

SPECIAL TRANSPORTATION DIVISION

TITLE VI PROGRAM

FISCAL YEAR 2023 - 2026

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I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not. During the Obama Administration, the Federal Transit Administration ("FTA") placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency ("LEP"). Recipients of public transportation funding from FTA are required to develop policies, programs, and practices that ensure federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI. This document details how the City of Riverside incorporates nondiscrimination policies and practices in providing services to the public.

II. System Overview

Special Transportation, a Division within the City of Riverside Parks, Recreation and Community Services Department, has been offering paratransit services to the Riverside community since 1975. This dial-a-ride transportation service is provided within the 81.51 square mile incorporated city limits of the City of Riverside, shown below in Figure 1-1.

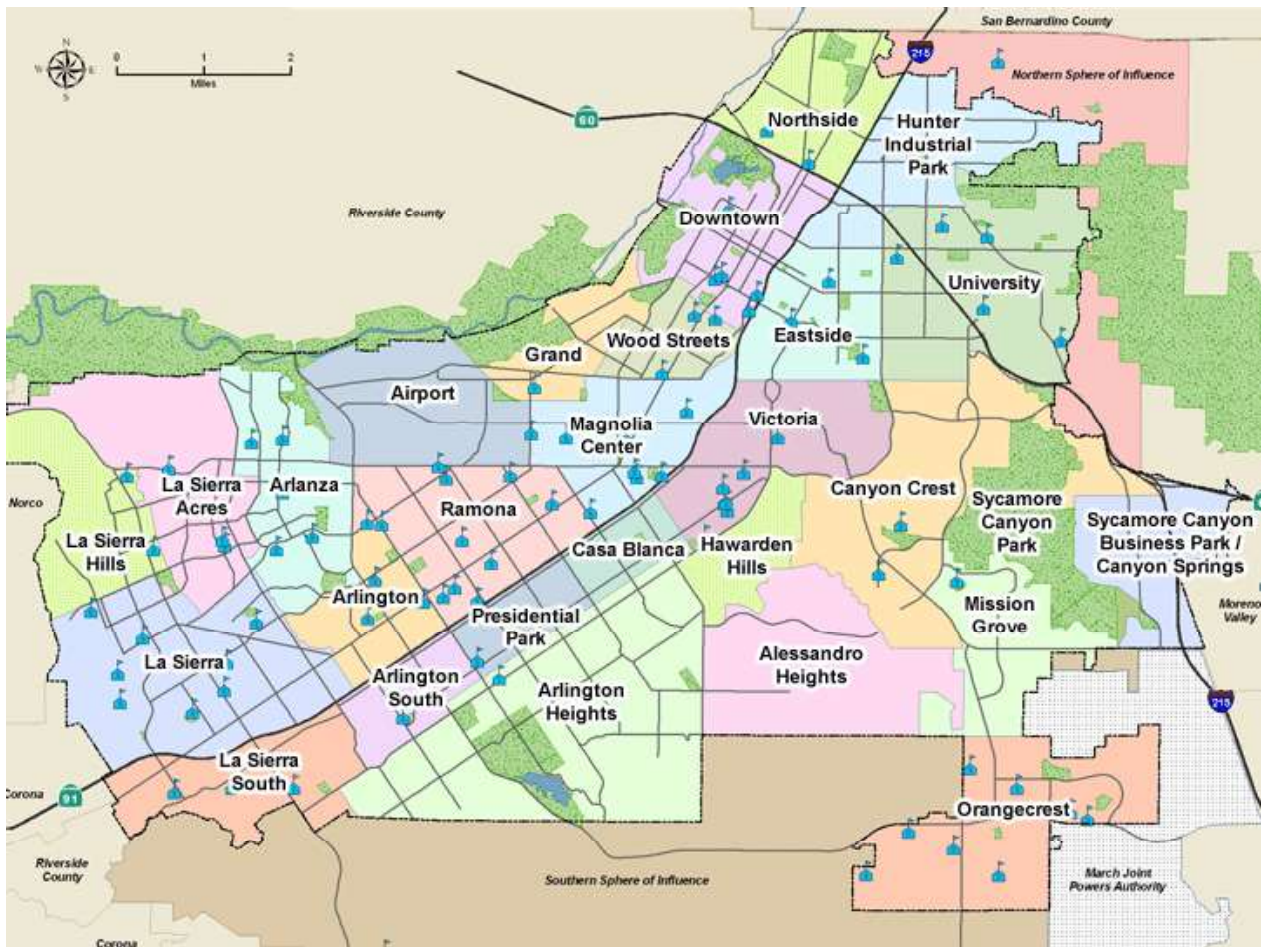


Figure 1

According to the 2021 5-year population estimates published by the United States Census Bureau’s American Community Survey (ACS), the population of the City of Riverside totals 314,858 residents. The senior population within the City of Riverside (those 65 years of age and older) accounts for approximately 10.6% of the City’s population. Staff anticipates an increase in the senior population and in ridership due to the age demographics of the city and the aging baby boomer generation, the largest generation in United States history.

Owned and operated by the City of Riverside, Special Transportation is an origin-to-destination rideshare service. The program is limited to senior citizens (60 years and older) and persons with disabilities (disabilities require a physician documentation).

Operating hours for Special Transportation are Monday through Friday, from 8:00 a.m. to 5:30 p.m. and 9:00 a.m. to 4:00 p.m. during weekends, and holidays. To reserve a ride, passengers

must call Special Transportation's reservation telephone number, during the business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, and 9:00 a.m. to 3:00 p.m. on weekends and holidays. An answering machine is available before and after business hours for cancellations.

III. Notice to the Public

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, the City shall disseminate this information to the public by:

- posting a Title VI notice on the City website
- posting a Title VI notice in public areas of the agency's office(s), including the reception desk, meeting rooms
