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# ***Town of Quartzsite – Camel Express***

## ***Title VI Implementation Plan***

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**Adopted April 19, 2016**

Last Updated: August 2016

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# Executive Summary

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The Town of Quartzsite is located in rural La Paz County, 18 miles east of the Arizona, California border at the Interstate 10 and Highway 95 Corridor. The Town presently operates a FTA Section 5310 service called Camel Express. This curb to curb demand response service has served elderly and disabled passengers since 1992, providing local and regional transportation. Camel Express routes include north to Parker, Lake Havasu City, south to Yuma and Blythe, California to the West.

With the receipt of 5311 funding coming on July 1, 2016, the Town of Quartzsite is transitioning Camel Express to a general public transit service. The Town will continue to operate a curb to curb demand response service, locally Monday–Friday and expand regional trips to weekly, connecting with Greyhound and surrounding regional providers. Camel Express is made up of a Transit Coordinator/dispatcher, a contracted Transit Planner and three part time bus operators. The expansion will allow for a fourth part time driver. Currently the program has three vehicles, two which are ADA compliant. As a small community, Camel Express plays a vital role in supporting; community activities, sustainability, regional connectivity and aging in place.

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

- 5310
- 5311
- Other \_\_\_\_\_

## Type of Funding Requests? (Select all that apply)

- Vehicle Funds
- Operating Funds
- Other (please explain) \_Administration funds\_\_\_\_\_

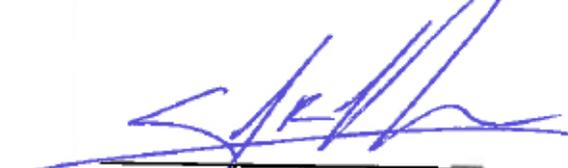
# Non Discrimination Policy Statement

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The Camel Express policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any Camel Express sponsored program or activity. There is no distinction between the sources of funding.

Camel Express also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, Camel Express will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When Camel Express distributes Federal-aid funds to another entity/person, Camel Express will ensure all subrecipients fully comply with Camel Express Title VI Nondiscrimination Program requirements. The Town Manager has delegated the authority to Janet Collier, Transit Coordinator, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.

  
Approved by Skylor R Miller  
Town Manager  
Town of Quartzsite

3/25/2016  
Date

# Non Discrimination Notice to the Public

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## Notifying the Public of Rights Under Title VI Town of Quartzsite/Camel Express

The **Town of Quartzsite/Camel 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 **Town of Quartzsite/Camel Express**.

For more information on the **Town of Quartzsite/Camel Express** civil rights program, and the procedures to file a complaint, contact **Janet Collier, Transit Coordinator (928) 927-4333, option 3**, (TTY 711); email [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org); or visit our administrative office at **465 North Plymouth Avenue, Quartzsite, AZ 85346**. For more information, visit [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us).

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact **Janet Collier, Transit Coordinator at (928) 927-4333, option 3** or email [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org). Para información en Español llame: [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org).

*The above notice is posted in the following locations: on transit buses and at Quartzsite Town Hall, 465 N. Plymouth Avenue, Quartzsite, AZ 85346.*

*This notice is posted online at: [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us).*

## Non Discrimination Notice to the Public - Spanish

### **Aviso al Público Sobre los Derechos Bajo el Título VI Camel Express**

Camel 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 provehidos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Camel Express programa de derechos civiles, y los procedimientos para presentar una queja, contacte Janet Collier, 928-927-4333 (TTY 711); o visite nuestra oficina administrativa en 465 N. Plymouth Avenue, Quartzsite, AZ 85346. Para obtener más información, visite [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us).

El puede presentar una queja directamente con Arizona Department of Transportation (ADOT) o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights. **ADOT:** ATTN Title VI Program Manager 206 S. 17th Ave MD 155A Phoenix AZ, 85007. **FTA:** ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590.

El aviso anterior se ha escrito en los siguientes lugares: La Ciudad del Web site Quartzsite, las zonas comunes de la Oficina de Tránsito en Quartzsite Ayuntamiento, en la guía de los usuarios del transporte público 'y en todos los vehículos de transporte.

Este aviso se publica en línea en [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us).

*El aviso es publicado en los siguientes lugares: en tránsito todos los autobuses, en línea en [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us) y en el vestíbulo de Quartzsite Town Hall. Este aviso es publicado en línea en: [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us)*

# Non Discrimination Complaint Procedures

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

- (7) Town of Quartzsite/Camel 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](mailto:civilrightsoffice@azdot.gov).
- (8) The Camel Express has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 14 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 14 business days, Camel Express 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 Title VI or ADA 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 also be submitted to ADOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
- (11) A complainant dissatisfied with Camel Express's decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007, **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590.
- (12) A copy of these procedures can be found online at: [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us).

If information is needed in another language, contact 928-927-4333. Para informacion en Espanol llame Camel Express 928-927-4333.

