

2026-2029 Title VI Plan

SPECIAL TRANSPORTATION DIVISION



City of Riverside
PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT

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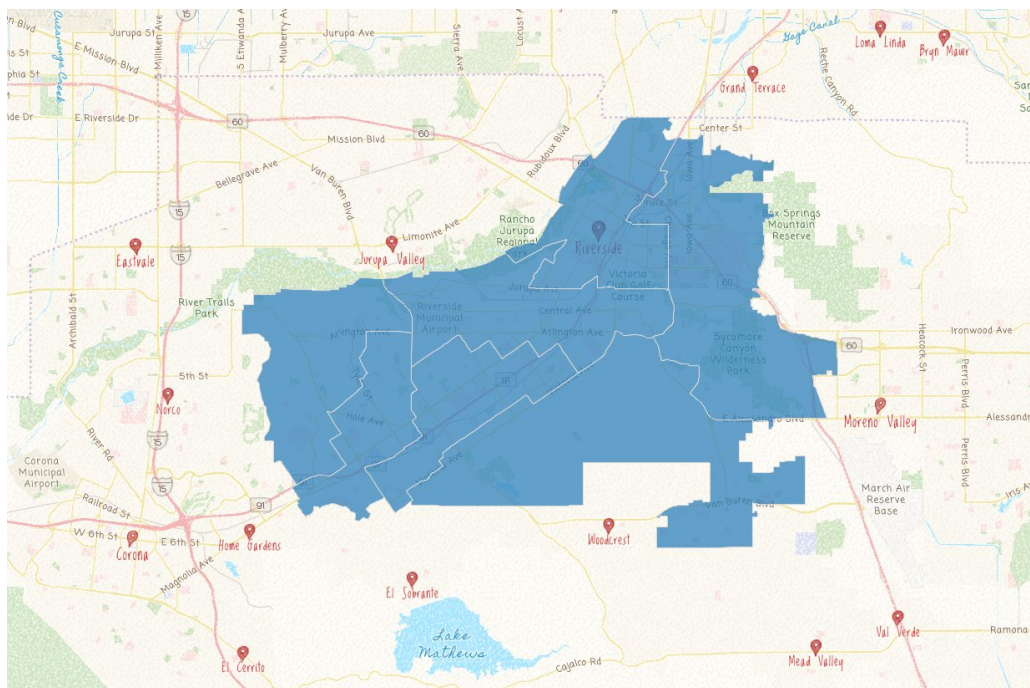
Section 1 Introduction

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.

Section 2 System Overview

Special Transportation, a division of the City of Riverside Parks, Recreation and Community Services Department, has provided paratransit service to the Riverside community since 1975. The City's dial-a-ride program, known as Riverside Connect, offers demand-response transportation within the 81.51-square-mile incorporated boundaries of the City of Riverside. The service area is illustrated in Figure 2.1.

Figure 2.1 Riverside City Limits



Owned and operated by the City of Riverside, Riverside Connect provides origin-to-destination, shared-ride transportation for eligible residents. The service is available to individuals 60 years of age and older (Figure 2.2) and to persons with disabilities (Figure 2.3). Individuals requesting service based on a disability must provide documentation from a physician, and eligibility determinations for disabled passengers are administered by the Riverside Transit Agency (RTA).

In addition to senior and disabled transportation, Riverside Connect offers Human Services Transportation for limited populations, including agency or institutional clients, social service organizations, and developmentally disabled adults. These riders are not required to be ADA-certified and may use the service only during their program hours, unless they separately qualify through age or ADA certification.

Figure 2.2 Age of Population

Riverside, California		
Age of Population	Estimate	Percent
Total population	323,792	0%
Under 5 years	15,836	4.9%
5 to 9 years	20,230	6.2%
10 to 14 years	20,748	6.4%
15 to 19 years	29,684	9.2%
20 to 24 years	25,467	7.9%
25 to 34 years	51,109	15.8%
35 to 44 years	48,243	14.9%
45 to 54 years	40,408	12.5%
55 to 59 years	14,904	4.6%
60 to 64 years	17,672	5.5%
65 to 74 years	23,256	7.2%
75 to 84 years	12,209	3.8%
85 years and over	4,026	1.2%
60 years and over TOTAL	57,163	17.7%

Source: 2024 American Community Survey 1-Year Estimates, Table DP05

Figure 2.3 Persons with Disabilities

Riverside, California			
Age	Total	With a disability	Percent with a disability
Total civilian noninstitutionalized population	321,960	41,447	12.9%
AGE			
Under 5 years	15,836	294	1.9%
5 to 17 years	55,005	3,922	7.1%
18 to 34 years	91,726	7,444	8.1%
35 to 64 years	121,162	15,210	12.6%
65 to 74 years	22,808	6,642	29.1%
75 years and over	15,423	7,935	51.4%

Source: 2024 American Community Survey 1-Year Estimates, Table S1810

Riverside Connect operates 362 days per year, suspending service only on Thanksgiving Day, Christmas Day, and New Year’s Day. Regular service hours are 8:00 a.m. to 5:30 p.m., Monday through Friday, and 9:00 a.m. to 4:00 p.m. on weekends and holidays.

Ride reservations may be made by calling the Riverside Connect reservation line during business hours: 8:00 a.m. to 5:00 p.m. on weekdays and 9:00 a.m. to 3:00 p.m. on weekends and holidays. An answering machine is available outside of business hours for passengers to leave cancellation messages.

