

City of Riverside
Parks, Recreation and Community Services
Department
Special Transportation
Title VI Program

Fiscal Years 2017 – 2020

Submitted June 1, 2017 in accordance with Federal Transit
Administration Circular 4702.1B

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System Overview

Special Transportation, a section 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.

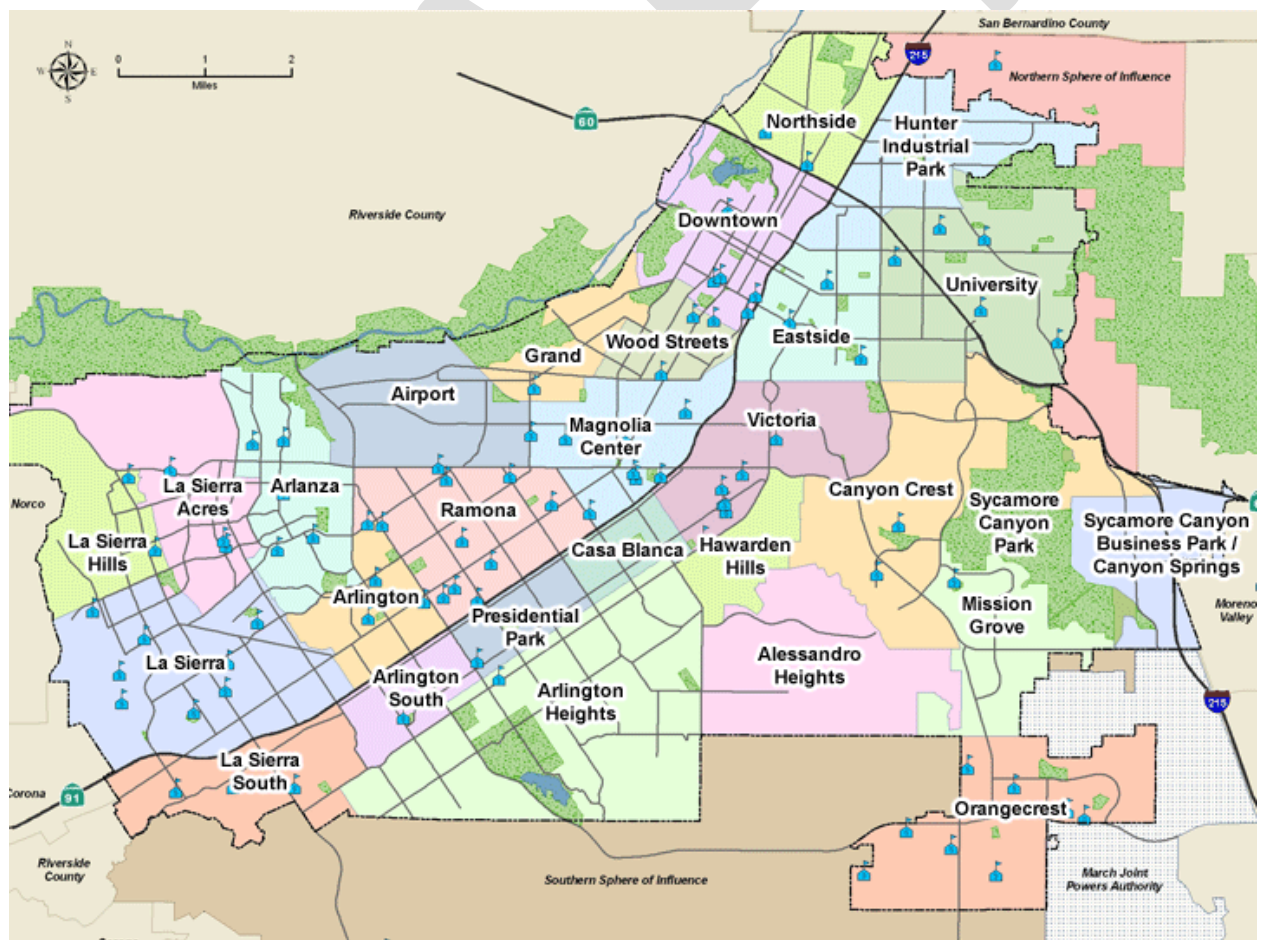


Figure 1

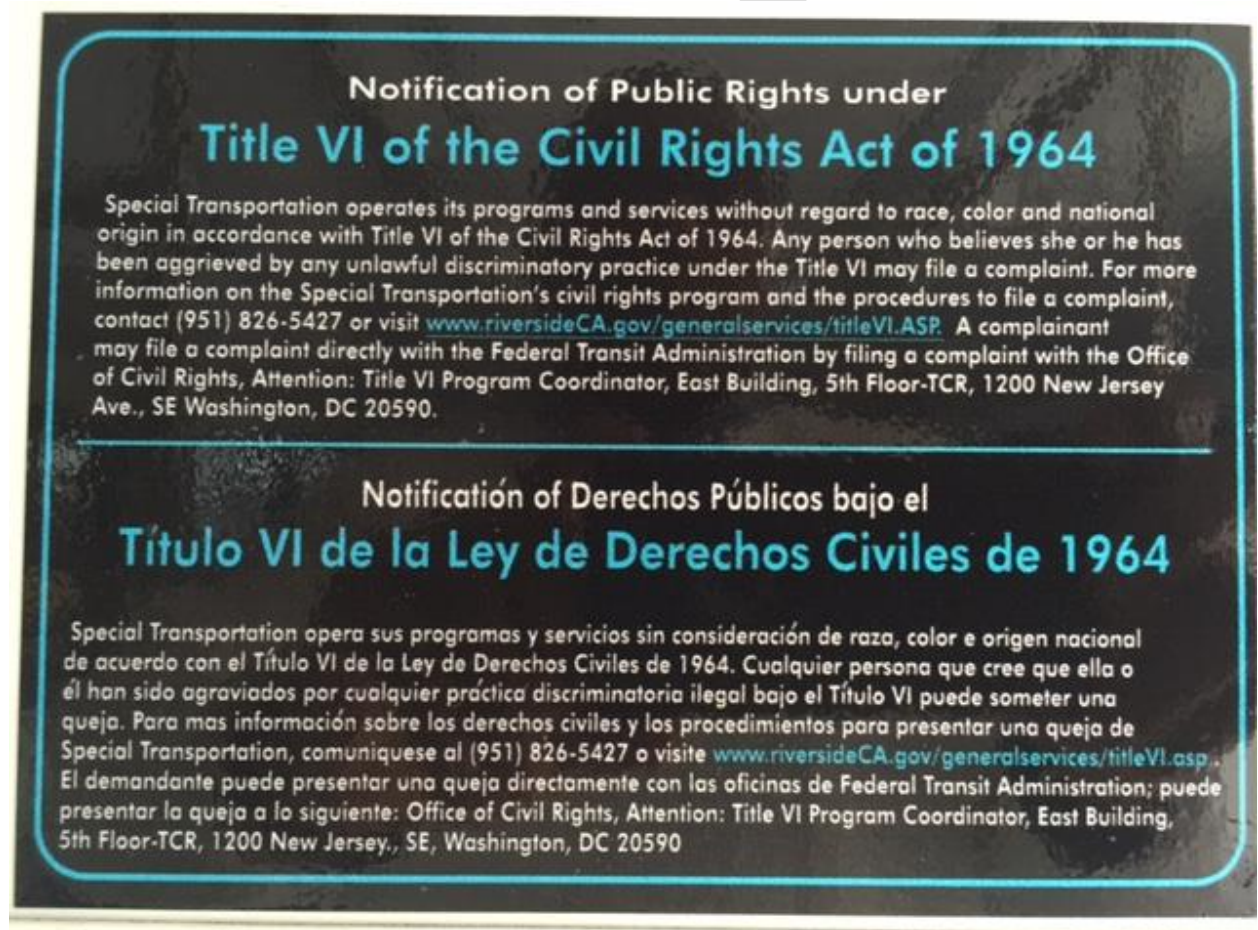
According to the 2015 demographic data published by the United States Census Bureau's American Community Survey (ACS), the population of the City of Riverside totals 316,335 residents. The senior population within the City of Riverside (those over 60 years of age) accounts for approximately 14% of the City 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. Ridership has been trending upward for the past several years and continues to increase.

Owned and operated by the City of Riverside, Special Transportation is an origin-to-destination rideshare transportation service. The service 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. In order 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.

Notice to the Public

One of the responsibilities of Title VI is to inform the public of our Title VI obligations through a public notice which includes the complaint process.



The City of Riverside Special Transportation advises patrons, caretakers and the general public of its commitment to Title VI by placing stickers in both English and Spanish (*Attachment A*) in each minibus that states the City's commitment to prohibiting

discrimination on the basis of race, color and national origin in programs and activities receiving federal funds and a contact number for more information. Information is on the City's website at www.RiversideCA.gov/generalservices.titleVI.asp, by calling 951.826.5427, and in the Title VI Brochure entitled *City of Riverside and You* (Attachment B). Brochures are located in the reception area of the Special Transportation Administration Offices.