# Discrimination Complaint Form

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

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

**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:  
Camel Express Title VI Coordinator  
465 N. Plymouth Avenue / PO BOX 2812 for mail  
Quartzsite, AZ 85346  
928-927-4333  
928-927-4400/fax  
[jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org)

A copy of this form can be found online at [www.ci.quartzsite.az.us](http://www.ci.quartzsite.az.us)

# Discrimination Investigations, Complaints, and Lawsuits

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This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Description/Name	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin or disability)	Status	Action(s) Taken (Final findings?)
<b>Investigations</b>				
1)				
2)				
<b>Lawsuits</b>				
1)				
2)				
<b>Complaints</b>				
1)				
2)				

Camel Express has not had any ADA nor Title VI Discrimination complaints, investigations or lawsuits in 2016.

# *Camel Express Services Public Participation Plan*

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The Town recognizes the importance and necessity of the public participation process. The following groups govern the activities of the Town: The Town Council sets the overall policy for the transit system, with a total of seven (7) council members. The Town Council meets the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of each month at 7:00 p.m. at Quartzsite Town Hall. All meetings are open to the public. The Town's Health and Development Board oversees the transit operations and makes recommendations to the council. They meet monthly and their meetings are open to the public.

Camel 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, Camel Express currently makes the following community outreach efforts:

- Posts and advertises all public meetings, hearings inviting the public to attend through announcements in the local newspaper, the web site, monthly transit calendars
- Surveys are distributed to garnish public input at the minimum on an annual basis
- Transit calendars and brochures are available on the transit vehicles, web site, at Town Hall and throughout the community
- Coordinating with regional transit providers
- Flyers advertising the partnership with WACOG AAA posted at demographic appropriate locations for our ridership both locally and regionally
- Updating Camel Express rider's guide to reflect program expansion. In the future the riders guide will be updated when program changes occur
- In the upcoming year, Camel Express will make the following community outreach efforts:
  - As a member of the WACOG Coordinated Council, neighboring transit agencies and programs share their services to help move riders throughout the region and identify services needs and gaps.
  - Meetings involving transit with the community Transit Talk is the second Thursday of each month at 12:00 location is announced monthly
  - Meeting notices are posted throughout the Town of Quartzsite at official Public Notice Posting Locations through the Town limits
  - Workshops, special meetings and regular meetings are posted on the town website. Meetings with transit agenda items are also on the transit website located at <http://ci.quartzsite.az.us/index.php/2013-01-08-06-19-36/public-transit2>
  - The Town's transit operating calendar is updated and published monthly identifying new programs, schedule changes and meetings for the month. These calendars are available on transit vehicles, at Quartzsite Town Hall, the Town's website and throughout the community
  - Public Service announcements are announced through the local Radio station which helps keep the Town's listening audience informed. All transit changes are also published in the local newspaper. This is done when Transit Service changes are announced.
  - Flyers identifying partnerships with transit programs will be posted at demographic appropriate locations for our ridership, both locally and regionally. Our transit schedules are available on transit vehicles, throughout the community, the Town's web site and at Quartzsite Town Hall.

- As the Town works through its expansion plan to a general public transit program using FTA Section 5311 funds, the Town will hold a series of community meetings, at a minimum on a monthly basis.

Public Meetings:

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

Camel Express submits to the Arizona Department of Transportation annually an application for funding. Part of the annual application is a public notice, which includes a 30-day public comment period.

## Limited English Proficiency Plan

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# *Camel Express Limited English Proficiency Plan*

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Camel 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 Camel 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 Camel Express's extent of obligation to provide LEP services, Camel Express undertook a U.S. Department of Transportation four-factor LEP analysis which is discussed on page 18 below.

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

- The Town staff uses a number of public outreach techniques to assist LEP individuals
- The Town's bilingual staff is available to answer questions and assist with scheduling rides with dispatch
- The Town's transit schedules, monthly transit calendar and rider's guide are available in Spanish at Quartzsite Town Hall, on Town's website, and transit vehicles **upon request** to the Transit Coordinator. Transit schedules and monthly calendars are available in bulletin boards throughout the community.
- Additional written transit information that is not regularly published in Spanish may be requested with a 48 hour turnaround timeframe
- A translator can be provided for community outreach meetings. If a transit item is on the Town Council meeting agenda and translation is requested, it can be provide with a 48 hour notice; and
- Any meeting announcement provided to the local newspaper will be provided in English and Spanish and published at their discretion.

### **Safe Harbor Provision**

Camel 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) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form.