Section 3 Title VI Notice to the Public and Locations

Title 49 CFR §21.9(d) requires recipients of U.S. Department of Transportation (DOT) funding to inform the public of their obligations under Title VI and to advise individuals of the protections available to them against discrimination. The City of Riverside meets this requirement by ensuring that Title VI notices are accessible in multiple public locations and formats.

Public Posting Locations

The City posts its Title VI notice in at least the following locations:

- Special Transportation page of the Parks, Recreation and Community Services website
- Commission on Disabilities page of the General Services Department website
- Public areas of the Special Transportation Administration Office, including the reception desk
- All federally funded public transit vehicles

Vehicle Notices

City of Riverside Special Transportation informs patrons, caretakers, and the general public of its Title VI commitment by placing bilingual (English and Spanish) stickers in each vehicle. These notices state that the City prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance.

Online and Printed Materials

The Title VI notice is available:

- On the City’s website: <https://riversideca.gov/generalservices/title-vi>
- By using the hyperlink [Title VI | riversideca.gov](#)
- In the Title VI brochure, *City of Riverside and You*

Brochures are distributed in the Special Transportation Administration Office reception area.

Figure 3.1 Public Notice in Federally Funded Vehicles in English and Spanish

Title VI Public Notice

Riverside Special Transportation operates its program and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes they have been discriminated against on the basis of race, color, or national origin may file a Title VI complaint with the Title VI Coordinator. The complaint must be filed within 180 days of the alleged discrimination.

Complaint forms and process are available online at:
<https://riversideca.gov/generalservices/title-vi>
or by calling (951)-826-2211.

Aviso público del Título VI

Riverside Special Transportation opera sus programas y servicios sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que crea haber sido discriminada por motivos de raza, color u origen nacional puede presentar una queja bajo el Título VI ante el Coordinador del Título VI. La queja debe presentarse dentro de los 180 días posteriores al presunto acto de discriminación.

Los formularios y el proceso de queja están disponibles en línea en:
<https://riversideca.gov/generalservices/title-vi>
o llamando al (951) 826-2211.

Figure 3.2 Public Notice in English



Title VI Public Notice Non-Discrimination Policy

The City of Riverside, under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall, on the basis of race, color, or national origin be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Title VI Complaint Procedures

Any person who believes they have been discriminated against on the basis of race, color, or national origin may file a Title VI complaint with the Title VI Coordinator. The complaint must be filed within 180 days of the alleged discrimination. Please complete a complaint form and submit it to the Title VI Coordinator:

Attn: Title VI Coordinator
8095 Lincoln Ave
Riverside, CA 92504
(951) 826-2211
ADA-TitleVI@riversideca.gov

If assistance is needed in filing a complaint, or to file a complaint in another language, please contact the General Services Department at (951) 826-2211 or ADA-TitleVI@riversideca.gov.

Complainants will receive a written response acknowledging receipt of the complaint within two (2) weeks. The Title VI Coordinator will review the complaint to determine whether it falls under its jurisdiction. All complaints falling under Title VI jurisdiction will be investigated promptly. A written notice of findings will be provided upon completion of the investigation within thirty (30) calendar days.

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.

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 Dot.CA.gov/hq/bep/title_vi/t6_index.htm



RIVERSIDE GENERAL SERVICES DEPARTMENT
City Corporation Yard
8095 Lincoln Ave, Riverside, CA 92504
RiversideCA.gov/GeneralServices • (951) 826-2211

   
CONNECT WITH US
RiversideCA.gov/SocialMedia

Figure 3.3 Public Notice in Spanish



Aviso público del Título VI Política de no discriminación

La Ciudad de Riverside, en virtud del Título VI de la Ley de Derechos Civiles de 1964 y los estatutos relacionados, garantiza que ninguna persona, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal.

Procedimientos de reclamación del Título VI

Cualquier persona que considere que ha sido discriminada por motivos de raza, color u origen nacional puede presentar una denuncia en virtud del Título VI ante la Coordinadora del Título VI. La denuncia debe presentarse en un plazo de 180 días a partir de la presunta discriminación. Por favor, llene un formulario de denuncia y envíelo a la Coordinadora del Título VI:

Atención: Coordinadora del Título VI

8095 Lincoln Ave Riverside, CA
92504
(951) 826-2211
ADA-TitleVI@riversideca.gov

Si necesita ayuda para presentar una denuncia, o para presentarla en otro idioma, comuníquese con el Departamento de Servicios Generales en el (951)826-2211 o en ADA-TitleVI@riversideca.gov.

Los denunciantes recibirán una respuesta por escrito acusando recibo de la denuncia en un plazo de dos (2) semanas. La Coordinadora del Título VI revisará la denuncia para determinar si entra en su jurisdicción. Todas las denuncias que entren en la jurisdicción del Título VI se investigarán con prontitud. Una vez concluida la investigación, se proporcionará una notificación por escrito de las conclusiones en un plazo de treinta (30) días calendario.

Las denuncias que no sean competencia de la Ciudad de Riverside se remitirán, siempre que sea posible, al Departamento de Transporte de California, a la Administración Federal de Carreteras, al Departamento de Transporte de los Estados Unidos o al Departamento de Justicia de los Estados Unidos.

