

Title VI Plan Cover Page

TOWN OF FLORENCE 2023



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Para Información en Español: Patricia Buchanan, Deputy Town Clerk, 520-868-7652

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Executive Summary

The Town of Florence transportation program serves the incorporated limits of Florence. There are three distinct residential areas that are served by the program – the historic Town Core area, Anthem at Merrill Ranch, and the Five Parks area. The transportation program was developed and implemented for seniors who are at least fifty-five years of age and disabled persons. Transportation is provided to medical appointments, shopping, and the Florence Senior Center. The Town of Florence received 5310 grant funding in 2007, 2017-2022. The Florence Senior Center operates the transportation program for the Town of Florence. The program operates Monday through Friday, 8:00 a.m. to 4:00 p.m.

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

- 5310
- 5311
- Other (please explain) _____

Type of Funding Requests? (Check all that apply)

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

Is your agency a direct recipient of FTA funds?

- Yes
- No

Non Discrimination Notice to the Public

Notifying the Public of Rights Under Title VI and ADA TOWN OF FLORENCE

TOWN OF FLORENCE 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 **TOWN OF FLORENCE**.

For more information on the **TOWN OF FLORENCE**'s civil rights program, and the procedures to file a complaint, contact **Mat Hoogendoorn Management Analyst, 520-868-7549, (TTY 520-868-7502); email Mat.hoogendoorn@florenceaz.gov**; or visit our administrative office at **P. O. Box 2670, 775 North Main Street, Florence, AZ 85132**. For more information, visit **www.florenceaz.gov**.

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 **520-868-7574**. *Para información en Español llame: **Patricia Buchanan, Deputy Town Clerk, 520-868-7652**.

Non Discrimination Notice to the Public - Spanish

Aviso Público Sobre los Derechos Bajo el Título VI Y ADA TOWN OF FLORENCE

TOWN OF FLORENCE (*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 **TOWN OF FLORENCE**, y los procedimientos para presentar una queja, contacte **Mat Hoogendoorn Management Analyst, 520-868-7549, (TTY 520-868-7502)**; o visite nuestra oficina administrativa en **P. O. Box 2670, 775 North Main Street, Florence, AZ 85132**. Para obtener más información, visite **www.florenceaz.gov**.

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: **Florence Town Hall, 775 North Main Street, Florence, Arizona 85132 and the Florence Senior Center, 330 North Pinal Street, Florence, Arizona 85132.**

This notice is posted online at **www.florenceaz.gov**.

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 **TOWN OF FLORENCE** 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 **TOWN OF FLORENCE** 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 **TOWN OF FLORENCE** or submitted to the State or Federal authority for guidance.

- (7) **TOWN OF FLORENCE** 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) **TOWN OF FLORENCE** has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 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 10 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 submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with **TOWN OF FLORENCE** 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.florenceaz.gov..**

If information is needed in another language, contact **520-868-7574**. *Para información en Español llame: **Patricia Buchanan, Deputy Town Clerk, 520-868-7652**.

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

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:

TOWN OF FLORENCE

Mat Hoogendoorn Management Analyst

P. O. Box 2670, 775 North Main Street, Florence, AZ 85132

520-868-7549

Mat.hoogendoorn@florenceaz.gov

A copy of this form can be found online at www.florenceaz.gov.

If information is needed in another language, contact **520-868-7574**. *Para información en Español llame: Patricia Buchanan, **Deputy Town Clerk, 520-868-7652**.

Forma Para Poner una Queja de la Ley de Discriminación

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

Información de la persona que esta poniendo la queja:

Nombre: _____

Dirección: _____

Ciudad _____ Estado _____ Código Postal: _____

Correo Electrónico: _____

Telefono (Casa): _____ Telefono (Trabajo): _____

Persona a la que se discriminó (si es alguien que no es la persona que esta poniendo la queja)

Nombre: _____

Dirección: _____

Ciudad _____ Estado _____ Código Postal: _____

Correo Electrónico: _____

Telefono (Casa): _____ Telefono (Trabajo): _____

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

Raza _____ Nacionalidad (Especifique) _____

Color (Especifique) _____ Discapacidad (Especifique) _____

¿En que fecha(s) sucedió la discriminación? _____

¿En donde sucedió la discriminación? _____

¿Cual es el nombre y titulo de la persona(s) que usted siente que cometió la discriminación contra usted (si lo sabe)? _____

Describa la presunta discriminación: Explique que sucedió y quien cree usted que fue responsable (si necesita mas espacio, agregue otra hoja).