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

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

## TOWN OF QUARTZSITE FOUR FACTOR ANALYSIS

Subject	Quartzsite town, Arizona				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	3,646	+/-12	99.7%	+/-0.3	0.3%
Speak only English	95.9%	+/-4.1	(X)	(X)	(X)
Speak a language other than English	4.1%	+/-4.1	92.7%	+/-16.6	7.3%
Spanish or Spanish Creole	4.1%	+/-4.1	92.7%	+/-16.6	7.3%
Other Indo-European languages	0.0%	+/-1.0	-	**	-
Asian and Pacific Island languages	0.0%	+/-1.0	-	**	-
Other languages	0.0%	+/-1.0	-	**	-

1. **Demography:** According to the U.S. Census Bureau, 2010-2014, American Community Survey five year estimates, 4.1% of the Town of Quartzsite area population is considered to be Limited English Proficient (LEP). This equates to 149 individuals five years of age or older who report speaking English less than “very well”. The predominate language spoken by the LEP population is Spanish. Under the DOJ’s Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than “very well”. Even though the Town does not need to meet the Safe Harbor Provisions, the Town of Quartzsite translates vital documents, forms and public notices anyway.
  
2. **Frequency:** The general public comes in contact with the Town of Quartzsite on an infrequent basis but all residents are welcome to attend public meetings. To facilitate public participation, the Town of Quartzsite posts public meeting notices in English and Spanish on its website, in public places and in printed media in an effort to reach a large audience.
  
3. **Importance:** Transportation is vital to the Town and directly affects the lives of those living in the Town. Recommendations on roads, sidewalks, and public transportation service projects fall under the responsibilities of Town of Quartzsite and projects completed directly affect the residents. This includes the minority and low income populations, including the LEP population. The Town of Quartzsite is responsible to ensure that environmental, health and safety issues are considered in the projects put forth to the Town for consideration.
  
4. **Resources:** Due to fiscal constraints and limited resources at this time, Town of Quartzsite is unable to provide interpretation and translation services without advance notice. Major plans and maps are not available in languages other than English. However, public notices and vital documents and forms are available in English and Spanish.



S1601

LANGUAGE SPOKEN AT HOME

2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Quartzsite town, Arizona				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	3,646	+/-12	99.7%	+/-0.3	0.3%
Speak only English	95.9%	+/-4.1	(X)	(X)	(X)
Speak a language other than English	4.1%	+/-4.1	92.7%	+/-16.6	7.3%
Spanish or Spanish Creole	4.1%	+/-4.1	92.7%	+/-16.6	7.3%
Other Indo-European languages	0.0%	+/-1.0	-	**	-
Asian and Pacific Island languages	0.0%	+/-1.0	-	**	-
Other languages	0.0%	+/-1.0	-	**	-
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>					
Spanish or Spanish Creole	150	+/-151	92.7%	+/-16.6	7.3%
5-17 years	3	+/-15	100.0%	+/-100.0	0.0%
18-64 years	17	+/-12	35.3%	+/-64.7	64.7%
65 years and over	130	+/-152	100.0%	+/-24.7	0.0%
Other Indo-European languages	0	+/-13	-	**	-
5-17 years	0	+/-13	-	**	-
18-64 years	0	+/-13	-	**	-
65 years and over	0	+/-13	-	**	-
Asian and Pacific Island languages	0	+/-13	-	**	-
5-17 years	0	+/-13	-	**	-
18-64 years	0	+/-13	-	**	-
65 years and over	0	+/-13	-	**	-
Other languages	0	+/-13	-	**	-
5-17 years	0	+/-13	-	**	-
18-64 years	0	+/-13	-	**	-
65 years and over	0	+/-13	-	**	-
<b>CITIZENS 18 YEARS AND OVER</b>					
All citizens 18 years and over	3,564	+/-114	100.0%	+/-1.0	0.0%
Speak only English	96.2%	+/-4.3	(X)	(X)	(X)
Speak a language other than English	3.8%	+/-4.3	100.0%	+/-23.8	0.0%
Spanish or Spanish Creole	3.8%	+/-4.3	100.0%	+/-23.8	0.0%
Other languages	0.0%	+/-1.0	-	**	-

entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

# Non-elected Committees Membership Table

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

Body	Caucasian	Latino	African American	Asian American	Native American
Health and Development Services Board	100%				

## **Members of the Health and Development Services Board**

Chairperson: Monica Timberlake

Vice Chairman: David Collier

Board Member: Sue MacCracken

Board Member: Suellen Pennington

Board Member: Vacant

Board Member: Vacant

Board Member: Vacant

## **Outreach Efforts to Encourage Participation**

The Town values the ethnic and cultural diversity of the public it serves in Quartzsite. Accordingly, the Town actively seeks and encourages the participation of underrepresented groups on its non-elected committees when filling a vacancy.

The Town makes concerted effort to provide the opportunity for qualified individuals from underrepresented ethnic groups to join its advisory committees so that these bodies for accurately represent the ethnic, gender, and geographic diversity of the Town.