Las denuncias también pueden presentarse directamente en:
La Oficina de Derechos Civiles de la Administración Federal de Tránsito (FTA)

Para obtener más información,
(888)446-4511 o al
correo electrónico
www.transit.dot.gov/regulations-and-guidance/civil-rights-ada

La Unidad de Investigación de Denuncias de Discriminación del Departamento de
Transporte de California

Para obtener más información, comuníquese con:
(916)445-5308 o visite Dot.CA.gov/hq/bep/title_vi/t6_index.htm



DEPARTAMENTO DE SERVICIOS GENERALES DE RIVERSIDE
City Corporation Yard
8095 Lincoln Ave, Riverside, CA 92504
RiversideCA.gov/GeneralServices • (951) 826-2211

   
CONÉCTESE CON NOSOTROS
RiversideCA.gov/SocialMedia

Section 4 Title VI Complaint Procedures and Forms

Title VI Nondiscrimination Policy Statement

The City of Riverside Special Transportation program is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964, as amended.

- No individual or group will be discriminated against in the routing, scheduling, or quality of transportation services provided by Special Transportation on the basis of race, color, or national origin.
- The frequency of service, as well as the age and quality of vehicles assigned to trips, will not be determined by race, color, or national origin.

How to File a Complaint

Any person who believes they have 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 discriminatory act. To file a formal complaint, individuals may complete and submit a written or online Title VI Complaint Form.

The Title VI Complaint Procedures and the Complaint Form can be obtained in four ways:

1. **Website:** <https://riversideca.gov/generalservices>
2. **Website:** https://riversideca.gov/park_rec/programs-sports/seniors/special-transportation-division
3. **Phone:** Title VI Coordinator 951-826-2211 or Special Transportation 951-687-8080
4. **Brochure:** *City of Riverside and You*

Complaint forms are readily available in both English and Spanish. Upon request, forms can be made available in additional languages or in Braille.

Complaint Review and Investigation

Complainants will receive written acknowledgment that their complaint has been received. The Title VI Coordinator will review the complaint to determine whether it falls within the City of Riverside's jurisdiction. Complaints determined to be within the City's jurisdiction will be investigated promptly, and a written notice of findings will be issued upon completion of the investigation.

If a complaint does not fall under the City of Riverside's jurisdiction, it will be referred—when possible—to the appropriate agency, such as the California Department of Transportation, the

Federal Highway Administration, the U.S. Department of Transportation, or the U.S. Department of Justice. The complainant will be advised accordingly.

Figure 4.1 Complaint Form in English



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
8095 Lincoln Ave
Riverside, CA 92504
Ph: (951) 826-2211 / Fax: (951) 826-5427
TDD: (951) 826-5439
Email: ADA-TitleVI@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

Figure 4.2 Complaint Form in Spanish



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
8095 Lincoln Ave
Riverside, CA 92522
Ph: (951) 826-2211 / Fax: (951) 826-5427
TDD: (951) 826-5439
Email: ADA-TitleVI@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 sí, marque cada casilla que le corresponda:

Agencia Federal Corte Federal Agencia Estatal Corte Estatal Agencia Local

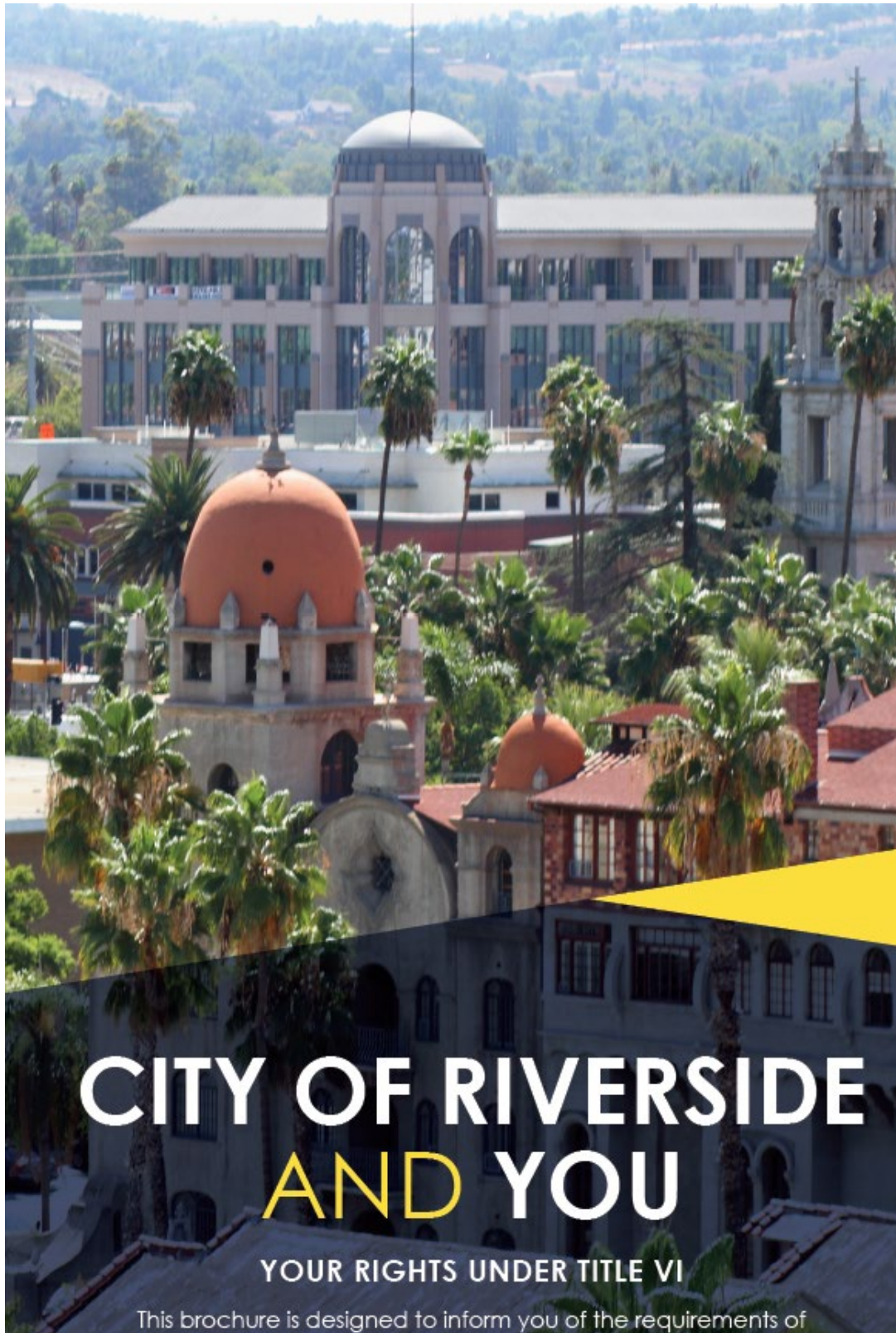
11. Por favor proporcione un nombre e información de contacto de la agencia o corte donde sometió la denuncia:

Por favor firme abajo:

Firma: _____ Fecha: _____

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

Figure 4.3 *City of Riverside and You Brochure*



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/title-vi>

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

Frederick Tobar
Title VI Coordinator
8095 Lincoln Ave
Riverside, CA 92504
(951) 826-2211
ADA-TitleVI@riversideca.gov

Human Relations Commission (HRC)

The City of Riverside is committed to ensuring that all individuals have equitable access to and can fully participate in City programs, services, and benefits regardless of religion, national origin, language, immigration status, sex, sexual orientation, gender identity, gender expression, disability status, economic status, or cultural background.

To support this commitment, the City established the Human Relations Commission (HRC) in 1986. The Commission meets on the fourth Thursday of each month in Council Chambers. Its fifteen members advise the Mayor and City Council on issues related to discrimination and work to promote diversity, inclusion, and equal opportunity within the community. Commissioners represent a broad range of fields, including education, medicine, health and welfare, law, real estate, industry, business, finance, law enforcement, and labor.

Purpose of HRC

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

Section 5 Title VI-related Investigations, Complaints, and Lawsuits

In accordance with Federal Transit Administration (FTA) Circular 4702.1B, all recipients of federal transit funding are required to maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

Traditional Public Outreach

City Council

The City of Riverside utilizes public meetings of the City Council to adopt annual Transit budgets, Program of Projects, transportation planning policies, service reductions, and fare increases as required by applicable Federal, State and local regulations.

Parks and Recreation Commission

The Parks and Recreation Commission provides oversight and guidance on matters related to parks, recreational facilities, and community services within the City of Riverside under the Parks, Recreation and Community Services Department, which includes the Special Transportation program. The Commission reviews transit-related items such as annual ridership updates, proposed fare increases, and the Short Range Transit Plan, ensuring that community needs and priorities are reflected in transit planning and decision-making.

Commission on Disabilities (COD)

The COD advises the City Council on issues affecting individuals with disabilities. It reviews policies, programs, and actions impacting this community and promotes public awareness in areas such as housing, employment, and transportation.

Commission on Aging (COA)

The COA works to enhance the quality of life for seniors by studying local senior issues, evaluating current programs, identifying future needs, and reviewing best practices. The Commission provides recommendations to the Mayor and City Council to help maintain Riverside's status as a Senior Friendly Community.

Commission of the Deaf

Thirteen commissioners act in an advisory capacity to the Mayor and City Council on facilitating the removal of barriers toward integration and participation of persons of the deaf community into all economic, political and community living areas.

Transit staff regularly attend the above listed commission meetings to maintain strong communication with senior riders and riders with ADA eligibility and to gather ongoing feedback that helps improve service quality. Other City advisory bodies may also provide input on transit matters through public comment or when transit-related items appear on their agendas.

Non-Traditional Public Outreach

Website and E-Notifications

The City's website and e-notification system are used to share information about transit services, public meetings, community events, and opportunities for public input. The

e-notification system allows targeted distribution of information to subscribers based on their areas of interest, enabling staff to tailor messaging for greater effectiveness.

Social Media

The City uses its social media platforms to provide timely updates on transit-related topics. Built-in translation features allow users to view information in their preferred language, expanding accessibility.

Community Events and Partnerships

The City participates in a wide range of community events to increase awareness of and access to City programs and services. These events strengthen partnerships with community organizations, particularly those serving underserved populations.

Print Media

The Parks, Recreation and Community Services Department publishes the *Riverside Activity Guide* three times per year in both print and digital formats. The guide highlights classes, parks, facilities, libraries, and other City offerings. The Transit program maintains a full-page advertisement in every edition, making the guide an important outreach and awareness tool.