- posting a Title VI notice in federally-funded vehicles

The City of Riverside Special Transportation notifies patrons, caretakers and the general public of its commitment to Title VI by placing stickers in both English and Spanish (*Appendix A*) in each minibus which state the City's commitment to prohibiting discrimination on the basis of race, color, or national origin in programs and activities receiving federal funds. The Notice includes a contact number for more information and this notice is also posted on the City's website at <https://riversideca.gov/generalservices/commission-disabilities/title-vi>, and in the Title VI Brochure entitled "*City of Riverside and You*" (*Appendix B*). Brochures are located in the reception area of the Special Transportation Administration Offices as well as in various public areas throughout City Hall and at all of the Community and Senior Centers in Riverside.

IV. Complaint Procedures and Complaint Form

If a customer, patron or participant believes they have been discriminated against because of race, color, or national origin they may file a written complaint with the City's Title VI Coordinator. The Title VI Complaint Procedures (*Appendix C*) and the Complaint Form (*Attachment D*) can be obtained in 3 ways:

1. **Website:** <https://riversideca.gov/generalservices/commission-disabilities/title-vi>
2. **Phone:** General Services Department at 951-826-5247 or
Special Transportation Program at 951-687-8080.

3. **Brochure:** “City of Riverside and You”

Complaint forms are readily available in both English and Spanish and can be made available in other languages or in Braille upon request. A log of all Title VI Complaints filed during the last triennial period is located in Appendix E.

The City of Riverside strives to ensure access to and use of all City programs, services or benefits administered, without regard to religion, national origin, language, immigration status, sex, sexual orientation, gender identity, gender expression, disability status, economic status and cultural background. As such, the Human Relations Commission (HRC) was created in 1986 and meets in various parts of the city, the third Thursday of each month. Fifteen members advise the Mayor and City Council on issues of discrimination as well as promote diversity and equal opportunity in the City of Riverside. Commission members include representation from the following fields: education, medicine, health and welfare, law, real estate, industry, business, finance, law enforcement and labor.