The Town utilizes a number of strategies to promote meaningful participation by underrepresented groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Paid and free notices in the local media, especially those ethnically/culturally-based for the targeted group we are trying to reach. This effort includes print, electronic and social media.
- Translating notices into the native language of the targeted group.
- Posting the vacancy on the Town’s website.
- Making presentations at existing meetings of civic, cultural or human service organizations frequented by the underrepresented group.
- Outreach to civic, cultural or human services organizations known to serve the targeted group informing them of the opportunity and need and enlisting their help.
- Including the vacancy and underrepresentation on flyers posted on the buses
- Placing informational signs on Town bulletin boards, and other facilities.

- Sending emails on the vacancy and underrepresentation to past attendees of the Town's public meetings and forums.

# Monitoring for Subrecipient Title VI Compliance

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X Camel Express does NOT monitor subrecipients for Title VI compliance.

The Town has no subrecipients at this time.

# Title VI Training

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The Transit Coordinator, Janet Collier is also the Title VI Program Manager for Camel Express. Camel Express has a comprehensive Title VI Plan made up of current Title VI requirements, including a Public Participation Plan and Limited English Proficiency Plan. The Camel Express Title VI Plan can be found in the Training Policies and Procedures Handbook. Camel Express employees are trained on Title VI non-discrimination laws and regulations.

## **Training Sessions**

- 2/24/14 – 2/27/14 - 5311 Rural Transit Workshop Phoenix
- 12/9/14 5311 - Rural Transit Work Shop Title VI plan review 2:15pm – 4:15pm
- 12/9/14 5311 - Rural Transit Work Shop Civil Rights Wrap up 4:15pm – 5:00pm
- 1/20/15 5310 - Program Guidance and Compliance Workshop Title VI requirements 1:00pm
- 2/29/16 - 5311 Transit Grant Workshop Title VI updates

# Title VI Equity Analysis

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Camel Express has no current or anticipated plans to develop new transit facilities covered by these requirements. No facilities covered by these requirements were developed since 1992.

# Fixed Route Transit Provider Analysis

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For future fixed route services to be developed by the Town.

## 1) Vehicle Load for Each Mode

The Town system-wide goal is to have an average maximum load factor for local service not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 5 standees on a 21’ vehicle.

The Town ensures passengers are not left behind due to overcrowding or overloads. Overcrowding will be particularly monitored on routes monthly. In the future, the Town will provide bus service using 21 foot buses to minimize overcrowding and ensure passengers wait no longer than 60 minutes during peak periods. When the fixed route larger vehicle is out of service, the town may use a vehicle smaller than 21 feet to ensure continuous service delivery.

Buses in Town fleet currently used have seating capacities of:

	Make	Model	Seats
21 ft.	TBD	TBD	14
19 ft.	Ford	Supreme	9
16 ft.	Dodge	Caravan	6 (no W/C)

## 2) Vehicle Headway for Each Mode

The Town system-wide goal is to provide service every 60 minutes during the peak and off-peak times as demand warrants. Services in rural areas of the Town will be deployed as demand warrants. The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses along the same route or service corridor. The peak period is defined as Monday through Friday between 8:00 a.m. and 9:00 a.m. and 12:00 p.m. to 3:00 p.m.

## 3) On Time Performance for Each Mode

To ensure reliable services, the Town aims to have a 90% on-time performance target at major stops, transfer hubs and an 80% on-time performance target at minor timepoint stops. In addition, the Town standard is less than 1% of route trips missed or removed from the daily schedule.

#### **4) Service Availability for Each Mode for routes to be developed in the extended future**

Town goal is to provide transit service to major origins and activity centers within Quartzsite. This goal includes providing transit within ¼ mile of 70% of all Quartzsite residents by census block, 70% of major employers and other large trip generators, and 70% of large multifamily housing developments as well as ensuring that 70% of elementary and high schools are within ½ mile and ¼ mile, respectively, of transit service.

Effective qualitative practices to fulfill the Service Policy requirements include developing written policies covering each of the following service indicators:

##### **1) Transit Amenities for Each Mode**

Town goal is to provide transit service to major origins and activity centers within Quartzsite. This goal includes providing transit within ¼ mile of 70% of all Quartzsite residents by census block, 70% of major employers and other large trip generators, and 70% of large multifamily housing developments as well as ensuring that 70% of elementary and high schools are within ½ mile and ¼ mile, respectively, of transit service.

##### **2) Vehicle Assignments for Each Mode**

The vehicle assignment policy is designed to provide the framework for the distribution of buses in an equitable fashion throughout the system. Vehicles used in transit service will be ADA accessible when needed and accommodate at least two wheelchairs. Vehicle size and capacity will be assigned based on demand and passenger load factors.

# **Board Approval for the Title VI Program**

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Presented on April 12, 2016 and approved by Town Council on April 19, 2016.