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

Si 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 Corte Federal Agencia Estatal Corte Estatal Agencia Local

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

Nombre: _____

Dirección: _____

Ciudad _____ Estado _____ Código Postal: _____

Correo Electrónico: _____

Teléfono (Casa): _____ Teléfono (Trabajo): _____

Por favor firme abajo. Puede incluir cualquier material escrito u otra información que usted crea que es importante para probar su queja.

Firma de la Persona que presenta la queja

Fecha

Numero de anexos: _____

Someta la forma y cualquier información adicional a:

Town of Florence Title VI Coordinator
775 North Main Street, P. O. Box 2670
Florence, Arizona 85212
Phone 520-868-7549
www.florenceaz.gov

Por favor presione el botón de “Enviar” cuando haya completado esta forma para que lo envíe por correo electrónico a Jennifer.evans@florenceaz.gov. se pueden agregar documentos adicionales a este correo.

Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

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

TOWN OF FLORENCE has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in **2024-25**.

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

Public Participation Plan

TOWN OF FLORENCE 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, **TOWN OF FLORENCE** 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

TOWN OF FLORENCE will make the following community outreach efforts for the **upcoming year**:

- Post the Nondiscrimination Public Notices to the following locations:
 - Within transportation vehicles
 - Lobby of agency
- Expanded the distribution of agency brochures

Community Spotlight – Fall 2025 Parks and Recreation Activity Guide

General Information

Municipal Volunteer Program (MVP): The Town of Florence offers a variety of volunteer opportunities to the public. Community Volunteers can contribute their energy, talents and ideas, which improves the quality of life in Florence. If you are interested in volunteering with the Town of Florence, visit www.FlorenceAZ.gov/MVP

Durable Medical Equipment Loan Program: The Durable Medical Equipment Loan Program provides mobility equipment on a temporary basis. The program, offered by the recreation division of Florence Community Services includes wheelchairs, rolling walkers and other similar equipment. Users will sign a waiver before the requested equipment is issued. Individuals interested in borrowing medical equipment, may call the Community Center at (520) 868-7040 to check on equipment availability.

Sponsorship: By taking advantage of sponsorship opportunities your business or organization will be able to maximize exposure to the residents of Florence and show community support. With a variety of sponsorship options available, there is sure to be an option that is right for your business. For sponsorship package details and fee information, contact Alicia Marrufo at (520) 868-7699.

Give-A-Lift, Neighbors Helping Neighbors: Do you need a ride to your medical appointments? If you are a Florence resident, aged 55+, or a person with a disability, call to request a ride from one of our amazing volunteer drivers. This is not an emergency transportation service. Please allow at least 2 weeks for scheduling a ride. Interested in being a volunteer driver? Here's what you need: clean and safe vehicle, good driving record, valid driver's license, auto insurance coverage, and background check clearance. To schedule a ride, sign up to volunteer, or obtain information, contact Carolyn Ballard by phone at (520) 868-7648, or email at carolyn.ballard@florenceaz.gov

Americans with Disabilities Act:

The Town of Florence is committed to implementing the intent and spirit of ADA legislation. Those who may need assistance in order to enjoy our programs should contact the office at (520) 868-7552 and the Community Services Department at alison.feliz@florenceaz.gov. Please provide at least a 72 hour notice with any special requests. Additional time is appreciated due to Florence's rural location.

Youth Scholarship Program: The Youth Scholarship Program assists eligible Florence families by providing financial assistance to youth, 17 years and under. The scholarship program is only applicable for Florence Community Services recreation and aquatics programs which require fee payment. Scholarship financial assistance is \$200 maximum, per family per fiscal year. Eligibility and assistance are based on Federal Poverty Level Guidelines. The Program Fee Assistance Application is available at the Library and Community Center, 778 N. Main St. or on-line at www.florenceaz.gov/parks.

Limited English Proficiency Plan

TOWN OF FLORENCE 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 **TOWN OF FLORENCE** 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 **TOWN OF FLORENCE**'s extent of obligation to provide LEP services, the **TOWN OF FLORENCE** 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 **TOWN OF FLORENCE** service area who may be served or likely to encounter by **TOWN OF FLORENCE** program, activities, or services;

Label	Florence town, Arizona	
	Estimate	Margin of Error
Total:	30,017	±311
Speak only English	21,046	±1,091
Spanish or Spanish Creole:	7,993	±1,053
Speak English "very well"	4,233	±548
Speak English less than "very well"	3,760	±711
French (incl. Patois, Cajun):	120	±89
Speak English "very well"	120	±89
Speak English less than "very well"	0	±26
French Creole:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Italian:	8	±15
Speak English "very well"	8	±15
Speak English less than "very well"	0	±26
Portuguese or Portuguese Creole:	16	±22
Speak English "very well"	16	±22
Speak English less than "very well"	0	±26
German:	130	±67
Speak English "very well"	130	±67

