



**City of La Mesa
Rides4Neighbors
Title VI Program
2018**

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Notice of Public Rights

City of La Mesa, Rides4Neighbors operates its program without regard to age, gender, disability, income status, race, color, and national origin in accordance with Title VI of the Civil Rights Act and other applicable federal and state laws prohibiting discrimination on publicly funded projects. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with the City of La Mesa.

For more information on the City of La Mesa, Rides4Neighbors' civil rights program, and the obligations and procedures to file a complaint, contact Human Resources/Risk Manager 619-667-1179; email rfreeman@ci.la.mesa-ca.us; or visit our administrative office at 8130 Allison Ave, La Mesa, CA 91942. For more information, visit www.cityoflamesa.com/r4n.

If information is needed in another language, contact 619-667-1179

Si desea obtener información en español por favor contacte a Rida Freeman, 619-667-1179 or freeman@ci.la-mesa.ca.us.



List of Locations Where Title VI Notice is Posted

Location	Address	City
Rides4Neighbors Website	www.cityoflamesa.com/r4n	n/a
Adult Enrichment Center/ Rides4Neighbors Office	8450 La Mesa Blvd	La Mesa



Discrimination Complaint Procedures

1. Applicability. The following complaint procedures are applicable to all persons who believe that they have been subject to discrimination by City of La Mesa, Rides4Neighbors Program which is funded in whole or in part by SANDAG. In general, it is designed to address disputes, including but not limited to the following:
 - 1.1 Disagreements regarding a requested service, accommodation, or modification of a Rides4Neighbors practice or requirement.
 - 1.2 Inaccessibility of a program, publication, or activity.
 - 1.3 Harassment or discrimination prohibited by California or federal law.
2. Preliminary Review Process. The following two-step process must be completed prior to filing a formal complaint.
 - 2.1 Informal Resolution - Prior to submitting a formal complaint, the complaining party shall contact the Human Resources/Risk Manager for assistance in resolving the matter informally as soon as is reasonable practicable, generally within fifteen calendar (15) days of the time from when the subject of the complaint occurred or the complaining party became aware of the City of La Mesa, Rides4Neighbor's alleged non-compliance with state or federal non-discrimination laws.

The Human Resources/Risk Manager can be reached at 8130 Allison Ave., La Mesa, CA 91942; 619-667-1179.
 - 2.2 Report of Results to SANDAG and Complaining Party- City of La Mesa will email or mail SANDAG and the complaining party the results of the informal resolution process within thirty calendar (30) days of receiving the complaint. If the complaining party is not satisfied with the City of La Mesa's disposition on the matter, the complaining party may file a formal complaint with SANDAG following the procedure described below.
3. Formal Complaint. If the procedure for Preliminary Review and informal resolution by the City of La Mesa does not yield a successful resolution, then the complaining party may file a formal, written complaint in the manner described below: SANDAG materials can be made available in alternative languages. To make a request, call 619-699-1900. Los materiales de SANDAG estan disponibles en otros idiomas. Para hacer una solicitud, llame al 619-699-1900.
 - 3.1 Complaints must be filed within ten (10) calendar days of the complaining party's receipt of notice of the end of the Preliminary Review process described above.
 - 3.2 Complaints must be in writing and must include an attached copy of any correspondence concerning the complaint with the City of La Mesa.