**RESOLUTION NO. 16-02**

**A RESOLUTION OF THE COMMON COUNCIL OF THE TOWN OF QUARTZSITE REPEALING RESOLUTION NO. 15-06, THE REVISED TOWN OF QUARTZSITE TRANSIT SERVICES TITLE VI IMPLEMENTATION PLAN, AND HEREBY ADOPTING THE TITLE VI NON-DISCRIMINATION PLAN FOR THE QUARTZSITE TRANSIT SERVICES.**

**WHEREAS**, the Town of Quartzsite is a recipient of Federal Transit Administration (FTA) revenues through the State of Arizona and is required to meet federal regulatory requirements for the Title VI, established by 49 C.F.R. part 21.7; and

**WHEREAS**, the FTA and the Arizona Department of Transportation (ADOT) requested that the Town of Quartzsite provide a Title VI Non-Discrimination Plan for the Quartzsite Transit Services, Fixed Route Transit Service Standards and Limited English Proficiency Plan that ensures that no person or group of persons on the basis of race, color, or national origin is subjected to discrimination in the level and quality of transportation services and benefits and that steps are taken to ensure that persons with limited English proficiency are provided these rights; a statement of how often public meetings are held, and how often surveys were being distributed; a listing of when the public meetings were held in the past; sample documents translated into Spanish; and the date the Town Council approved the Title VI Plan; and

**WHEREAS**, The Town developed an updated Title VI Non-Discrimination Plan for the Quartzsite Transit Services based on best practices that meet FTA guidelines.

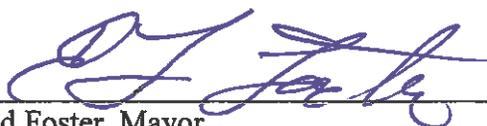
**NOW, THEREFORE, BE IT RESOLVED THAT** the Common Council of the Town of Quartzsite hereby adopts the Title VI Non-Discrimination Plan for the Quartzsite Transit Services conditional upon ADOT approval.

**BE IT FURTHER RESOLVED** that the Transit Coordinator or designee shall be able to file and Title VI Complaint Procedures, Public Participation Plan, Fixed Route Transit Service Standards and Limited English Proficiency Plan to ADOT.

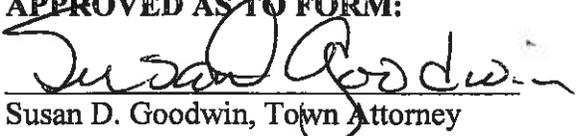
**PASSED AND ADOPTED** by the Mayor and Common Council of the Town of Quartzsite, Arizona this 19th day of April 2016.