Speak English less than "very well"	0	±26
Yiddish:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other West Germanic languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Scandinavian languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Greek:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Russian:	9	±14
Speak English "very well"	9	±14
Speak English less than "very well"	0	±26
Polish:	34	±54
Speak English "very well"	34	±54
Speak English less than "very well"	0	±26
Serbo-Croatian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Other Slavic languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Armenian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Persian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Gujarati:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26

Hindi:	20	±23
Speak English "very well"	0	±26
Speak English less than "very well"	20	±23
Urdu:	11	±21
Speak English "very well"	11	±21
Speak English less than "very well"	0	±26
Other Indic languages:	6	±11
Speak English "very well"	0	±26
Speak English less than "very well"	6	±11
Other Indo-European languages:	8	±8
Speak English "very well"	8	±8
Speak English less than "very well"	0	±26
Chinese:	96	±106
Speak English "very well"	75	±93
Speak English less than "very well"	21	±27
Japanese:	24	±42
Speak English "very well"	24	±42
Speak English less than "very well"	0	±26
Korean:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Mon-Khmer, Cambodian:	5	±10
Speak English "very well"	0	±26
Speak English less than "very well"	5	±10
Hmong:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Thai:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Laotian:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Vietnamese:	26	±28

Speak English "very well"	12	±21
Speak English less than "very well"	14	±19
Other Asian languages:	0	±26
Speak English "very well"	0	±26
Speak English less than "very well"	0	±26
Tagalog:	6	±11
Speak English "very well"	6	±11
Speak English less than "very well"	0	±26
Other Pacific Island languages:	22	±24
Speak English "very well"	22	±24
Speak English less than "very well"	0	±26
Navajo:	182	±73
Speak English "very well"	171	±71
Speak English less than "very well"	11	±15
Other Native North American languages:	123	±62
Speak English "very well"	123	±62
Speak English less than "very well"	0	±26
Hungarian:	8	±15
Speak English "very well"	8	±15
Speak English less than "very well"	0	±26
Arabic:	65	±79
Speak English "very well"	65	±79
Speak English less than "very well"	0	±26
Hebrew:	22	±22
Speak English "very well"	22	±22
Speak English less than "very well"	0	±26
African languages:	15	±21
Speak English "very well"	0	±26
Speak English less than "very well"	15	±21
Other and unspecified languages:	22	±26
Speak English "very well"	11	±19
Speak English less than "very well"	11	±17

2) The frequency with which LEP individuals come in contact with an **TOWN OF FLORENCE** services;

TOWN OF FLORENCE's staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons for **2022. TOWN OF FLORENCE** averages **0** contacts in **2022.**

- 3) The nature and importance of the program, activities or services provided by the **TOWN OF FLORENCE** to the LEP population; and

The Town of Florence provides transportation services to elderly and disabled residents to help keep them independent and not isolated at home. Other transportation options are very limited in Florence due to it being a rural community. The services provided are valuable to residents when other modes of transportation are unavailable.

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

The LEP population is included in the public process through translation of public notices and other materials as requested. While financial resources are limited, the Town of Florence is able to provide translation services as needed. The Town's cost analysis for 2025 is \$0.

TOWN OF FLORENCE 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

TOWN OF FLORENCE 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) **TOWN OF FLORENCE** provides language assistance services through the below methods:

- Instructions are provided to customer service staff and other **TOWN OF FLORENCE** 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.

- Instructions are provided to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.

2) **TOWN OF FLORENCE** has a process to ensure the competency of interpreters and translation service through the following methods:

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

- Signs and handouts available in vehicles and at stations
- Agency websites

4) **TOWN OF FLORENCE** monitors, evaluates and updates the LEP plan through the following process:

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

TOWN OF FLORENCE 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. **TOWN OF FLORENCE** 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. **TOWN OF FLORENCE** 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. **TOWN OF FLORENCE** will implement LEP training to be provided for agency staff. **TOWN OF FLORENCE** staff training for LEP to include:

- A summary of the **TOWN OF FLORENCE** responsibilities under the DOT LEP Guidance;
- A summary of the **TOWN OF FLORENCE** language assistance plan;
- A summary of the number and proportion of LEP persons in the **TOWN OF FLORENCE** 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 **TOWN OF FLORENCE** cultural sensitivity policies and practices.