[Sampling of Completed Public Outreach](#)

Figure 6.1 provides a sampling of the public outreach activities conducted by Special Transportation since the previous submission of the Title VI Plan. These examples illustrate the City’s ongoing efforts to engage riders, community members, and stakeholder groups in discussions related to transit services, accessibility, and program improvements.

Figure 6.1 Sampling of Completed Public Outreach

Sampling of Outreach Efforts Made Since Last Title VI Plan				
Event Date	Start Time	Event	Outreach Method	Location
6/1/2023	N/A	Customer Satisfaction Survey	USPS Mail	Client's home address
8/23/2023	9:30 AM	Proposed Rate Increase Public Meeting	Flyer, Website	Dales Senior Center
8/29/2023	10:00 AM	Proposed Rate Increase Public Meeting	Flyer, Website	Bordwell Park/Stratton Center
8/30/2023	1:00 PM	Proposed Rate Increase Public Meeting	Flyer, Website	La Sierra Senior Center
9/14/2023	9:30 AM	Proposed Rate Increase Public Meeting	Flyer, Website	Villegas Park
9/18/2023	4:00 PM	Commission on Aging - Proposed Rate Increase	Public Notice, Website	City Hall-- Council Chambers
9/18/2023	6:30 PM	Park and Rec Commission - Proposed Rate Increase	Public Notice, Website	City Hall-- Council Chambers
9/21/2023	10:30 AM	Proposed Rate Increase Public Meeting	Flyer, Website	Janet Goeske (Senior) Center
9/21/2023	5:30 PM	Commission on Disabilities - Proposed Rate Increase	Public Notice, Website	City Hall-- Council Chambers
5/28/2024	9:30 AM	Mayor's Senior Forum-Updates and Questions	Website	Arlanza Community Center
1/29/2025	4:00 PM	Commission on Aging	Public Notice, Website	City Hall-- Council Chambers

4/21/2025	5:00 PM	Commission on Aging	Public Notice, Website	City Hall-- Council Chambers Mission Village Mobile Home Park
5/3/2025	9:00 AM	Community Outreach	Flyer	Fairmount Park
6/11/2025	6:00 PM	Concerts in the Park- Community Outreach	Website	Fairmount Park
6/25/2025	6:00 PM	Concerts in the Park- Community Outreach	Website	Fairmount Park
6/28/2025	9:00 AM	Senior Health Fair	Flyer	First United Methodist Church
7/14/2025	10:00 AM	Riverside Transit Agency ADA Meeting	Website	Dales Senior Center
7/16/2025	6:00 PM	Concerts in the Park- Community Outreach	Website	Fairmount Park
7/17/2025	5:30 PM	Commission on Disabilities	Public Notice, Website	City Hall-- Council Chambers
7/23/2025	6:00 PM	Concerts in the Park- Community Outreach	Website	Fairmount Park
8/7/2025	9:00 AM	Mayor's Senior Forum- Updates and Questions	Website	La Sierra Senior Center Villegas Park Community Center
8/20/2025	8:30 AM	Senior Expo	Flyer, Website Public Notice, Website	City Hall-- Council Chambers
9/15/2025	6:00 PM	Commission on Aging	USPS Mail	Client's home address
9/19/2025	N/A	Customer Satisfaction Survey	Website	Arlanza Community Center
10/14/2025	10:00 AM	Mayor's Senior Forum-Updates and Questions	Flyer, Website	Janet Goeske Center
10/15/2025	10:00 AM	50 and Better Health Fair	Flyer	Blindness Support Services
10/17/2025	11:00 AM	Presentation of Services	Public Notice, Website	City Hall-- Council Chambers
10/20/2025	6:30 PM	Park & Recreation Commission Update	Flyer, Website	Janet Goeske Center
11/5/2025	10:00 AM	Medicare Expo	Flyer	Victoria Springs Apartments
11/18/2025	11:00 AM	Community Outreach	Flyer	Victoria Springs Apartments
11/18/2025	3:00 PM	Community Outreach	Website	Janet Goeske Center
12/10/2025	9:00 AM	Mayor's Senior Forum-Updates and Questions	Flyer	Janet Goeske Center
12/11/2025	10:30 AM	Mobile App Tutorial		

Section 7 Four Factor Analysis

Description of Service Area

Riverside is a leading Southern California city that offers a blend of hometown charm, history, and hospitality alongside the vision, energy, culture, and diversity of a sophisticated metropolitan area. With a population exceeding 323,792 residents, Riverside proudly holds the title of the 12th largest city in California and the 6th largest in Southern California, serving as the economic powerhouse of one of the fastest growing regions in the United States, offering a dynamic environment for residents, businesses and visitors alike.

Service Area Demographics

The service area demographic analysis identifies Title VI-protected populations residing within the Special Transportation service area and provides an overview of their approximate size. Title VI-protected populations within the service area include racial minority groups and individuals with Limited English Proficiency (LEP). For this analysis, particular attention is given to Hispanic/Latino residents and Spanish-speaking households.

The 2024 American Community Survey (ACS) provides demographic and socio-economic data across multiple topics and geographic levels. For the purposes of this Title VI Program, the analysis relies on ACS population estimates for the City of Riverside’s geographic boundaries. Due to rounding within ACS datasets, totals may not equal the sum of individual race or ethnicity categories.

