una queja del Título VI, completando el Formulario. DA&M investigará las quejas recibidas en un plazo no mayor de 180 días después del supuesto incidente. DA&M sólo procesará las denuncias que estén completas. Los procedimientos que se usaran para investigar las quejas formales del Título VI son los siguientes:

- Dentro de los 10 días hábiles de haber recibido la queja, el administrador de Title VI de DA&M la revisará para determinar si nuestra oficina tiene jurisdicción. El quejoso recibirá un acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina.
- La investigación se llevara a cabo y se completará dentro de los 30 días siguientes a la recepción de la queja formal.
- Si se necesita más información para resolver el caso, DA&M puede ponerse en contacto con el quejoso. El quejoso tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al administrador de Title VI. Si el investigador no es contactado por el quejoso o éste no recibe la información adicional dentro de los 10 días hábiles, DA&M puede cerrar el caso administrativamente.
- El quejoso será notificado por escrito del motivo de cualquier extensión del plazo previsto a la regla de los 30 días.
- También se puede cerrar un caso administrativamente si el quejoso ya no desea continuarlo. Tras la investigación, el administrador de Título VI emitirá una de las siguientes al quejoso: 1) Una carta de cierre o 2) Una carta de los hechos encontrados. En una carta de cierre se resumen las alegaciones y afirma que no hubo una violación del Título VI, y que el caso será cerrado. En la carta de hechos encontrados (LOF), se resumen los hechos denunciados y el resultado de las entrevistas sobre el supuesto incidente y explica si habrá alguna acción disciplinaria, entrenamiento adicional u otra acción en contra del miembro de la organización.
- Si el quejoso no está satisfecho con la decisión, él / ella tiene 30 días después de la fecha de la carta de cierre de DA&M o carta de encontrar para apelar a la junta directiva de DA&M o el personal que sea designado. El quejoso tiene derecho a revisar la negación, presentar información y argumentos adicionales y separación de funciones, (por ejemplo, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El quejoso tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.
- El quejoso también puede presentar una queja directamente con la Administración Federal de Tránsito, de la siguiente manera: Coordinador del Título VI del Programa, FTA Oficina de Derechos Civiles, Edificio Este, 5 º piso - TCR, 1200 New Jersey Ave, S.E., Washington, D.C. 20590.

Title VI Complaint Form Desert Access and Mobility

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (<i>Optional</i>):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Braille
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on (<i>check all that apply</i>): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (<i>mm/dd/yyyy</i>)		
13. 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.		

Page 2
Desert Access and Mobility,

Section IV:		
14. Have you previously filed a Title VI complaint with Desert Access and Mobility?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

- Title VI Administrator
- 471 E. Tahquitz Canyon Way, Suite 218
- Palm Springs CA 92262.

Título VI Formulario de Queja de Desert Access and Mobility, Página 1

Sección 1: Por favor escriba claramente		
1. Nombre:		
2. Domicilio:		
3. Teléfono (casa):	3. Teléfono (casa):	
4. Correo Electrónico:		
5. ¿Usted requiere formatos accesibles? Letra más grande _____ TDD _____ Audiotape _____ Otro _____		
Sección 2:		
6. ¿Está Ud. presentando esta queja por Ud. Mismo? SI* _____ NO _____ * Si contesto "SI" continúe con la Sección 3:		
7. Si contesto "NO" al número 6, ¿Cuál es nombre de la persona por la que Ud. está llenando esta queja. Nombre y Dirección:		
8. ¿Cuál es si relación con esta persona?		
9. Explique la razón por la que esta Ud. está presentando la queja como tercera persona:		
10. Confirme que cuenta, con el permiso de la parte agravada para presentar esta queja como tercera persona:	SI	NO
Sección 3:		
11. ¿Cuáles de las siguientes razones describe mejor el motivo de su queja? Fue por su: (Marque todas las que se apliquen). [] Raza [] Color [] Nacionalidad u origen.		
12. ¿Fecha de la supuesta discriminación? MM _____ DD _____ AAAA _____		
13. Explique lo más claramente posible qué sucedió y porqué cree que fue discriminado. Mencione a todas las personas que estuvieron envueltas en el incidente. Si lo sabe Incluya el nombre y la información de las personas que lo discriminaron, también los nombres y la información para poder contactar a cualquier testigo. Por favor utilice el reverso de este formulario si necesita espacio adicional.		