Title VI Complaint Procedure and Complaint Form

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


1. **Website:** www.RiversideCA.gov/generalservices.titleVI.asp
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 available in both English and Spanish languages.

- Additional Measures to Ensure Title VI Compliance - Human Relations Commission

Because 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 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:

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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

Limited English Plan (LEP)

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

1. Number or proportion of LEP persons eligible or likely to be served or encountered by the program.

Special Transit used U. S. Census Bureau data and customer service surveys to identify LEP populations within the City of Riverside. According to the 2015 American Community Survey (ACS) data, the City of Riverside's population is 316,335 with 44,788 persons age 60 years and over, equating to a senior population of approximately 14%. Upon further study, the ACS states that out of the 91,267 households in Riverside, 5,363 households are limited English speaking. The largest majority of limited-English speaking households by far are households that are Spanish-speaking (4.14%), followed by Asian and Pacific households (1.22%), and both Indo-European languages and other languages (<0%). Taking into consideration all of the statistics and data, it was found that the largest portion

of limited speaking persons in the City of Riverside are those who claim Spanish as their primary language. Also, after applying this data set to the population Special Transportation serves, the results showed that approximately 2,405 persons age 60 and over are Limited-English speaking residents. This includes 1,859 riders who could speak Spanish and 546 riders whose native language could be in the Asian or Pacific Islander languages.