The HRC was created to ensure that all community members of the City of Riverside receive or participate in:

1. Equal justice before the law.
2. Equal socio-economic and political opportunities.
3. Protection of dignity and integrity of every individual.
4. Responsible citizenship.
5. Responsive redress of grievances.
6. Equitable opportunities in health, housing, education and employment.
7. Respect and support of the law.
8. Education related to basic human rights and responsibilities.
9. Reduction and eventual elimination of prejudice among people based on race, religion, national origin, sex, age, disability, or sexual orientation.

Email: hrc@riversideca.gov

Website: www.riversideca.gov/hrc

Two other Commissions exist which enhance Special Transportations’ mission and that of Title VI:

The **Commission on Disabilities** was established to advise the City Council on all matters

affecting persons with disabilities in the community; review community policies, programs, and actions which affect persons with disabilities; and help create a public awareness of the need in the areas such as housing, employment and transportation.

The **Commission on Aging's** (COA) purpose is to enhance the quality of life for seniors in the community. The COA studies local senior issues to learn about current programs, define future needed, and reference Best Practices. The COA then makes recommendations to the Mayor and City Council on the ways they think the City of Riverside can maintain and improve its status as a Senior Friendly Community.

V. Limited English Plan (LEP)

Riverside's Special Transportation staff utilized the required Four Factor Analysis to ensure meaningful access and language assistance to our service for Limited English-speaking persons.

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

Special Transportation used U. S. Census Bureau data and customer satisfaction surveys to identify LEP populations within the City of Riverside. According to the American Community Survey (ACS) data estimates for 2021, the City of Riverside's population is 314,858 with 48,020 persons 60 years of age and older, equating to a senior population of approximately 15.2%. Upon further study, the ACS states that out of the 88,340 households in Riverside, 5,792 households are limited-English speaking. The majority of limited-English speaking households by far are households that are Spanish (66.2%), followed by Asian and Pacific Islander languages (22.6%), Other Indo-European languages (7.5 %) and Other languages (3.6%). Taking the data into consideration it was found that the largest portion of limited speaking persons in the City of Riverside are those who speak Spanish as their primary language. As a result all printed or publish materials are done in both English and Spanish and other language variations can be provided upon request. Reservations for rides can be conducted in both English or Spanish based on the language needs of the individual.

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

The Special Transportation Division conducts an annual survey which is typically mailed to any person who has utilized our service within the past year. Due to a 60% reduction in service demand because of the COVID-19 Pandemic, the annual survey for 2022 was not conducted. The most recent survey that was conducted was in February of 2021 but with the negative impact that the

COVID-19 pandemic had on the service very few surveys were returned. Out of the 180 participants registered for the service in 2021 only 40 returned the survey. Thus, the most reliable data available is from the April 2020 survey. The 2023 annual survey is scheduled to take place on July 1, 2023.

In April 2020, Special Transportation conducted its Annual Customer Satisfaction Survey. Questions and answer selections were designed to assist in determining levels of customer satisfaction, mobility needs, and demographics. Already aware that there is a large population of Spanish speaking residents in the City of Riverside, the survey and accompanying letter were available in both English and Spanish. The survey was mailed to everyone who has utilized Special Transportation's services within the past year. It was available online as well as on-board the buses and in the lobby of the Special Transportation administrative office. Based on the technological savvy of many of our seniors, staff is also considering using electronic surveys sent to patrons emails to try to increase the number of responses.

Based on the data gathered from the 248 residents who completed the survey, we were able to gather pertinent data about our riders. The results showed that 5% of Special Transportation's ridership chose Spanish as their preferred language while the remaining 95% selected English. Regarding the ethnicity of Special Transportation's riders, the survey results showed the following:

- 55% White/Caucasian
- 23% Latino/Hispanic,
- 17% African American
- 4% Asian or Pacific Islander

The objective is to get a wider distribution and provide more opportunities to gain feedback and gather additional pertinent information about our patrons that will enable us to serve them better in the future. Special Transportation will be present at various community events such as the Summer Concert Series, Senior Health Fairs and/or other community events to reach out to potential demographic groups not traditionally aware of our paratransit services. We will continue to sponsor and present at various senior events at community and senior centers in Riverside. As well as attend senior living facility meetings when available to get feedback about our service and ensure that we are providing meaningful access to LEP persons.