**ATTEST:**

  
Tina Abriani, Town Clerk

  
Ed Foster, Mayor

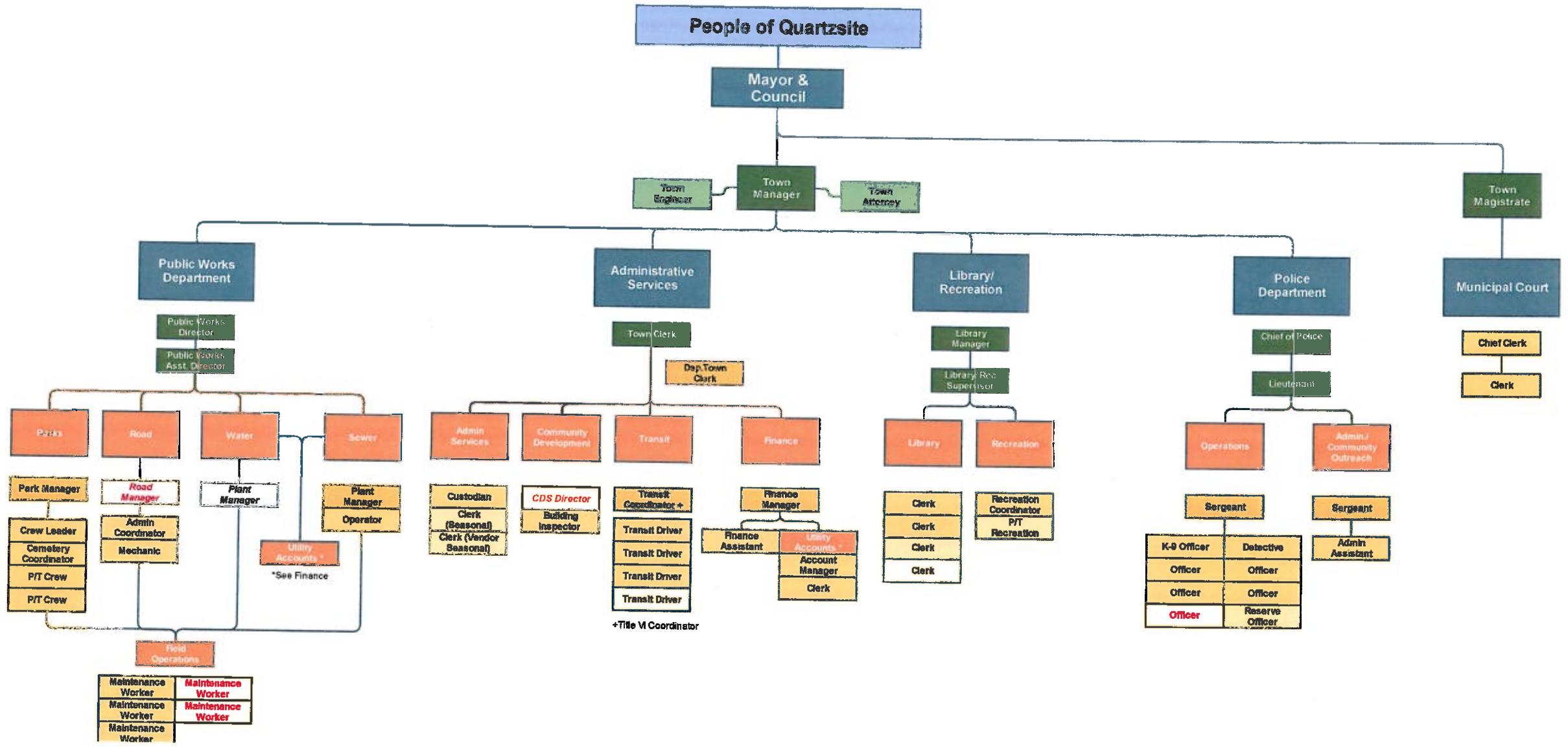
**APPROVED AS TO FORM:**

  
Susan D. Goodwin, Town Attorney

# Organizational Chart

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Please see the next page for the Town’s organizational chart.





## NOTICE OF PUBLIC HEARING

Notice is hereby given that a public hearing will be held by The Quartzsite Town Council at the Quartzsite Town Hall, 465 N. Plymouth Avenue, Quartzsite, AZ 85346 on Tuesday April 12, 2016 at 7:00 pm for the purpose of considering a project for which financial assistance is being sought from the U.S. Department of Transportation. Grant funds will be used to fund program planning, operations and maintenance of a new 5311 general public transit service within the Town of Quartzsite to begin July 1, 2016

At the hearing, the Town of Quartzsite will be affording an opportunity for interested persons or agencies to be heard with respect to the social, economic, and environmental aspects of the project. Interested persons may submit oral or written evidence and recommendations with respect to said project.

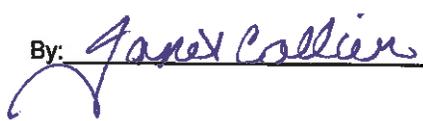
Mail comments to Janet Collier, PO box 2812 Quartzsite, AZ 85346. For additional information contact Janet Collier at Town of Quartzsite, 465 N. Plymouth Avenue, Quartzsite, AZ 85346, email [jcollier@quartzsiteaz.org](mailto:jcollier@quartzsiteaz.org) or call 928-927-4333 or fax to 928-927-4400.

  
Skylor R Miller  
Town Manager  
Town of Quartzsite

**PERSONS WITH A DISABILITY MAY REQUEST A REASONABLE ACCOMMODATION BY CONTACTING THE TOWN CLERK'S OFFICE AT 928-927-4333. REQUESTS SHOULD BE MADE 24 HOURS IN ADVANCE PLEASE, OR AS EARLY AS POSSIBLE TO ALLOW TIME TO ARRANGE ACCOMMODATION.**

### Certification of Posting

The undersigned hereby certifies that a copy of the attached notice was duly posted at the following locations: Quartzsite Town Hall, 465 N. Plymouth Ave, Quartzsite, AZ, U.S. Post Office, 80 W. Main Street, Quartzsite, AZ and The Senior Center, 40 Moon Mountain Ave, Quartzsite, AZ, on the 14<sup>th</sup> day of March, 2016, at 5:30 a.m./p.m. in accordance with the statement filed by the Town of Quartzsite with the Town Clerk, Town of Quartzsite.

By:  \_\_\_\_\_, Town Clerk's Office



**NOTICE OF POSSIBLE QUORUM  
OF THE  
QUARTZSITE TOWN COUNCIL  
MARCH 2016**

IN ACCORDANCE WITH TOWN CODE SECTION 2-4-1 AND ARIZONA REVISED STATUTES SECTION § 38-431.02,

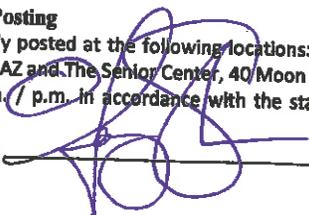
Public notice is hereby given that FOUR (4) OR MORE MEMBERS of the Mayor and Town Council may be present at the following social events or functions:

<b>Wednesday, March 2, 2016 10:00 a.m.</b>	<b>Park and Recreation Committee Meeting Quartzsite Town Hall 465 N. Plymouth Avenue, Quartzsite</b>
<b>Thursday, March 3, 2016 6:00 p.m.</b>	<b>Neighborhood Watch Meeting Quartzsite Community Center 295 Chandler Street, Quartzsite</b>
<b>Monday, March 7, 2016 3:00 p.m.</b>	<b>Hi Jolly Cemetery Board Meeting Quartzsite Town Hall 465 N. Plymouth Avenue, Quartzsite</b>
<b>Thursday, March 10, 2016 12:00 p.m.</b>	<b>Friends of Transit - Community Meeting – Public Welcome Transit Coordinator discusses changes, improvements and expansion to the Town Transit Program Quartzsite Senior Center - 40 N. Moon Mountain Ave.</b>
<b>Tuesday, March 15, 2016 10:00 a.m.</b>	<b>Planning &amp; Zoning Commission Meeting Quartzsite Town Hall 465 N. Plymouth Avenue, Quartzsite</b>
<b>Wednesday, March 16, 2016 10:00 a.m.</b>	<b>Municipal Utility Administrative Committee Meeting Quartzsite Town Hall 465 N. Plymouth Avenue, Quartzsite</b>
<b>Thursday, March 17, 2016 3:00 p.m.</b>	<b>Health &amp; Development Services Board Quartzsite Town Hall 465 N. Plymouth Avenue, Quartzsite</b>

Regular Quartzsite Town Council Meetings are held on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of each month at 7:00 p.m. in the Council Chambers, located at Town Hall at 465 North Plymouth Avenue, Quartzsite, AZ 85346.

**Certification of Posting**

The undersigned hereby certifies that a copy of the attached notice was duly posted at the following locations: Quartzsite Town Hall, 465 N. Plymouth Ave, Quartzsite, AZ, U.S. Post Office, 80 W. Main Street, Quartzsite, AZ and The Senior Center, 40 Moon Mountain Ave, Quartzsite, AZ, on the 25 day of February, 2016, at 2:55 a.m. / p.m. in accordance with the statement filed by the Town of Quartzsite with the Town Clerk, Town of Quartzsite.

By:  Town Clerk's Office.

# CAMEL EXPRESO HORARIO

Abril

2016

928-927-4333

Domingo		Lunes		Martes		Miercoles		Jueves		Viernes		Sabado	
LOCAL \$3.00										1		2	
BLYTHE \$10.00										QUARTZSITE			
PARKER \$5.00													
LAKE HAVASU \$15.00													
YUMA \$15.00													
PHOENIX \$20.00													
3	4	5	6	7	8	9							
	QUARTZSITE	BLYTHE QUARTZSITE	YUMA QUARTZSITE	QUARTZSITE	QUARTZSITE								
10	11	12	13	14	15	16							
	QUARTZSITE	QUARTZSITE	PARKER LAKE HAVASU QUARTZSITE	QUARTZSITE	QUARTZSITE								
17	18	19	20	21	22	23							
	QUARTZSITE	BLYTHE QUARTZSITE	YUMA QUARTZSITE	QUARTZSITE	QUARTZSITE								
24	25	26	27	28	29	30							
	QUARTZSITE	QUARTZSITE	QUARTZSITE	QUARTZSITE	QUARTZSITE								

Miercoles por parte de La Paz County Health Department shorario Lunes-Jueves 928-669-6155 or 800-319-5976

Transporte a centro Para Personas Mayores almuerzo caliente disponible Lunes-Viernes 928-927-4333

WACOG AAA transito gratuito pasa a la farmacia, medico, y programa de alriuerco programa disponible con calificacion financiera

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While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Subject	Quartzsite town, Arizona			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Hispanic or Latino (of any race)	147	+/-152	4.0%	+/-4.2
Mexican	136	+/-152	3.7%	+/-4.2
Puerto Rican	0	+/-13	0.0%	+/-1.0
Cuban	0	+/-13	0.0%	+/-1.0
Other Hispanic or Latino	11	+/-13	0.3%	+/-0.3
Not Hispanic or Latino	3,499	+/-153	96.0%	+/-4.2
White alone	3,496	+/-152	95.9%	+/-4.1
Black or African American alone	0	+/-13	0.0%	+/-1.0
American Indian and Alaska Native alone	3	+/-15	0.1%	+/-0.4
Asian alone	0	+/-13	0.0%	+/-1.0
Native Hawaiian and Other Pacific Islander alone	0	+/-13	0.0%	+/-1.0
Some other race alone	0	+/-13	0.0%	+/-1.0
Two or more races	0	+/-13	0.0%	+/-1.0
Two races including Some other race	0	+/-13	0.0%	+/-1.0
Two races excluding Some other race, and Three or more races	0	+/-13	0.0%	+/-1.0
Total housing units	3,570	+/-412	(X)	(X)

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

**Explanation of Symbols:**

An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.

An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.

An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.

An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.

An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

An '(X)' means that the estimate is not applicable or not available.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see [Accuracy of the Data](#)). The effect of nonsampling error is not represented in these tables.