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

In April 2016, Special Transportation conducted its most recent annual Customer Satisfaction Survey. Questions and answer selections were designed to assist in determining levels of customer satisfaction, ridership 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. Based on the 2016 return surveys, we were able to gather pertinent data about our riders. The results showed Special Transportation has a 15% ridership that is Limited-Spanish speaking. Most residents who use the services or completed the survey are White/Caucasian (60%), followed by Latino/Hispanic (25%) and African-American (15%). Steps are being taken to enhance the 2017 annual survey with additional questions to determine more specific native languages spoken and more detailed demographic questions. It will be placed online, in the buses, in the lobby and will be mailed to riders and caretakers. 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.

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 a week service that operates 362 days per year; our riders can go anywhere they need to during our operating hours. We provide rides to the doctor, to work, job training workshops, senior centers the grocery store, movies, the pharmacy, the mall, etc.

4. Resources available to the recipient for LEP outreach.

Currently, Special Transportation 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 (*Attachment D*), Customer Satisfaction Survey, the Title VI civil rights notices, and by employing bi-lingual staff as dispatcher/scheduler, drivers, and administrators. Over the next three years, based on annual survey results, public feedback or other reasons deemed necessary by staff, changes to publications, marketing or business practices may be made to make additional resources available to our LEP riders.

Public Participation Plan

The Special Transportation Program conducts planning activities in a very public manner. Through the annual Short Range Transit Plan process, presentations at City Council meetings and various committees and commissions (the Community Services and Youth Committee, Park and Recreation Commission, Mayor's Commission on Aging, the Commission on Disabilities) Special Transit is able to disseminate information, receive feedback and include the residents in transit decision making processes. By "piggybacking" on the Public Participation Plan of Southern California Association of Governments (SCAG) who is the city's assigned Metropolitan Planning Organization (MPO), and Riverside County Transportation Commission (RCTC), our Regional Transportation Planning Agency, Special Transit is able to reach a broader portion of the community through those entities larger planning efforts. . (*Attachment E*) The meetings that are provided for the public through the methods described above vary in size, time, location and format which provide the public multiple opportunities to attend a presentation or transit-related proposal.

The Short Range Transit Plan (SRTP) process involves submitting the Special Transportation Program's 3 year projected financial and operating plans, capital projects and funding requests to (RCTC) for the RCTC Board approval. Each year, RCTC presents the SRTP to its Citizen Advisory Committee/Social Services Transportation Advisory Council prior to gaining full RCTC Board approval in July. The Committee is

made up of representatives from of transit agencies, citizens, social services agencies and the City of Riverside's Human Relations Commission.

Once approval is received from RCTC Board, the SRTP is presented to the City of Riverside's Park and Recreation Commission and then the Riverside City Council for approval and acceptance of funds. The Commission and Council meetings, as well as any other city public meetings, the agendas are posted at City Hall and on the City of Riverside's website 12 days prior to the meetings. All meetings are open to the public and transportation is available for residents to attend either through Special Transportation or Riverside Transit Agency. All meeting sites are ADA compliant. Additional assistance is made available upon request.

To ensure the Special Transportation Program is receiving public input and feedback on a regular basis, Special Transportation staff regularly attend the City of Riverside's Commission on Disabilities and the Commission on Aging meetings. These meetings are placed on an agenda and are open to the public. Staff is in attendance to present and discuss transit related items or answer questions from the public. These consistent relationships allow for transparency and continual feedback on transit operations. Staff mail and personally provide annual customer satisfaction surveys to the riders and caregivers. Surveys ask a variety of questions to keep the operations in tune with client's needs and desires. In order to ensure all demographic areas of the community are being heard, staff makes concerted efforts to make presentations at low-income senior housing

complexes, senior centers and health fairs. Information is distributed and attendees can ask questions and provide feedback on our service.

In the case of a fare increase, the strategies of public engagement include meetings, presentations and flyers. The public is provided advanced notice for multiple opportunities to attend meetings and receive meeting agendas.

Marketing, publicity, and annual surveys are provided in English and Spanish. Meeting agendas can be made available in additional formats if needed. The Special Transportation Brochure is also available in Braille for our visually impaired clientele.

[List of Investigations, lawsuits and complaints](#)

The Special Transportation section has had no investigations, lawsuits or complaints related to Title VI since our last Title VI submittal in July 2014.

[Planning and Advisory Boards](#)

This does not apply as there is no Special Transportation related Board or Commission.

[Facility Location 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 submittal in July 2014.

City Council Approval of Title VI Program

The Riverside City Council approved the Special Transportation Title VI Program on _____, 2017. (*Attachment F*)

Attachments A – F

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Attachment A

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Attachment B

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Attachment C

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Attachment D

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Attachment E

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Attachment F

COUNCIL MINUTES APPROVING THE PLAN WILL BE ADDED ONCE APPROVED

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