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

Special Transportation is an essential service available to the senior and disabled residents of Riverside. With its affordable fare and 7-day per week service that operates 362 days per year, our riders can travel anywhere within the City limits during our operating hours. We provide rides to the doctor, employment, vocational training workshops, senior centers the grocery store, movies, the pharmacy, the mall, etc. During the COVID-19 Pandemic, Special Transportation provided free rides for vaccination over the 2-year period.

Factor 4: Resources available to the recipient for LEP outreach.

Based on the most current census data available, Special Transportation's largest LEP population is Spanish-speaking residents. As such, the staff is equipped to accommodate Spanish-speaking patrons and/or caregivers by having publicity and information about our service translated and printed in Spanish, such as the informational brochure, Customer Satisfaction Survey, the Title VI civil rights notices, and by employing bilingual staff as dispatcher/scheduler, drivers, and administrators.

As part of staff training, an annual review of the policies and procedures related to providing language access services, including the identification of who the certified interpreters are within the division and what languages they have been certified to translate, are given to all Transit staff at a designated mandatory Safety Meeting. Furthermore, Special Transportation provides the following services:

Oral:

- Bilingual/Spanish
 - Community meetings
 - Public hearings
- Bilingual/Spanish staff
 - 44% of administrative staff including dispatching
 - 24% of the drivers

- Written – Spanish

translation:

- Brochures
- Surveys
- Website
- Community meeting and public hearing notices

Special Transportation staff will examine records to see if request for language assistance, other than Spanish, has have been received in the past to determine whether language assistance might be needed for future literature or publications.

Safe Harbor Provision

DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safer harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to the LEP individuals though competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, a background documentation regarding the determination shall be provided to FTA in the Title VI Program.

Special Transportation will provide translation of written materials for LEP populations that constitutes five percent (5%) free of costs per the Safe Harbor Provision. At this time, based on Special Transportation's survey data, there is not a group other than Spanish-speaking that has met this provision. Staff will be monitoring those groups on future data and feedback, that may approach the 5% provision including Asian and Pacific Islander language speakers.

VI. Public Participation Plan

The Public Participation Plan (“PPP”) is a guide for ongoing public participation endeavors. Its purpose is to ensure that the City of Riverside utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (“LEP”) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

The City of Riverside established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

The City of Riverside will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

Public outreach serves many purposes and is multi-layered. Special Transportation uses public outreach to apprise riders of temporary service changes, special events, Title VI protections, and to solicit and inform riders’ how, where and when they can participate in Special Transportation’s decision-making process including fare and service changes. Public outreach methods range from on-board notices and rider alerts to community meetings and public hearings. Outreach efforts include the dissemination of information about Special Transportation’s services through

promotional/informational material distributed throughout the community, and online as well as through partnerships with local and regional agencies who, in turn, inform their constituents about Special Transportation's services.

To ensure inclusive public participation among minority, low-income and senior persons, Special Transportation will utilize the following strategies:

- Locate meetings at transit accessible and ADA compliant venues
- Partner with local and regional agencies which primarily serve minority, low-income and senior persons to disseminate information:
 - Riverside County agencies
 - Inland Regional Center
 - Riverside County Department of Public Social Services
 - Riverside County Department of Mental Health
 - Riverside County Transportation Commission
 - Riverside County Library/Woodcrest Branch
 - Riverside Transit Agency Transportation NOW Committee
 - Educational Institutions (i.e. school districts, high schools, library)
 - Community organizations (i.e. senior centers)
- Utilize newspaper ads that serve LEP populations with circulation in the area associated with Special Transportation's service area
- Consider information dissemination through various communication methods including:
 - Online Transportation website – providing service description, schedule, fare and Title VI information
 - Use of Riverside TV, City Activity Guide, and Riverside Public Utilities Bill insert for local news, information, events and community alerts
 - Surveys
 - Participation in various community events such as senior center health fairs
 - Use of social media
 - Electronic billboards throughout the City

A list of Special Transportation's public outreach efforts during this reporting period can be found in *Appendix F*.