- | | | |
|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարեք այս քանակուսում, եթե կստո՞ւմ կա՞մ կարդո՞ւմ եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্স দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ឈ្មួញបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратих уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องดำท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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GIVE-A-LIFT

Neighbors Helping Neighbors

Do you need a ride to your medical appointments?

If you are a Florence resident, aged 55+ or a person with a disability, call to request a ride from one of our amazing volunteer drivers.

This is not an emergency transportation service, please allow at least 2 weeks for scheduling of rides.



To schedule a ride, sign up to volunteer or to obtain more information, contact: Carolyn Ballard (520) 868-7648, email: carolyn.ballard@florenceaz.gov

Para información en Español llame: Maria Hernandez, Deputy Town Clerk, 520-868-7574



Are you DRIVEN to Volunteer?

Do you hold the keys to making a difference in the lives of our senior and disabled residents?



VOLUNTEER DRIVER

REQUIREMENTS:

- Clean, safe vehicle
- Good driving record
- Valid driver's license
- Auto Insurance coverage
- Background check clearance

VOLUNTEER DRIVER BENEFITS:

- You will make a positive difference in someone's life
- Be part of a team dedicated to helping others
- Develop lasting friendships
- Your availability & choice of the rides you give

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.

TOWN OF FLORENCE does not select the membership of any transit-related committees, planning boards, or advisory councils.

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.

TOWN OF FLORENCE does **not** monitor subrecipients for Title VI compliance as it does not have any FTA 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.

TOWN OF FLORENCE 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: [INSTRUCTIONS] (can be expressed in writing or in table format – see Circular Appendix G & H pp. 87-91)

TOWN OF FLORENCE is not a Fixed Route Transit Provider

***council agenda August 2025**

Board Approval for the Title VI Plan

TOWN OF FLORENCE

ACTION MINUTES

ACTION MINUTES OF THE TOWN OF FLORENCE COUNCIL MEETING HELD ON MONDAY, NOVEMBER 21, 2022, AT 6:00 P.M., IN THE FLORENCE TOWN COUNCIL CHAMBERS, LOCATED AT 775 N. MAIN STREET, FLORENCE, ARIZONA.

The agenda for this meeting is as follows:

1. **CALL TO ORDER**
2. **ROLL CALL:** Tara Walter, Michelle Cordes, John Anderson, Kristen Rodriguez, Judy Hughes, Arthur Neal, Johnie Mendoza

Present: Tara Walter, John Anderson, Kristen Rodriguez, Arthur Neal, Johnie Mendoza

Absent: Michelle Cordes, Judy Hughes

3. **MOMENT OF SILENCE**

Mayor Walter requested a Moment of Silence.

4. **PLEDGE OF ALLEGIANCE**

Mayor Walter let the Pledge of Allegiance.

5. **CALL TO THE PUBLIC**

Call to the Public for public comment on issues within the jurisdiction of the Town Council. Council rules limit public comment to three minutes. Individual Councilmembers may respond to criticism made by those commenting, may ask staff to review a matter raised or may ask that a matter be put on a future agenda. However, members of the Council shall not discuss or act on any matter during an open call to the public unless the matters are properly noticed for discussion and legal action.

6. **PRESENTATIONS**

- a. Mary Battle Proclamation (Mayor Walter)
- b. Small Business Saturday Proclamation (Mayor Walter)

- c. Presentation of the Outstanding Employee Recognition Program Award to Sheri Jones for her outstanding contributions to the Town of Florence. (Mayor Walter)
- d. Presentation on Fiscal Year 2022-2023 First Quarter Financial Report. (Carl Dudding)

7. CONSENT: All items on the consent agenda will be handled by a single vote as part of the consent agenda unless a Councilmember or a member of the public objects at the time the agenda item is called.

- a. Approval of the 2023 Town of Florence Title VI Implementation Plan. (Jennifer Evans)
- b. Approval of the FY2022 Subrecipient Agreement with Pinal County for the Community Development Block Grant Program (CDBG) Americans with Disabilities Act (ADA) Sidewalk Improvement Project. (Jennifer Evans)
- c. Approval of the Town Council Meeting minutes of September 19th and September 26, 2022. (Lisa Garcia)
- d. Receive and file the Planning and Zoning Commission minutes of October 6, 2022. (Lisa Garcia)
- e. Accept the register of demands ending October 31, 2022, in the amount of \$ 2,428,694.55. (Becki Jimenez)

On motion of Councilmember Rodriguez, seconded by Councilmember Mendoza and carried (5-0) to approve the items on the consent agenda with the removal of item B.

On motion of Councilmember Rodriguez, seconded by Councilmember Mendoza and carried (5-0) to approve item B of the consent agenda.