- 3.3 Complaints must be filed with the SANDAG Title VI Compliance Officer at 401 B Street, Suite 800, San Diego, CA 92101; Fax number 619-699-1995; TTY 619-699-1904.
- 3.4 Investigation - The SANDAG Title VI Compliance Officer will initiate and investigation, which may include interviewing, consulting with, and/or requesting a written response to the issues raised in the complaint from any individual the SANDAG Compliance Officer believes to have relevant information, including the ADA Compliance Officer, the City of La Mesa staff and members of the public. SANDAG may also hold an informal hearing.
- 3.5 Review Panel - The SANDAG Title VI Compliance Officer will convene a review panel that will consist of the Title VI Compliance Officer, the ADA Compliance Officer if applicable, a member of the SANDAG management staff, the Chief Deputy Executive Director (or designee), and (depending on the issues) other personnel as may be appropriate. This panel will review the request, investigate, and attempt to resolve the issues within thirty calendar (30) days of receipt by SANDAG of the complaint.
- 3.6 Representation - The complaining party and any party against whom the grievance is directed have the right to have a representative.
- 3.7 Findings and Notification - The SANDAG Title VI Compliance Officer and/or ADA Compliance Officer will prepare and provide the complaining party, and all other parties involved, a final report containing a summary of the investigation, written findings and a proposed disposition. This report will be provided within forty-five calendar (45) days of the filing of the formal complaint.
- 3.8 Final Disposition - The disposition proposed by the review panel will be put into effect promptly. The complaining party or any party against whom the complaint or the proposed disposition is directed may appeal. The appeal to the Executive Director (as set forth below) will not suspend the implementation of the disposition proposed by the SANDAG review panel, except in those circumstances where the SANDAG Executive Director decides that good cause exists making the suspension of implementation appropriate.

4. Appeal.

- 4.1 Within ten (10) calendar days of the issuance of the final report, the complaining party may appeal to the SANDAG Executive Director.
- 4.2 An appeal is taken by filing a written request for review with the SANDAG Executive Director.
- 4.3 The written request for review must specify the particular substantive and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal complaint as filed or to procedural errors in the conduct of the complaint procedure itself, and not to new issues.
- 4.4 The review by the Executive Director, or his or her designee normally shall be limited to the following considerations: Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear on the decision that substantially affected the decision to the detriment of the complaining party? Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the complaining party? Given proper facts, criteria, and procedure, was the decision one that a person in the position of the decision-maker might reasonably have made?
- 4.5 A copy of the Executive Director's written decision will be expected within thirty (30) calendar days of the filing of the appeal and shall be sent to all parties involved and, if appropriate, to persons whose authority will be needed to carry out the disposition. The deadline may be extended by the Executive Director for good cause. The decision of the Executive Director on the appeal will be SANDAG's final decision.

5. File with the FTA. Any person who believes himself or herself or any specific class of persons to be subjected to discrimination prohibited by Title VI also may file a written complaint with the FTA. A complaint should be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA. Title VI complaints regarding federally funded programs at the City of La Mesa can be sent to the applicable funding agency below:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590



Transit Related Title VI Investigations, Complaints and Lawsuits

**Record and Report of Discrimination Investigations, Complaints and Lawsuits Related to
City of La Mesa, Rides4Neighbors Program**

Date Filed	Summary of Allegations	Status	Actions Taken/ Final Findings



Public Participation Plan

Public Meetings

The City of La Mesa, Rides4Neighbors Program holds an annual Senior and Transportation Expo. The goal of the Expo is to promote the Rides4Neighbors program to the community for their transportation needs, as well as, provide education on issues specific to the senior population. The event is held at the City of La Mesa's Community Center which is ADA accessible. The Expo is free to the public and uses a wheelchair accessible shuttle service that assists in transporting guests to and from the local trolley station. The Transportation Expo is advertised two weeks in advance in local newspapers; on the City of La Mesa marquee located near downtown La Mesa; and through flyers and emails throughout the local community. Since transportation is an issue for the target population, getting to public meetings may present a problem. Throughout the year Rides4Neighbors staff or volunteers travel to different sites in East County to give presentations or set up an exhibitor booth at various health fairs in order to provide information to the ten zip codes included in the Rides4Neighbors service area. This provides the community members with easier access for gathering information.