VII. Planning and Advisory Boards

Not applicable, as there are no transit-related, non-elected planning boards, advisory councils or committees created specifically for Special Transportation.

VIII. Facility Site Equity Analysis

The City of Riverside Special Transportation Program has not constructed any new facilities nor has begun the planning process for any new facilities in the past 3 years or since the last Title VI program submission.

IX. Subrecipients

There were no subrecipients for this reporting period that received federal financial assistance from the FTA through the City of Riverside Special Transportation Division.

APPENDIX A

Notification of Public Rights under Title VI of the Civil Rights Act of 1964

Special Transportation operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under the Title VI may file a complaint. For more information on the Special Transportation's civil rights program and the procedures to file a complaint, contact (951) 826-5427 or visit www.riversideCA.gov/generalservices/titleVI.ASP. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

Notificación de Derechos Públicos bajo el Título VI de la Ley de Derechos Civiles de 1964

Special Transportation opera sus programas y servicios sin consideración de raza, color e origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquiera persona que cree que ella o él han sido agraviados por cualquier práctica discriminatoria ilegal bajo el Título VI puede someter una queja. Para mas información sobre los derechos civiles y los procedimientos para presentar una queja de Special Transportation, comuníquese al (951) 826-5427 o visite www.riversideCA.gov/generalservices/titleVI.asp. El demandante puede presentar una queja directamente con las oficinas de Federal Transit Administration; puede presentar la queja a lo siguiente: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey, SE, Washington, DC 20590



APPENDIX B

CITY OF RIVERSIDE AND YOU

YOUR RIGHTS UNDER TITLE VI

This brochure is designed to inform you of the requirements of Title VI of the Civil Rights Act of 1964 and your rights under those requirements

What is Title VI?

Title VI is a statute provision of the Civil Rights Act of 1964.

Title VI (Sec. 601) of the Civil Rights Act of 1964 provides:

“No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

(42 U.S.C. Sec. 2000d)

What does this mean?

The City of Riverside strives to ensure access to and use of all City programs, services, or benefits is administered without regard to race, color, national origin.

Any person who believes themselves harmed by a violation may file a written complaint with the City. An investigation will be conducted and recommendations made for Title VI compliance. Prompt and full compliance will be secured from any program or activity receiving federal financial assistance.

The City of Riverside prohibits all discriminatory practices that may result in:

- Denial to any individual of any service provided under the program to which he or she may be otherwise entitled;
 - Different standards or requirements for participation;
 - Segregation or separate treatment in any part of the program;
 - Distinctions in quality, quantity, or manner in which the service is provided;
 - Discrimination in any activities conducted in a facility built in whole or part with federal funds.
-

To ensure compliance with Title VI, the City will:

- Ensure the full and fair participation by all communities including low-income and minority populations.

Additionally, any recipient, including, but not limited to cities and counties, who receive federal financial aid bear a responsibility to administer its program and activities without regard to race, color, national origin.

Benefits and Services

The City of Riverside's mission is to provide residents high quality municipal services to ensure a safe, inclusive and livable community regardless of race, color, national origin.

Are your rights being violated?

If you believe you have been discriminated against because of your race, color, national origin, you may file a written complaint with the City's Title VI coordinator. A Title VI complaint form can be found at:

<https://RiversideCA.gov/generalservices/titleVI.asp>

Complaint forms are also available at the General Services Department. The address and telephone numbers are also located on the back of this brochure.

Who bears the responsibility of Title VI?

The City of Riverside and its employees.