Título VI Formulario de Queja de Desert Access and Mobility, Página 2

Sección 4:			
14. ¿Alguna vez ha Ud. presentado alguna queja sobre discriminación según el Título VI con Desert Access and Mobility?	Si, por este incidente	Si, por otro incidente	No
Sección 5:			
15. ¿Ha llevado esta queja a alguna otra agencia o a una corte? [] SI* [] NO *En caso afirmativo, marque cada casilla que corresponda: [] Agencia Federal _____ [] Agencia Estatal _____ [] Corte Federal _____ [] Agencia Local _____ [] Corte Estatal _____			
16. Por favor proporcione información de la persona con la que nos podamos comunicar en la agencia o corte donde se presentó la denuncia:			
Nombre:			
Dirección:			
Agencia :			
Teléfono			
Correo Electrónico:			

Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su queja.

Por favor firme a continuación para dar fe que es cierto la información que está proporcionando.

Firma del denunciante _____

Fecha _____

Complete y envíe este formulario a:

- Title VI Administrador
- 471 E. Tahquitz Canyon Way, Suite 218
- Palm Springs CA 92262.

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Desert Access and Mobility has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

Desert Access and Mobility Public Participation Plan

Updated: January 2025

George Holliday - Treasurer,
Desert Access and Mobility
471 E. Tahquitz Canyon Way, Suite 218
Palm Springs CA 92262

1. Introduction

Purposes of this Plan

As part of its Title VI Program, Desert Access and Mobility (DA&M) is bolstering its public participation processes. DA&M is also enhancing strategies for engaging minority and Limited English Proficient (LEP) individuals. This plan provides guidelines for involving the public in DA&M's planning efforts to ensure that all groups are represented and their needs considered.

Founded in 1972, DA&M is committed to ensuring it serves Coachella Valley senior and adults with disabilities fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, DA&M will be able to assess the quality of its service, measure potential impacts to the community from DA&M's initiatives or proposed initiatives, and ensure that it is providing valuable services to the residents and visitors of Palm Springs, Cathedral City, Desert Hot Springs, and Rancho Mirage.

DA&M Transportation Program consists of a door-through-door dial-a-ride service for people with a disability(s) that make driving unsafe. All rides are provided for a suggested donation of \$5 and may be to any destination within the service area.

Demographics of the Desert Access and Mobility Service Area

The total population of the Transportation Service Area is 142,000 consisting of residents of Palm Springs, Cathedral City, Desert Hot Springs, and Rancho Mirage. More than 11,000 of those residents claim either an ambulatory difficulty or a disability that does not make them home-bound. These residents are potential clients of DA&M’s Transportation Program.

Racial Make up

The following table presents the racial break out of the Service Area. The lightest column, the second from the left, is actually a combination of all the columns to the right of it, representing the total Non-Hispanic or Latino Population.

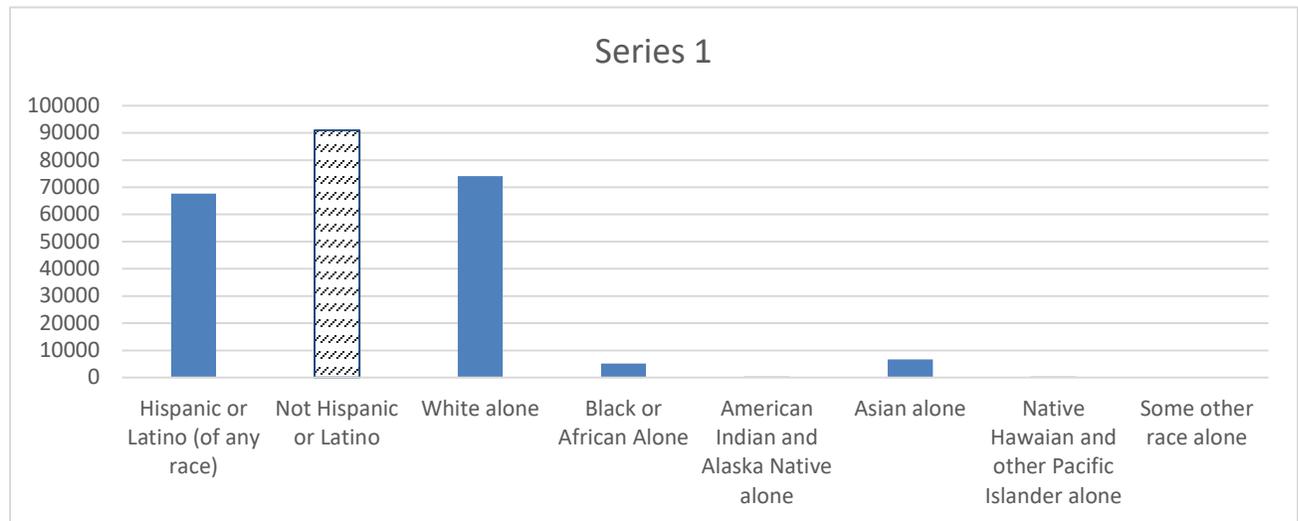


Figure 1: Based on data from the American Community Survey 5-year Estimates 2019-2023 for Palm Springs, Cathedral City, Desert Hot Springs, Palm Desert, and Rancho Mirage.