For more information on understanding race and Hispanic origin data, please see the Census 2010 Brief entitled, [Overview of Race and Hispanic Origin: 2010](#), issued March 2011. (pdf format)

DP05

**ACS DEMOGRAPHIC AND HOUSING ESTIMATES**  
**2010-2014 American Community Survey 5-Year Estimates**

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the [Data and Documentation](#) section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the [Methodology](#) section.

Versions of this table are available for the following years:  
**2014**  
**2013**  
**2012**  
**2011**  
**2010**

1  
81  
of  
81

Subject	Quartzsite town, Arizona			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	3,646	+/-12	3,646	(X)
Male	1,804	+/-209	49.5%	+/-5.7
Female	1,842	+/-208	50.5%	+/-5.7
Under 5 years	0	+/-13	0.0%	+/-1.0
5 to 9 years	3	+/-15	0.1%	+/-0.4
10 to 14 years	0	+/-13	0.0%	+/-1.0
15 to 19 years	6	+/-13	0.2%	+/-0.3
20 to 24 years	0	+/-13	0.0%	+/-1.0
25 to 34 years	88	+/-112	2.4%	+/-3.1
35 to 44 years	98	+/-111	2.7%	+/-3.1
45 to 54 years	187	+/-165	5.1%	+/-4.5
55 to 59 years	318	+/-282	8.7%	+/-7.7
60 to 64 years	447	+/-292	12.3%	+/-8.0
65 to 74 years	1,539	+/-384	42.2%	+/-10.5
75 to 84 years	610	+/-331	16.7%	+/-9.1
85 years and over	350	+/-262	9.6%	+/-7.2
Median age (years)	70.0	+/-3.2	(X)	(X)
18 years and over	3,643	+/-15	99.9%	+/-0.4
21 years and over	3,637	+/-15	99.8%	+/-0.4
62 years and over	2,802	+/-331	76.9%	+/-9.0
65 years and over	2,499	+/-390	68.5%	+/-10.7
18 years and over	3,643	+/-15	3,643	(X)
Male	1,804	+/-209	49.5%	+/-5.7
Female	1,839	+/-209	50.5%	+/-5.7
65 years and over	2,499	+/-390	2,499	(X)
Male	1,255	+/-262	50.2%	+/-5.3
Female	1,244	+/-205	49.8%	+/-5.3
<b>RACE</b>				

Subject	Quartzsite town, Arizona			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Total population	3,646	+/-12	3,646	(X)
One race	3,646	+/-12	100.0%	+/-1.0
Two or more races	0	+/-13	0.0%	+/-1.0
One race	3,646	+/-12	100.0%	+/-1.0
White	3,637	+/-15	99.8%	+/-0.4
Black or African American	0	+/-13	0.0%	+/-1.0
American Indian and Alaska Native	3	+/-15	0.1%	+/-0.4
Cherokee tribal grouping	0	+/-13	0.0%	+/-1.0
Chippewa tribal grouping	0	+/-13	0.0%	+/-1.0
Navajo tribal grouping	0	+/-13	0.0%	+/-1.0
Sioux tribal grouping	0	+/-13	0.0%	+/-1.0
Asian	0	+/-13	0.0%	+/-1.0
Asian Indian	0	+/-13	0.0%	+/-1.0
Chinese	0	+/-13	0.0%	+/-1.0
Filipino	0	+/-13	0.0%	+/-1.0
Japanese	0	+/-13	0.0%	+/-1.0
Korean	0	+/-13	0.0%	+/-1.0
Vietnamese	0	+/-13	0.0%	+/-1.0
Other Asian	0	+/-13	0.0%	+/-1.0
Native Hawaiian and Other Pacific Islander	0	+/-13	0.0%	+/-1.0
Native Hawaiian	0	+/-13	0.0%	+/-1.0
Guamanian or Chamorro	0	+/-13	0.0%	+/-1.0
Samoan	0	+/-13	0.0%	+/-1.0
Other Pacific Islander	0	+/-13	0.0%	+/-1.0
Some other race	6	+/-13	0.2%	+/-0.3
Two or more races	0	+/-13	0.0%	+/-1.0
White and Black or African American	0	+/-13	0.0%	+/-1.0
White and American Indian and Alaska Native	0	+/-13	0.0%	+/-1.0
White and Asian	0	+/-13	0.0%	+/-1.0
Black or African American and American Indian and Alaska Native	0	+/-13	0.0%	+/-1.0
Race alone or in combination with one or more other races				
Total population	3,646	+/-12	3,646	(X)
White	3,637	+/-15	99.8%	+/-0.4
Black or African American	0	+/-13	0.0%	+/-1.0
American Indian and Alaska Native	3	+/-15	0.1%	+/-0.4
Asian	0	+/-13	0.0%	+/-1.0
Native Hawaiian and Other Pacific Islander	0	+/-13	0.0%	+/-1.0
Some other race	6	+/-13	0.2%	+/-0.3
HISPANIC OR LATINO AND RACE				
Total population	3,646	+/-12	3,646	(X)