Marketing and Outreach

The City of La Mesa, Rides4Neighbors Program makes efforts to provide outreach, increase ridership, and recruit volunteer drivers. Rides4Neighbors acts independently, or as a member of other service organizations to promote its presence in the community. Listed below are Rides4Neighbors involvement in marketing and outreach:

Memberships and Collaborations - Rides4Neighbors is an active member of the East County Senior Service Providers (ECSSP) and East County Action Network (ECAN). Both are committees consisting of representatives from different agencies located in East San Diego County that provide service to the senior population, low income populations, and minority populations. Rides4Neighbors is a member of the San Diego County Volunteer Driver Coalition, which is a group of agencies that utilize volunteer drivers to assist in transportation for the senior and disabled populations throughout San Diego County.

Site Visits - Rides4Neighbors staff travels to assisted living homes in East County in order to gather new riders and drivers, including: Mt. Miguel Covenant Village, Waterford Terrace, and the Springs of El Cajon. Quarterly, Rides4Neighbors staff gives a presentation at the Blind Community Center in San Diego. Rides4Neighbors has

selected a volunteer driver as an “Ambassador” to travel to City of La Mesa town hall meetings and other scheduled assemblies to give information on the program. These efforts provide Rides4Neighbors with the opportunities to tap into different populations and community organizations, as well as, meet with members of low income, minority, and disabled populations.

Health Fairs - In addition to its own Senior Expo, the City of La Mesa, Rides4Neighbors Program is partners with agencies to host and/or participate in health fairs by exhibiting a table at these events.

Bilingual Staff - The City of La Mesa has volunteers and employees who speak Spanish and are available upon request.

Program Monitoring

To provide the participants of the Rides4Neighbors Program optimal services and for the Rides4Neighbors staff to have comprehensive knowledge of the client base and client needs, Rides4Neighbors performs program monitoring and evaluation. During the application process a Pre-Rider Evaluation (Appendix A) is administered to potential riders to gather information on the needs of the population, to find out what other transportation options have been explored, and any questions they may have before they sign up for the services of Rides4Neighbors. During the course of the year Rides4Neighbors sends out a post application Rider Satisfaction Survey (Appendix B) to gauge rider satisfaction and obtain feedback on the program. Recently, Rides4Neighbors has adapted and included SANDAG’s Client Voluntary Demographic Data Survey Form (Exhibit C) for the purposes of obtaining accurate information on the East County community.



Meaningful Access to Limited English Proficient (LEP) Persons

Four Factor Analysis:

1. The number of LEP persons eligible to be served:

According to the 2010 Census, website the number of LEP persons eligible for service in the East San Diego County zip codes: La Mesa (91941, 91942); Lemon Grove (91945); Spring Valley (91977, 91978); El Cajon (92019, 92020, and 92021); Lakeside (92040); and Santee (92071) are approximately 4,619 people, or 14% of the total population. Of that population the Spanish speaking population that speaks English “not well” is the greatest, totaling 3,175 people. The next largest LEP populations are Arabic speakers at 1,173, followed by Tagalog speakers at 271 people. The Spanish speaking LEP population outnumbers all others in all of the ten zip codes, but the three El Cajon zip codes hold the majority of the Arabic speaking LEP population with almost 1000 LEP persons. El Cajon zip codes also hold the highest Spanish speaking LEP population at 1,300 residents. This is the largest concentration of the LEP population according to the data analyzed for East County residents. The City of La Mesa-Rides4Neighbors Program does not deny services to people based on their language barriers. In all situations, but especially those concerning language barriers, family members and friends of LEP persons are encouraged to play an active role in carrying out transportation services for their loved ones. This would include interpretation, accompanying, or relaying pertinent information to City staff. The City also employs bi-lingual staff and volunteers that provide assistance for the LEP population.

2. The frequency of contact with LEP persons:

The City of La Mesa Rides4Neighbors program uses a software program named RideScheduler to track clients and client trips. This program is used for the purposes of scheduling/cancelling appointments, entering demographic data (age, ethnicity, location), and communicating the specific needs of each rider to the volunteer drivers who have 24/7 access to the software. The RideScheduler program has a “Notes” section which the Rides4Neighbors staff uses to communicate to the volunteer drivers language barriers, use of mobility devices, directions to riders’ homes, or any other pertinent information regarding the rider.