This publication will be made
available in alternative formats:

BRaille
LARGE PRINT
COMPUTER DISC
AUDIO VERSION

Or in a different language upon request by
contacting the General Services Department

Jessica Spiking

Title VI Coordinator

3900 Main St., 2nd Floor
Riverside, CA 92522

(951) 826-5427

JSpiking@riversideca.gov

APPENDIX C

Title VI Complaint Procedures

Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint with the City of Riverside's Title VI Coordinator. The complaint must be filed within 180 days of the date of the alleged discrimination. To file a formal complaint, please submit a written or online Title VI Complaint Form.

To Submit a online Title VI Complaint [Click Here](#)

To fill out a pdf Title VI Complaint Form in English [Click Here](#)

To fill out a pdf Title VI Complaint Form in Spanish [Click Here](#)

Complainants will receive a written response acknowledging receipt of the complaint. The Title VI Coordinator will review the complaint to determine whether it falls under its jurisdiction. All complaints falling under the City of Riverside's jurisdiction will be investigated as quickly as possible. A written notice of findings will be provided upon completion of the investigation.

Complaints that do not fall under the City of Riverside's jurisdiction will be referred, wherever possible, to the California Department of Transportation, the Federal Highway Administration, the US Department of Transportation, or the US Department of Justice, and/or the complainant will be advised.

Complaints may also be filed directly with:

The Federal Highway Administration (FHWA) Office of Civil Rights For more information, contact (202) 366-0693 or CivilRights.FHWA@fhwa.dot.gov.

The California Department of Transportation Discrimination Complaint Investigation Unit. For more information, contact (916) 445-5308 or visit http://www.dot.ca.gov/hq/bep/title_vi/t6_index.htm.

Contact:

Email: jspiking@riversideca.gov

Fax: (951) 826-5427

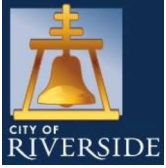
Mail:

General Services Department

Attn: Carl Carey, Title VI Coordinator

3900 Main Street, Second Floor

Riverside, CA 92522



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color, national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

The following information is necessary to assist us in processing your complaint. If you need assistance in completing the form, please contact the Title VI Coordinator:

**Title VI Coordinator
City of Riverside
3900 Main Street, 2nd Floor
Riverside, CA 92522
Ph: (951) 826-5427 / Fax: (951) 826-5427
TDD: (951) 826-5439 / Email: jspiking@riversideca.gov**

1. Complainant's Name: _____

2. Mailing Address: _____

3. City/State/Zip Code: _____

4. Telephone: _____

5. Person discriminated against (if other than complainant):

Name: _____

Address: _____

City/State/Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place?

a. Race: _____

b. Color: _____

c. National Origin: _____

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe to be responsible. Please use additional sheets of paper if necessary.

9. List any others who may have knowledge of this event: Name Address City/State/Zip Code

Name: _____

Address: _____

City/State/Zip: _____

10. 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 each box that applies:

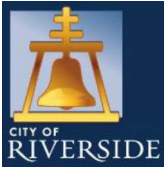
Federal Agency Federal Court State Agency State Court Local Agency

11. Please provide a contact name at the agency/court where the complaint was filed:

Please sign below:

Complainant's Signature: _____ Date: _____

You may attach any written material or other information relevant to the complaint



Title VI Complaint Form

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "Ninguna persona en los Estados Unidos, por motivos de raza, color o origen nacional, se excluirá de la participación en, los beneficios denegados o discriminados en virtud de cualquier programa o actividad que recibe ayuda financiera del gobierno federal."

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar el formulario, comuníquese con el Coordinador del Título VI de la ciudad:

**Title VI Coordinator
City of Riverside
3900 Main Street, 2nd Floor
Riverside, CA 92522
Ph: (951) 826-5427 / Fax: (951) 826-5427
TDD: (951) 826-5439 / Email: jspiking@riversideca.gov**

1. Nombre: _____

2. Domicilio: _____

3. Ciudad/Estado/Código Postal: _____

4. Número de Teléfono: _____

5. Persona discriminada (si no es usted):

Nombre: _____

Domicilio: _____

Ciudad/Estado/Código Postal: _____

6. ¿Cuál de las siguientes opciones mejor describe la razón por la que usted cree que se produjo el hecho discriminatorio?

a. Raza: _____

b. Color de la persona: _____

c. Origen Nacional: _____

7. ¿En qué fecha tuvo lugar la supuesta discriminación? _____

8. En sus propias palabras, describa la supuesta discriminación. Explique qué sucedió y quién cree que es responsable. Utilice hojas adicionales de papel si es necesario.