Limited English Proficient Persons (LEPs)

DA&M used available census data to determine the geographic boundaries of its service area and to identify LEP populations within that area. As demonstrated in the table below, Spanish is the only language group where a critical mass of individuals speak English less than very well. DA&M will monitor future census data to determine if any other language group increases beyond the 5% threshold. All important agency resources will be available in Spanish including Title VI program, brochures, key website pages, and Public Comment Event announcements. Spanish Translation is further described in the Language Assistance Plan.

Limited-English Proficient Population of DA&M's Service Area

City	Population	Percent of Total Population
Palm Springs		
Total Population	44,998	100%
Spanish Speakers, Speak English less than very well	2,318	5.15%
Cathedral City		
Total Population	52,047	100%
Spanish Speakers, Speak English less than very well	5,668	12.60%
Desert Hot Springs		
Total Population	32,786	100%
Spanish Speakers, Speak English less than very well	2,018	6.16%
Palm Desert		
Total Population	51,551	100%
Spanish Speakers, Speak English less than very well	1,451	2.81%
Rancho Mirage		
Total Population	17,375	100%
Spanish Speakers, Speak English less than very well	56	0.30%

Table 1 Percentage of population that speaks English less than "very well". Source: 2015 American Community Survey 5-Year Estimates

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any DA&M project that may impact the surrounding community, its riders, and potential riders, and has always sought out public input as services were changed and improved. As of the date of this document, DA&M is implementing a formal Public Participation process for all future service

changes that will impact the community within DA&M's service area. The Title IV Administrator will be responsible for coordinating future Public Participation plans as they are needed.

Outreach Requirements and Activities

The following are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders in the Western Coachella Valley have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities when needed.

Minimum Outreach Requirements

- ☐ Notice for public events may include posters, email blasts, email releases to local papers or radio announcements if funding allows.
- ☐ Any notices will be posted at least two weeks prior to the public participation event.
- ☐ Notice will be posted in DA&M vehicles if practical and at various public venues such as community libraries, senior centers, etc.
- ☐ Information about public participation opportunities to give input on proposed changes will also be posted on DA&M's website (desertblind.org/titlevi.html) at least two weeks prior to the event. The website homepage will include a large graphical link to the Title VI page and events.
- ☐ Comments on proposed changes will be accepted at public outreach events, via email, by mail, and by phone to ensure that all populations have the opportunity to participate.

Outreach Methods to Engage Minority and Limited English Proficient Populations

- ☐ Notice for public events may include posters, email blasts, email releases to local papers or radio announcements if funding allows and will be translated into Spanish.
- ☐ Spanish notices will be posted alongside the English notices in public venues and the DA&M vehicles.
- ☐ Event information on the DA&M website will be posted in English and Spanish at least two weeks prior to the event.
- ☐ DA&M will distribute participation event information to community groups and agencies that work with LEP populations, if such contacts exist.
- ☐ Spanish interpretation or translation will be provided (if resources allow and when necessary) for any meetings that DA&M holds.

Currently, Spanish is the only population within DA&M's service area that is Limited English Proficient. DA&M will continue to assess other language needs and if another group with

limited English proficiency reaches significant mass, DA&M will review this plan and its strategies to engage with non-English speaking populations.

Past Public Participation Events by Desert Access and Mobility

Desert Access and Mobility has not made any changes to the service area or the availability of transportation services in the last six years. However, we have brochures about our service that are available in places that our consumers frequent, such as medical clinics, senior centers, and social service agencies.

A member of our staff serves on the Sunline Transit Authority Community Advisory Committee to provide community input for Sunline's Transit policies.

Members of our staff meet with social workers and directors of human service agencies to explain our service and invite referrals.

DA&M is registered with CAL FIRE as a potential source of transportation during a major disaster. We are also registered to participate in the 2021 California ShakeOut and will conduct a major earthquake drill.