Based on close analysis of all of the Rides4Neighbors riders from January 1, 2017 to December 31, 2017, it has been determined that 303 unduplicated riders utilized the services. Using RideScheduler software, it is estimated that of the unduplicated riders, about twenty-four (24), or 8%, were LEP that utilized services provided. A review of the 8% LEP population’s ride frequency shows that at least once a week a LEP person has

a contact with a volunteer driver or other contracted services through Rides4Neighbors program.

This program receives approximately twenty (20) inquiries per week from people wanting information on Rides4Neighbors. Outside of the individual asking for themselves, these questions come from doctor offices, social workers, and family members. On average, once a month a LEP person either walks in to the Rides4Neighbors office or calls to inquire about the program. Potential LEP consumers that walk in are usually accompanied by a family member, caregiver, or other person that serves as an intermediate. This way information can be relayed face to face and decrease incidences of confusion for both the consumer and office staff member/volunteer. Incoming phone calls are handled on a case by case basis. If a City of La Mesa staff member or volunteer is available to assist in translation, the caller will be transferred to that person. In situations where a staff member or volunteer is not available to translate, office members will take their phone number, which is displayed on the Caller ID, and have the appropriate person return the call. Another resource used by Rides4Neighbors staff is contacting staff from other volunteer driver programs for suggestions, such as the San Diego County Volunteer Driver Coalition. There are instances where a member of this group has a contact or knows of a service that will be able to provide assistance with LEP persons.

3. The nature and importance of the program or service provided by Rides4Neighbors to people's lives:

Rides4Neighbors is a program that provides transportation for the senior population (aged 60+) of East County San Diego and/or persons with disabilities that prevent them from driving or taking public transportation. The LEP population's needs mirror those of non-LEP riders. Their transportation needs center around medical/pharmacy visits and grocery shopping. This information was obtained through an analysis of the RideScheduler program. Since there is an application process that all riders must go through, it has been determined that they have little to no other means of navigating the county. Without this program, they would not be able to get their needs met. The program also enables City staff and volunteers to advocate for this population. Many seniors live alone and do not have much contact with the outside world, by using this program it allows volunteers to report to City staff issues and needs that are being met. Along those lines, riders frequently use this program for the purposes of getting out of their homes and participating in social activities. Since the majority of the population Rides4Neighbors serves is seniors, they are able to thrive mentally and physically from socialization. There are very little limitations regarding rider destinations, as long as they are appropriate to the program's goals, allowing the riders to travel where they desire within twenty (20) miles.

4. The resources available to Rides4Neighbors for LEP outreach as well as the costs associated with the outreach:

The Spanish speaking population is by far the largest LEP population that Rides4Neighbors is in contact with; they are 3% of the total riders served by the program. The City of La Mesa has employees and volunteers throughout its different departments that are bilingual in Spanish and English. Rides4Neighbors has a Spanish speaking volunteer in the office most days of the week. When there is no one in the

Rides4Neighbors office who is able to converse with a Spanish speaking LEP person, a City employee is usually available to assist. The Rides4Neighbors program encourages bilingual family members of LEP persons to be involved in their services and to translate or interpret, as needed. Rides4Neighbors uses volunteer drivers who are bilingual to assist in interpretation. On the Notice to the Public, Rides4Neighbors does indicate who to talk to in case of the need for language assistance in Spanish.

The City of La Mesa has partnered with the Grossmont Adult School, which offers classes, such as, "Spanish in the Workplace". This program can be utilized by Rides4Neighbors staff and volunteers in order to enhance working knowledge of the Spanish language.