Figure 7.1 Racial Breakdown

Riverside, California		
Race	Estimate	Percent
Total population	323,792	100%
White	161,401	49.8%
Black or African American	28,788	8.9%
American Indian and Alaska Native	10,595	3.3%
Asian	33,239	10.3%
Native Hawaiian and Other Pacific Islander	1,137	0.4%
Some Other Race	166,369	51.4%
Ethnicity		
Hispanic/Latino	187,499	57.9%

Source: 2024 American Community Survey 1-Year Estimates, Table DP05

The racial composition of Riverside is shown in Figure 7.1. Because the U.S. Census does not classify Hispanic/Latino as a race, individuals of any race may identify as Hispanic or Latino. For this reason, the Hispanic/Latino population is presented separately from the racial categories. In Riverside, approximately 57.9 percent of residents identify as Hispanic or Latino, making it the largest ethnic group in the city.

Figure 7.2 Language Spoken at Home

Riverside, California				
	Total Population	% of Total Population	Speak English less than "very well"	Percent speak English less than "very well"
Population 5 years and over	307,956	(X)	45,818	14.9%
Speak only English	169,434	55.0%	(X)	(X)
Speak a language other than English	138,522	45.0%	45,818	33.1%

Figure 7.2 Language Spoken at Home (cont'd)

SPEAK A LANGUAGE OTHER THAN ENGLISH	# of Total Speakers	% of Total Population	Speak English less than "very well"	Percent speak English less than "very well"
Spanish	112,823	36.6%	37,235	12.09%
Other Indo-European languages	8,356	2.7%	2,246	0.73%
French, Haitian, or Cajun	821	0.3%	32	0.01%
German or other West Germanic languages	495	0.2%	24	0.01%
Russian, Polish, or other Slavic languages	371	0.1%	70	0.02%
Other Indo-European languages	6,669	2.2%	2,120	0.69%
Asian and Pacific Island languages	13,593	4.4%	5,383	1.75%
Korean	928	0.3%	408	0.13%
Chinese (incl. Mandarin, Cantonese)	5,410	1.8%	2,452	0.80%
Vietnamese	2,460	0.8%	1,389	0.45%
Tagalog (incl. Filipino)	3,269	1.1%	613	0.20%
Other Asian and Pacific Island languages	1,526	0.5%	521	0.17%
Other languages	3,750	1.2%	954	0.31%
Arabic	2,514	0.8%	876	0.28%
Other and unspecified languages	1,236	0.4%	78	0.05%

Sources: 2024 American Community Survey 1-Year Estimates, Tables S1601 and C16001

Figure 7.2 summarizes language use among Riverside residents age five and older. According to the American Community Survey, 55 percent of residents speak only English at home, while 45 percent speak a language other than English. Of those who speak another language, 14.9 percent of the total population speaks English “less than very well.”

Spanish is the most common non-English language spoken in Riverside, with 37,235 individuals (12.09 percent) reporting limited English proficiency. Spanish is also the only language that meets the Safe Harbor threshold under Title VI, which requires translation of vital documents when at least five percent or 1,000 residents speak English “less than very well.” While other languages appear in the community, none meet the Safe Harbor criteria; however, they still warrant consideration through the Four-Factor Analysis.

Four-Factor Analysis

The U. S. Department of Transportation (USDOT) requires public transit funding recipients to take reasonable steps to ensure meaningful access to programs by limited English proficient (LEP) persons. As a recipient of federal funds, the City of Riverside must perform a Four-Factor Analysis to evaluate language needs within the community and determine the appropriate measures to ensure LEP persons can effectively access and utilize Special Transportation services.

Estimating the number or proportion of LEP individuals that may be encountered by Special Transportation will help further identify the populations covered by the USDOT's Safe Harbor Provision. This provision stipulates that if an LEP group speaking a given non-English language constitutes five percent or 1,000 persons, whichever is less, of the total population of persons likely to be encountered by transit services, the service provider may be required to make certain materials and services available in that language, including:

- Translated vital documents
- Language assistance services
- Public notices and outreach materials in the identified language
- Other measures necessary to ensure meaningful access

The size of the population alone does not automatically trigger the Safe Harbor Provision. All four factors must be considered in determining whether a specific language should be included in an operator's Language Access Plan. The four factors analyzed are discussed below.

Factor 1: The number or proportion of Limited English Proficiency (LEP) persons eligible to be served or likely to be encountered by Special Transportation services.

Factor 1 evaluates the number and proportion of Limited English Proficiency (LEP) individuals who are eligible to be served or are likely to be encountered by Special Transportation services. Because the City's transit program is available to residents aged 60 and older and individuals with disabilities throughout the entire City of Riverside, this factor considers the total population within the City's geographic boundaries. This approach ensures that the analysis captures not only current riders but also individuals who may reasonably be expected to use the service.

Riverside has a total population of 323,792, of which 307,956 individuals are age five and older. Among this population, 45,818 individuals (14.9 percent) are identified as having Limited English Proficiency. Within this group:

- **37,235 (12.09 percent)** speak Spanish
- **2,452 (0.8 percent)** speak Chinese
- **1,389 (0.45 percent)** speak Vietnamese
- **613 (0.2 percent)** speak Tagalog
- **408 (0.13 percent)** speak Korean
- **876 (0.28 percent)** speak Arabic

Other languages are either grouped into broader categories or represent less than one-hundredth of one percent of the population.