Desert Access and Mobility Language Assistance Plan

UPDATED: JANUARY 2025

GEORGE HOLLIDAY - TREASURER,
DESERT ACCESS AND MOBILITY
471 E. TAHQUITZ CANYON WAY, SUITE 218
PALM SPRINGS CA 92262

1. Introduction

This Language Assistance Plan (LAP) was developed during the process of preparing the Desert Access and Mobility (DA&M) Title VI Program to ensure that DA&M transportation service is accessible to limited English proficient (LEP) individuals. Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

Title VI of the 1964 Civil Rights Act prohibits federally-funded agencies from discriminating against individuals based on race, color, and national origin and includes meaningful access to LEP consumers.

President's Executive Order 13166, "Improving Access to Services to Persons with Limited English Proficiency" (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs or activities (e.g., recipients of federal funding) must provide meaningful access to LEP consumers.

DA&M Title VI Program was prepared in the spring of 2015 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October, 1, 2012.

DA&M Title VI Administrator is:
George Holliday - Treasurer,
Desert Access and Mobility
471 E. Tahquitz Canyon Way, Suite 218
Palm Springs CA 92262
760-318-1205
gholliday@dc.rr.com

The DA&M's Title VI Program is available under the Title VI tab at:

<http://desertblind.org>

2. Overview of DA&M Service Area and Services

Desert Access and Mobility provides door through door transportation services for anyone with a disability that makes driving unsafe. DA&M service area includes Palm Springs, Desert Hot Springs, Cathedral City, Rancho Mirage, and the unincorporated areas between those cities. Riders are asked to call for a reservation at least one day in advance. Drivers will push wheelchairs

and help with packages. Riders can use the service for any destination within the service area. When scheduling becomes congested, requests are prioritized by necessity. Urgent medical care and employment are the top priorities as grocery shopping and personal care appointments can be rescheduled without negative or serious consequences. The service is available Monday through Friday from 7:30 am to 4:00 pm.

3. Language Assistance Goals

DA&M's goals are to provide meaningful access for LEP consumers to DA&M's services, information, and materials by developing a Language Assistance Plan (LAP) and by regular evaluation of the developed methods and strategies.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

DA&M used available census data to determine the geographic boundaries of its service area and to identify LEP populations within that area. As demonstrated in Table 1 below, Spanish is the only language group where a critical mass of individuals speak English less than very well. DA&M will monitor future census data to determine if any other language group increases beyond the 5% Safe Harbor Provision threshold.

Limited-English Proficient Population of DA&M's Service Area

City	Population	Percent of Total Population
Palm Springs		
Total Population	44,998	100%
Spanish Speakers, Speak English less than very well	2,318	5.15%
Cathedral City		
Total Population	52,047	100%
Spanish Speakers, Speak English less than very well	5,668	12.60%
Desert Hot Springs		
Total Population	32,786	100%
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Palm Desert		
Total Population	51,551	100%
Spanish Speakers, Speak English less than very well	1,451	2.81%
Rancho Mirage		
Total Population	17,375	100%
Spanish Speakers, Speak English less than very well	56	0.30%

Table 2 Percentage of population that speaks English less than "very well". Source: 2015 American Community Survey 5-Year Estimates

Factor 2: The frequency with which LEP persons come into contact with the program.

Interaction with LEPs:

The call center always has a Spanish speaker to assist LEP persons when they call for reservations. The Dispatcher is the first individual to interact with DA&M consumers. When asked about the frequency of contact with individuals who are non-English speaking or Limited English Proficient, the dispatcher said about 10% of the calls were from individuals that preferred using Spanish.

The drivers do not speak Spanish well. They rely heavily on the dispatcher for scheduling information and on their own limited-Spanish and the customer's limited English. This is generally adequate to meet the customer's transportation needs. On the very rare occasions when the passenger needs to express something important to the driver, the driver is trained to pull over and call the dispatcher. The passenger can then speak with the dispatcher and the dispatcher can relay the information to the driver.

All future driver positions will include bilingual preferences when posting job openings.

LEP Outreach

The vast majority of local social and human service providers have Spanish speakers on staff and can direct LEP individuals to DA&M's services. The DA&M website has a Spanish and English version.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

The transportation service provided by DA&M is used in two broad ways by the members/passengers. The first is for life-sustaining errands such as medical appointments/treatments, grocery shopping, employment, etc. The second is for life-enhancing activities, such as personal grooming, retail shopping, senior centers, etc. Both broad uses are vital to the quality of life of each member.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

DA&M has a bilingual dispatcher who processes all passenger phone calls. She also processes all new passenger registrations and even assists new passengers with filling out the brief registration form.