Rides4Neighbors is grant funded and may use budgeted money in order to translate brochures and flyers; advertise in Spanish newspaper publications; and take classes. Approximately, 10 - 20% of the Advertisement, Education/Conference, and Travel portions of the budget can be allotted for specific LEP outreach.

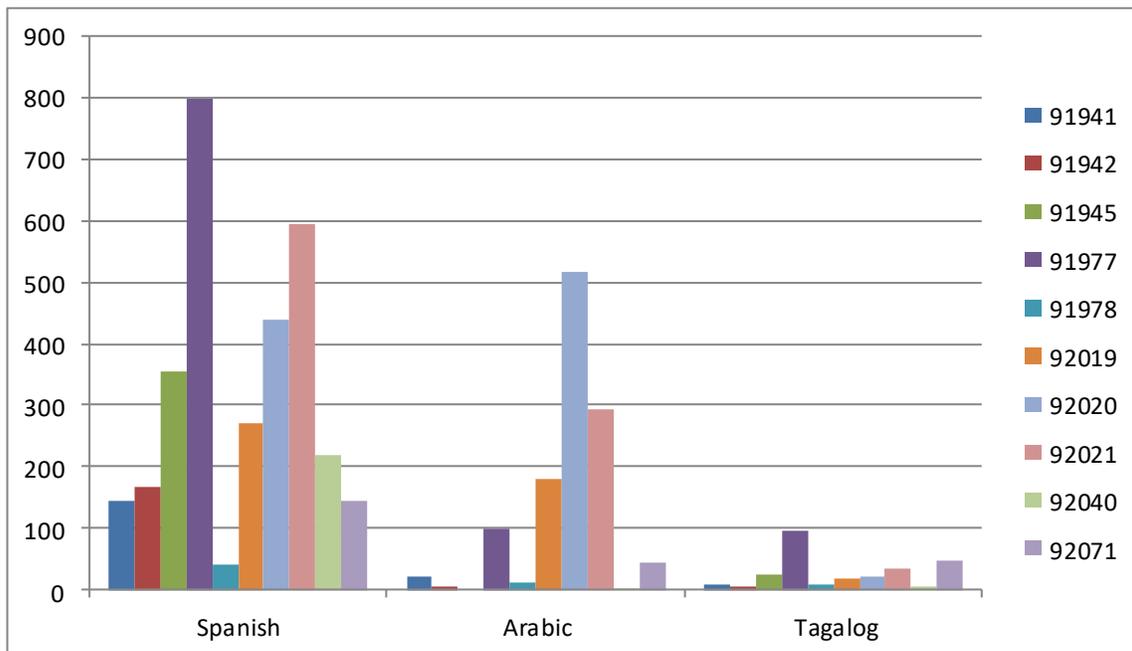
Rides4Neighbors uses the Rider Satisfaction Survey as a means to get information and answer questions from its entire rider community. It is strongly encouraged that LEP persons and their family members use the survey as a way to communicate their needs.



Implementation of Limited English Proficiency (LEP) Plan

Results of the Four Factor Analysis and description of the LEP population(s) served

The results of the Four Factor Analysis show that the LEP persons who may be eligible for services in East San Diego County are approximately 4,619 people. This information was obtained using the 2010 Census. The largest LEP population eligible to be served is Spanish speakers. The next largest are Arabic speakers, followed by the Tagalog speakers.



a. Facilitating language assistance services and providing notification of language assistance:

The Spanish speaking population is by far the largest LEP population that Rides4Neighbors is in contact with. The City of La Mesa has employees and volunteers throughout its different departments that are bilingual in Spanish and English. Rides4Neighbors has a Spanish speaking volunteer in the office most days of the week. When there is no one in the Rides4Neighbors office who is able to converse with a Spanish speaking LEP, then a city employee is usually available to assist. The Rides4Neighbors program encourages bilingual family members of LEP persons to be involved in their services and to translate or interpret, as needed. Rides4Neighbors uses their volunteer drivers who are bilingual to assist in interpretation. On the Notice to the Public Rides4Neighbors

does indicate who to talk to in case of the need for language assistance in Spanish.