Factor 1 Finding

Riverside serves a linguistically diverse community; however, Spanish remains the predominant non-English language encountered by Special Transportation. The concentration of Spanish-speaking individuals who report speaking English “less than very well” (12.09 percent) continues to make this the primary LEP group within the service area.

Under USDOT’s Safe Harbor Provision, translation of vital written materials is required for any LEP language group that constitutes five percent or 1,000 individuals, whichever is less, of the population likely to be served. Spanish meets both thresholds and therefore qualifies as a Safe Harbor language. The City already provides Spanish-language materials and assistance for Special Transportation, reflecting the high usage of the program by Spanish-speaking residents.

Factor 2: The frequency with which LEP persons come into contact with the City’s transit services.

Factor 2 evaluates how often Limited English Proficiency (LEP) individuals come into contact with the City’s transit services. To better understand rider language needs and communication preferences, Special Transportation staff conducted a short rider survey from September 19 to October 17, 2025. The survey was provided in both English and Spanish and mailed to every rider in the program’s database. Each survey packet included a cover letter from the Transit Manager, a postage-paid return envelope, and a free ride incentive for returning a completed survey.

A total of **276 surveys** were returned. Of these, **251** were completed in English and **25** in Spanish. A total of **260 respondents** answered the question regarding preferred language. Among those respondents:

- **227** indicated English as their preferred language
- **25** indicated Spanish
- **8** selected “Other”

These results show that while English remains the predominant language among riders, Spanish-speaking individuals continue to represent a meaningful portion of the population served by Special Transportation.

Factor 2 Finding

The 2025 customer survey confirmed that Spanish-speakers are the most likely LEP persons to come into contact with Special Transportation. However, there is usage by LEP persons who speak other languages, that do not meet the Safe Harbor thresholds. Given the frequency of usage by Spanish speaking LEP individuals, it is essential the City continue to provide vital documents and service information in Spanish, to ensure compliance with the Safe Harbor Provision as well as to meet the needs of Spanish-speaking LEP customers.

Factor 3: The nature and importance of the City’s transit services to affected LEP populations.

Factor 3 evaluates how essential the City’s transit services are to Limited English Proficiency (LEP) populations within the service area, as well as the reasons LEP individuals rely on Special Transportation.

Special Transportation provides a vital mobility option for senior and disabled residents of Riverside. With affordable fares and service offered seven days per week, 362 days per year, riders are able to travel anywhere within City limits during operating hours. According to Special Transportation’s scheduling software, trips are routinely provided to essential and quality-of-life destinations, including medical appointments, employment, vocational training workshops, senior centers, grocery stores, pharmacies, shopping centers, entertainment venues, and other community locations.

Factor 3 Finding

Factor 3 reaffirms that Spanish is the most prevalent non-English language spoken in Riverside and that Special Transportation services are particularly important to many Spanish-speaking customers. Hispanic/Latino and other minority riders rely on Special Transportation to reach essential destinations such as medical care, employment, and recreational activities. The importance of these services underscores the need for continued language access measures to ensure meaningful participation and equitable service for LEP populations.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Factor 4 evaluates the resources available to the City for providing language assistance to Limited English Proficiency (LEP) populations, as well as the costs associated with those efforts. Unlike the other factors, this assessment focuses on the City’s capacity to deliver meaningful language access.

As identified in Factor 1, the Spanish-speaking LEP population in Riverside is large enough to require targeted language-access measures. In response, Special Transportation provides Spanish-language versions of vital documents necessary for using Riverside Connect and ensures that Spanish-speaking staff are available to assist customers.

Other LEP populations—such as Chinese and Tagalog speakers—were also identified through the Four-Factor Analysis. However, none of these groups meet the Safe Harbor thresholds of five percent or 1,000 individuals. While some members of these communities do use Special Transportation, the City is not required to translate vital documents into these languages. Even so, the City benefits from having transit staff who speak additional languages, including Spanish and Korean, which enhances the ability to assist riders as needed.

Factor 4 Finding

The City is responsible for ensuring that vital documents and essential service information—including responses to verbal inquiries—are available in Spanish. While providing these services involves some cost, all recommended strategies fall within the City’s available resources. When possible, existing or future staff members who speak languages encountered by customer-facing personnel should be utilized to provide interpretation support. These measures ensure that Special Transportation continues to meet the needs of its LEP riders while maintaining compliance with federal requirements.

Section 8 Language Assistance Plan (LAP)

This Language Assistance Plan was developed alongside the City of Riverside Special Transportation’s Title VI Program to ensure that Riverside Connect services remain accessible to individuals with Limited English Proficiency (LEP). Two federal mandates require recipients of federal funding to provide meaningful access to LEP individuals:

- **Title VI of the Civil Rights Act of 1964** prohibits discrimination based on race, color, or national origin by federally funded agencies. National origin discrimination includes failing to provide meaningful access to LEP individuals.
- **Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000)** directs federal agencies to ensure that recipients of federal financial assistance provide meaningful access to LEP persons in all federally conducted or assisted programs and activities.

Together, these mandates require the City of Riverside to evaluate language needs within the community and implement appropriate measures to ensure LEP individuals can fully access and benefit from Special Transportation services.