9. Lista de otras personas que puedan tener conocimiento de esta acontecimiento:

Nombre: _____

Domicilio: _____

Ciudad/Estado/Código Postal: _____

10. ¿Has presentado esta denuncia ante cualquier otra agencia federal, estatal o local; o con la corte federal o estatal? Sí No

En caso que si, marque cada casilla que le corresponda:

Agencia Federal Corte Federal Agencia Estatal Corte Estatal Agencia Local

11. Por favor proporcione un nombre e información de contacto de la agencia o corte donde sometió la denuncia:

Por favor firme abajo:

Firma: _____ Fecha: _____

Usted puede entregar cualquier otro material escrito o otra información relevante a la queja.

APPENDIX F

Summary of Outreach Efforts

The City of Riverside Special Transportation Division conducts public outreach primarily during planning studies or when major changes to the transit service are being considered or proposed. Since 2021, Special Transportation has made limited public outreach efforts due to the COVID-19 Pandemic since no significant changes were planned or occurred during that past 3 years. As the COVID-19 restrictions were removed, Special Transportation has resumed marketing our service at various events in and around the City of Riverside. Presentations about our service have been made to various Commissions, Community Groups, and events such as:

- Commission on Aging
- Commission on Disability
- Parks and Recreation Commission
- AARP
- Citizens & Specialized Transit Advisory Council (CSTAC)
- Various Special Events at the Senior and Community Centers with Riverside
- Summer Concert Series

Special Transportation communicates any minor changes to the service with as many passengers/citizens as reasonably possible. The public comment process for informing passengers/citizens of public outreach/informational meeting(s) includes:

- Informational flyers and posters distributed/displayed on board buses
- Audio notifications via telephone
- Marketing advertisements in various City publications (i.e., the quarterly Activity Guide which is distributed to every household and numerous businesses in the City, by the Parks, Recreation and Community Services Department)
- Notice on City website
- Letters to all active riders regarding outreach meetings and public hearings
- Notification to following organizations: Riverside County Transportation Commission; Riverside Transit Authority (RTA); RTA T-Now group; City of Riverside Senior Centers and various adult day care centers

Other outreach efforts include the annual survey which is typically mailed to any person who has utilized our service within the past year. Although the most recent survey was conducted in February 2021, the negative impact that the COVID-19 pandemic had on the service resulted in limited data. Thus, the most reliable data available is from the April 2020 survey. Due to the 60% reduction in service as a result of the COVID-19 Pandemic, the annual survey for 2022 was not conducted. The 2023 annual survey is scheduled to take place on July 1, 2023.

The survey that was conducted in March 2020 consisted of twenty-three questions which collected information about trip purpose, customer demographic information, and customer satisfaction. A total of 248 surveys were received and analyzed. The survey was sent out in English and Spanish. Five percent of survey respondents answered the Spanish-language survey.

The goal of the survey is to collect data concerning Special Transportation's rider demographic, travel patterns and levels of satisfaction. The surveys are available via mail, online, and on-board the buses. Upon pickup, operators encourage riders to fill out the surveys. Key findings are summarized in the following paragraphs.

Special Transportation's riders utilize the service for various reasons, including work, medical trips, and shopping. In terms of demographics, the largest respondents were female (73%).

Special Transportation's riders are of all ages, but 65% of the respondents reported the age of 65 and over. The most common ethnicity is White or Caucasian, accounting for 55% of respondents. While 5% respondents identified Spanish as their preferred language, 5% of the respondents identified English as their preferred language. No other language was reported as a preferred language.

APPENDIX G
(City Council Approval)