The City of La Mesa, Rides4Neighbors program will post on their website in the Notice to the Public the availability of language assistance.

b. Training employees to provide timely and reasonable language assistance to LEP populations:

The City of La Mesa has partnered with the Grossmont Adult School, which offers classes, such as, “Spanish in the Workplace”. This program can be utilized by Rides4Neighbors staff and volunteers in order to enhance working knowledge of the Spanish language.

c. Program monitoring evaluates and revision of the language access plan

Rides4Neighbors uses the Rider Satisfaction Survey (Appendix B) as a means to get information and answer questions from its whole rider community. City of La Mesa Rides4Neighbors Program also as adopted SANDAG’s Client Voluntary Demographic Data Survey Form (Appendix C) and includes that in application packets in addition to the Pre-Rider Evaluation Survey (Appendix A). It is strongly encouraged that LEP persons and their family members use the survey as a way to communicate their needs.

These surveys allow staff to gather information regarding the riders’ mobility needs, language barriers, destination needs, and the frequency trips are needed. This information is valuable because it allows staff and volunteers to better address the riders’ needs. For instance, the inclusion of the Voluntary Demographic Data Survey has prompted Rides4Neighbors staff to increase efforts to obtain more Spanish speaking volunteers since that is the largest LEP population for this program. Since the volunteer drivers have more direct and face to face contact with the riders, Rides4Neighbors staff meets with them to gain their input regarding the needs of the population served and what needs to be changed or improved.



Minority Representation on Governing, Planning, and Advisory Bodies

The City of La Mesa does not have any transit-related, non-elected governing boards, advisory councils or committees. Rides4Neighbors is governed by City Council, whose members are elected by the residents La Mesa, CA.

RESOLUTION NO. 2018-020

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LA MESA
APPROVING THE 2018 CITY OF LA MESA TITLE VI OF THE CIVIL RIGHTS
ACT OF 1964 COMPLIANCE PLAN (RIDES 4 NEIGHBORS)

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq (the Act) and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin;

WHEREAS, as a sub-recipient of federal funds, the City of La Mesa is required to comply with the requirements of the Act and applicable implementing regulations;

WHEREAS, pursuant to FTA Circular 4702.1B, the City of La Mesa is required to submit its Title VI program to its governing entity for approval; and

WHEREAS, The City of La Mesa has considered and determined to approve the organization's 2018 Title VI program and policies set forth in the in the attached document entitled "Title VI Program", including but not limited to, carrying out a Limited English Proficiency Four Factor Analysis and adopt a Language Assistance Plan.

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED, by the City Council of the City of La Mesa, California that the City Council approves the organization's 2018 Title VI program and policies as set forth in the attached document entitled "Title VI Program".

PASSED AND ADOPTED at a Regular meeting of the City Council of the City of La Mesa, California, held the 13th day of March, 2018, by the following vote, to wit:

AYES: Councilmembers Alessio, Baber, McWhirter, Parent and Mayor Arapostathis

NOES: None

ABSENT: None

CERTIFICATE OF CITY CLERK

I, MEGAN WIEGELMAN, City Clerk of the City of La Mesa, California, do hereby certify the foregoing to be a true and exact copy of Resolution No. 2018-020, duly passed and adopted by the City Council of said City on the 13th day of March, 2018 and by the vote therein recited.



MEGAN WIEGELMAN, CMC, City Clerk

(SEAL OF CITY)

Appendix A

Rider Evaluation Survey - Before Rides4Neighbors

Hello! We are happy that you are applying for our program. In addition to filling out the application and release forms, please take a moment to complete this evaluation and return it in the same envelope (enclosed).