The following documents have been translated into Spanish and are available in the agency office, in each vehicle and on the agency webpage:

- Passenger registration form
- Agency brochure
- Title VI Notice

- Title VI complaint form
- Title VI complaint procedures
- Agency comment form

All forms are designed and reproduced within the agency, so updates to an English version of a form can be immediately applied to the Spanish version. Even if large volumes of printing become necessary, the cost should be well below \$50.

Minimum Outreach Requirements

- a. Notice for public events may include posters, email blasts, email releases to local papers or radio announcements if funding allows. Cost: \$0-\$100
 - i. Any notices will be posted at least two weeks prior to the public participation event.
 - ii. Notice may be posted at Senior Centers in the service area and on the DA&M vehicles, and at key community centers with whom DA&M has a relationship.
- b. Information about public participation opportunities will also be posted on DA&M's website at least two weeks prior to the event. Cost: \$0
- c. Comments will be accepted at public outreach events, via email, mail, and by phone to ensure that all populations have the opportunity to participate. Cost: \$0

Outreach Methods to Engage Minority and Limited English Proficient Populations

1. Notice for public events may include posters, email blasts, email releases to local papers or radio announcements if funding allows and will be translated into Spanish. Cost: \$0-\$100
 - a. Spanish notices will be posted alongside the English notices in Senior Centers and community centers. The drivers will ask passengers which version they prefer and provide it in the vehicles.
 - b. Event information on the DA&M webpage will be posted in English and Spanish at least two weeks prior to the event. Cost: \$80-\$100
 - c. Spanish interpretation or translation will be provided (if resources allow and when necessary) for any meetings DA&M hold.

5. Implementation Plan

Translation of Vital Documents

The following documents have been translated into Spanish and are available in the agency office, in each vehicle and on the agency webpage:

- Passenger registration form
- Agency brochure
- Title VI Notice
- Title VI complaint form
- Title VI complaint procedures
- Agency comment form

Anything else can be translated to Spanish orally as appropriate.

Outreach

The DA&M brochure indicates that language services are available free of charge. Brochures are distributed to numerous social and human service agencies throughout the DA&M service area. The brochure is provided in English and Spanish.

DA&M will contact agencies, clinics and groups that serve the Spanish speaking communities to increase awareness of transportation services, awareness of the DA&M Title VI program, and to solicit public comment on any upcoming projects. Such agencies include: Centro Medico, Desert Oasis Healthcare, Cathedral City Senior Center and Jewish Family Services.

Responsibility for Implementing the Language Assistance Plan

The Title VI Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

DA&M Title VI Administrator is:

George Holliday, or his designee

Desert Access and Mobility

471 E. Tahquitz Canyon Way, Suite 218

Palm Springs CA 92262

george.holliday@mmgccpa.com

6. Monitoring, Evaluating, and Updating the LAP

A thorough review of this Language Assistance Plan will be undertaken every three years concurrent with updating and submitting the DA&M Title VI Program. At this time, the LEP population will be reassessed to ensure all significant LEP languages are included in DA&M's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

- 1) DA&M will regularly assess the effectiveness of how staff communicates with LEP individuals by:
 - Conversations with key staff that work with LEPs
 - Conversations with passengers identified as having LEP.
- 2) DA&M will track its language assistance efforts, including:
 - Tracking how many interactions occur in Spanish by DA&M staff each day.

7. Staff Training

This training now includes the following:

- How to respond to LEP callers
 - a) Cue cards to read with Spanish text that explains that a Spanish speaker will contact them shortly.
- How to respond to LEPs in person.
 - a) If driver cannot communicate, provide assistance by calling the dispatcher.
- How to document LEP needs
 - a) Using a LEP situation form (see Appendix A), summarize the occurrence and

the steps taken to solve it. Also include any additional resources/steps that might have been useful but not available. Submit report to Transportation Team Leader (TTL). TTL will submit form to the Director.

□ How to respond to civil rights complaints

- b) Refer person to website and the Title VI Administrator.
- c) Using the LEP situation form, document the voiced concern and submit it to the TTL.

The Title VI Administrator has developed a schedule for reoccurring training regarding LEP individuals which the TTL goes over with new hires, and current hires on a semi-annual basis.

Title VI Equity Analysis

Desert Access and Mobility does not own or operate a transit facility. Desert Blind has not had any construction projects during the last six years. Maintenance of vehicles is conducted at commercial repair shops. Vehicles are parked after working hours in a parking lot provided by the landlords of the office building. Blind. The lot has roaming security and several security cameras.