Language Assistance Goals

A core objective of the City’s Title VI Program is to ensure meaningful access for Limited English Proficient (LEP) individuals to all Special Transportation services, information, and materials. To achieve this, the City maintains a comprehensive Language Assistance Plan and regularly evaluates the effectiveness of its outreach methods, communication tools, and language-access strategies. These efforts help ensure that LEP customers can fully understand, navigate, and benefit from Riverside Connect services.

Language Service Provision

Bilingual Services

Whenever possible, the City utilizes bilingual employees to support the needs of Limited English Proficient (LEP) individuals. The City maintains a list of designated bilingual Spanish-speaking employees across all departments, and Special Transportation benefits from having several Spanish-speaking staff members in supervision, dispatch/scheduling, and driver positions. These employees are available to assist customers in person or by phone in Spanish, ensuring riders can communicate effectively about their transportation needs.

Spanish-speaking transit employees routinely interact with Spanish-speaking LEP customers in their preferred language, providing real-time assistance and improving the customer experience. Bilingual employees who speak additional languages also provide support when available, further enhancing the City's ability to serve a diverse ridership.

Interpretation/Translation Services

Real-time interpretation at public events will be determined on a case-by-case basis by examining several factors:

- The type and size of the event,
- The availability of a City staff member to interpret, or
- The availability of a staff member of a host organization to interpret.

For outreach events, senior fairs, or transit awareness events, bilingual staff members will assist with interpretation where appropriate and feasible. These efforts help ensure that LEP individuals can meaningfully engage with Special Transportation staff and access information during in-person events.

Translation of Vital Documents

Based on the results of the Four Factor Analysis, the following vital documents and key service information will be made available in Spanish, the only identified LEP language within the Special Transportation service area.

Vital Documents

1. Title VI Program

- Title VI Notice to the Public
- Complaint form
- Complaint procedures

2. Service Information

- Dial-A-Ride handbook
- Online service information

- Onboard notices related to service information
- Customer Surveys
- Special Transportation brochure/flyers
- Dial-A-Ride application

Per the City policy on Translation Guidelines, vital documents, those with a legal requirement to be translated, and other critical customer communications, will be translated by a professional certified translator. In other cases, an in-house resource may be used when appropriate.

Monitoring, Evaluating, and Updating the LAP

A comprehensive review of this Language Assistance Plan (LAP) will be conducted every three years, concurrent with the update and submission of the City's Title VI Program. During each review cycle, the City will reassess LEP populations within the service area to ensure that all significant language groups are appropriately reflected in the City's language-assistance efforts. The following ongoing reporting and evaluation activities will guide updates to the LAP.

The City of Riverside will regularly assess the effectiveness of how it communicates with LEP individuals by:

- Including questions about language assistance and information needs on any community surveys;
- Holding conversations with stakeholders, organizations, and entities which work with LEPs;
- Conducting as-needed outreach with LEP groups.

The City will monitor its language assistance efforts, including:

- Reporting on customer service interactions with LEP individuals,
- Incorporating discussion of Title VI into regular operations meetings, and
- Updating the Language Assistance Plan based on public feedback.

Should this monitoring of the City's language assistance efforts reveal any challenges or deficiencies, the City will refine its existing customer service procedures to address specific Title VI concerns and ensure continued meaningful access for LEP individuals.

Staff Training

During the orientation and training period, newly hired dispatchers who do not speak Spanish are instructed to refer Spanish-language calls to the lead dispatcher or the transit supervisor on duty. The supervisor then contacts a Spanish-speaking staff member to assist with the call, or, if the supervisor is bilingual, they will handle the call directly.

Given the increasing presence of additional languages within the City of Riverside's Special Transportation service area, the City will expand Title VI-specific training over the next three years. This training will ensure that all staff understand Title VI requirements, the protections it affords, and

the types of requests or situations that may constitute a Title VI issue. Strengthening this knowledge base will help staff recognize civil rights–related concerns and respond appropriately.

Dispatchers, and other staff as necessary, will receive training in:

- Responding to LEP callers
- Responding to written correspondence from LEP individuals
- Assisting LEP customers in person
- Documenting LEP needs and interactions
- Identifying when a complaint may be a civil rights/Title VI issue
- Responding appropriately to civil rights complaints

Drivers will also receive additional training on how to effectively interact with LEP customers onboard transit vehicles, including how to document encounters and requests for information. Drivers and other customer-facing personnel will be trained on the language guide referenced above as part of their initial onboarding, with annual refresher training provided thereafter.

Four-Factor Analysis Findings

Considering the significant population of persons speaking Spanish who speak English less than “very well,” combined with their high utilization of Special Transit, the City should provide vital documents and essential service information in Spanish per the Safe Harbor Provision.

The following documents used by Special Transportation are available in English and Spanish.

Vital Documents

1. Title VI Program

- Title VI Notice to the Public
- Complaint form
- Complaint procedures

2. Service Information

- Dial-A-Ride handbook
- Online service information
- Onboard notices related to service information
- Customer Surveys
- Special Transportation brochure/flyers
- Dial-A-Ride application

Section 9 Membership of Non-Elected Committees and Councils

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

Section 10 Subrecipient Monitoring

The City of Riverside has no subrecipients, and therefore does not have a developed monitoring program.

Section 11 Title VI Equity Analysis

The City of Riverside has not constructed any new facilities since the submission of the prior Title VI Plan and therefore was not required to conduct an equity analysis.

Section 12 City Council Minutes Approval of 2026-2029 Title VI Plan