1. What transportation are you **currently** using to get to medical appointments, shopping, personal care appointments, and other activities outside your home?
 Drive self in personal vehicle
 Other people give rides
 Use the bus or trolley
 Use taxi service
 Use door to door special transportation, such as MTS Access
 Use other agencies; please name _____
2. If you have medical insurance, have you contacted your insurance carrier regarding medical transportation that they offer?
 Yes, What do they provide? _____
 No, why not? _____
3. What transportation are you **currently** using to get to shopping, personal care appointments, and other activities outside your home?
 Drive self in personal vehicle
 other people give rides
 Use the bus or trolley
 Use taxi service
 Use door to door special transportation, such as MTS Access
 Use other agencies; please name _____
4. How difficult is it for you to get to essential needs appointments and locations, such as shopping and medical visits?
 Very difficult Somewhat difficult Occasionally a challenge Not difficult
5. Do you know about the door to door service called Metropolitan Transit Services (MTS) Access bus, also known as ADA Paratransit?
 Yes No
6. (If "Yes" to # 5, above) Are you currently signed up for or have an application in process with MTS Access service?
 Yes No Not sure
7. For information on how to apply for MTS Access, please call 1-877-232-7433.
8. Do you have any other questions about Rides4Neighbors? Please call 619-667-1321. We are here to help you!

THANK YOU VERY MUCH FOR YOUR TIME

Appendix B

Rides4Neighbors Rider Survey 2017

You are currently enrolled in our Rides4Neighbors Program. In order to provide the best possible transportation service, please take a moment to complete this evaluation and return it in the enclosed envelope.

1. What type of service do you utilize through Rides4 Neighbors? Check all that apply:
 Volunteer Driver Wheelchair Transportation Taxi Scrip Shopping Shuttle

2. Approximately how many trips do you plan each month with Rides4Neighbors?
 None 1-4 5-8 More than 8

3. Are you satisfied with the services you receive? Yes No
If no, please explain:

4. Please rate the convenience of scheduling an appointment or getting information:
 Very convenient Convenient Inconvenient Difficult

If your answer was "Inconvenient" or "Difficult," please explain:

5. Please rate your customer service experience with Rides4Neighbors staff:
 Excellent Very good Fair Not good

If your answer was "Fair" or "Not good," please explain:

6. Do you have any further comments or suggestions?

Thank you for your participation. We value your opinion and will use your input in the future development of the Rides4Neighbors program.

Appendix C

Client Voluntary Demographic Data Survey Form

Please take a few moments to complete the following questions. Please check the appropriate boxes with an "X" which best describe you then return the survey to the City of La Mesa-Rides4Neighbors Program. Submittal of this information is **voluntary**.

Sex

What is your sex?

- Female Male

Race

What is your race?

- | | |
|---|---|
| <input type="checkbox"/> Asian/Pacific Islander | <input type="checkbox"/> African American |
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Hispanic |
| <input type="checkbox"/> White (not Hispanic) | <input type="checkbox"/> Other: _____ |

Disability

Do you have a disability?

- Yes No

Age

What is your age?

- Under 40 40-59 60-64 65-74 75 and over

Income

How many people live in your household? _____

What is your household's total annual income?

- | | | |
|--|--|---|
| <input type="checkbox"/> \$25,000 or less | <input type="checkbox"/> \$50,001-\$60,000 | <input type="checkbox"/> \$90,001-\$100,000 |
| <input type="checkbox"/> \$25,001-\$33,000 | <input type="checkbox"/> \$60,001-\$70,000 | <input type="checkbox"/> Over \$100,000 |
| <input type="checkbox"/> \$33,001-\$40,000 | <input type="checkbox"/> \$70,001-\$80,000 | |
| <input type="checkbox"/> \$40,001-\$50,000 | <input type="checkbox"/> \$80,001-\$90,000 | |

Language

What language is primarily spoken in your household? _____

Access Frequency

On average, how many times a month do you access transportation services provided by the City of La Mesa-Rides4Neighbors Program? _____