

City of Dinuba
Federal Transit Administration
TITLE VI PROGRAM

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Resolution No. 2014-22

Prepared for:

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This document was prepared to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

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CITY OF DINUBA

2014 CITY COUNCIL

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DART SYSTEM GOAL

Provide affordable, reliable and efficient transit service that effectively meets the needs of Dinuba residents who have limited mobility options. Where practical, also serve the needs of Dinuba residents who choose transit for some or all of their local travel needs to improve air quality. In Support of Dinuba downtown revitalization, provide equitable access to the downtown from all residential neighborhoods in Dinuba.

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SECTION 1: NOTICE TO THE PUBLIC



Notification of Rights Under Title VI

The City of Dinuba is committed to ensuring that no person shall be excluded from the equal distribution of Dinuba Area Regional Transit (DART) services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- The City provides DART services and programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using DART services may file a complaint with the City of Dinuba.
- For more information about the City of Dinuba's DART Title VI program and complaint procedures, you may contact (559) 591-DART/591-3278; visit our website www.dinuba.org/index.php/residents/transit; or visit the Dinuba Transit Center at 180 W. Merced St., Dinuba, CA 93618.
- 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.

*If information is needed in another language, contact (559) 591-DART/591-3278.
Si se necesita información en español o en algún otro idioma, llame al
(559) 591-DART/591-3278.*

The City of Dinuba's Title VI notice to the public regarding DART services is currently posted at the following locations:

- Dinuba Transit Center (lobby/reception window and in the public meeting room)
180 W. Merced St., Dinuba, CA 93618
- Dinuba Public Works Services (reception area)
1088 E. Kamm Ave., Dinuba, CA 93618
- Inside all DART vehicles.
- High activity stops (where the average daily boardings exceed 20 passengers) and/or all shelter locations.
- The City of Dinuba's website (transit page)
www.dinuba.org/index.php/residents/transit

SECTION 2: COMPLAINT PROCEDURES

“No person in the United States shall, on the ground 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 City of Dinuba is committed to ensuring that no person shall be excluded from the equal distribution of Dinuba Area Regional Transit (DART) services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

How to File a Title VI Complaint with the City of Dinuba

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin with regard to any City of Dinuba transit service, program, activity, or facility may file a Title VI complaint by completing and submitting the City’s Dinuba Area Regional Transit Title VI Complaint Form. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. In the event the complainant is unable or incapable of providing a written statement, the City of Dinuba will, if necessary, assist the complainant in converting verbal complaints to writing through an interview process. The complainant or her/his representative will sign all complaints. The City of Dinuba will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

Complaint Forms can be obtained at:

- Dinuba Transit Center, 180 W. Merced St., Dinuba, CA 93618
- Dinuba Public Works Services, 1088 E. Kamm Ave., Dinuba, CA 93618
- The City of Dinuba’s website www.dinuba.org/index.php/residents/transit

All complaints alleging discrimination should be submitted in writing directly to the City at the address listed below. The City’s Business Manager/Title VI Administrator or her/his designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Dinuba
Attn: Business Manager/Title VI Administrator
1088 E. Kamm Ave.
Dinuba, CA 93618

Within 10 business days of receiving a written complaint, the City’s Business Manager/Title VI Administrator or her/his designee shall send a letter to the complainant acknowledging receipt

of the complaint and providing the complainant with a contact name and phone number of the City personnel assigned to investigate the complaint.

The City will conduct and complete an investigation within 30 days following receipt of the initial complaint. If more information is needed to resolve the complaint, the City may contact the complainant. The complainant has 10 business days from the date of the request to send the additional information to the investigator assigned to the case (Title VI Administrator or her/his designee). If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue their case.

After investigation of a complaint, a written statement of findings summarizing the allegations and outlining a process for resolution of the complaint will be provided to the complainant. If no action is taken, the response will state the reasons for the decision and the procedures for the complainant to appeal the decision. City employees' and service contractor personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.

If the complainant is not satisfied with the decision, she/he has 30 days after the date of the City's findings letter to appeal to the City. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant will be notified in writing of the decision of the appeal and the reasons for it.

Any timeline set forth herein may be extended by the City upon a showing of good cause. The complainant will be notified in writing of such a change.

The complainant may also file a complaint directly with the Federal Transit Administration, by contacting:

FTA Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TRC
1200 New Jersey Ave., SE
Washington, DC 20590
www.fta.dot.gov/civilrights/12328_5104.html

If information regarding the City's Title VI complaint procedures is needed in Spanish, please contact (559) 591-DART/591-3278.

Si se necesita información sobre los procedimientos de queja del Título VI de la Ciudad en español, llame al (559) 591-DART/591-3278.

DART Title VI Complaint Form

SECTION I		
Name:		
Street Address:		
City:	State:	ZIP Code:
Phone:	Secondary Phone:	
Email Address:		
SECTION II		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered "yes" to the last question, go to Section III.		
If you answered "no", what is the name of the person for whom you are filing this complaint?		
Name:		
What is your relationship to this individual?		
Please explain why you have filed for a third party:		
Please confirm that you have obtained permission of the aggrieved party to file on their behalf.		
	<input type="checkbox"/> Yes	<input type="checkbox"/> No
SECTION III		
I believe the discrimination I experienced was based on: <i>(check all that apply)</i>		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Date of alleged discrimination: <i>(mm/dd/yyyy)</i>		
Explain as clearly as possible what happened and why you believe you were discriminated against. Include specific details such as the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses, route number/name, and any other information that would assist us in our investigation of your allegations. If more space is needed, please use the back of this form.		

SECTION IV

Have you previously filed a Title VI complaint with the City of Dinuba/DART?

 Yes

 No
SECTION V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

 Yes No

If yes, check all that apply:

 Federal Agency

 State Agency

 Federal Court

 State Court

 Local Court

If yes, provide information for a contact person at the agency/court where the complaint was filed.

Contact Name:

Contact Title:

Agency/Court:

Contact Address (agency/court):

Contact Phone (agency/court):

Contact Email:

You may attach any written materials or other information that you think is relevant to your complaint. Filing this complaint with the City of Dinuba does not prevent you from filing a complaint with the Federal Transit Administration.

Signature and date are required below to complete form:

Signature

Date

Please submit this form in person or mail this form to the address below:

City of Dinuba

Attn: Business Manager/Title VI Administrator

1088 E. Kamm Ave.

Dinuba, CA 93618

DART Title VI Complaint Form (Spanish)

SECCIÓN I		
Nombre:		
Dirección (calle):		
Ciudad:	Estado:	Código postal:
Teléfono:	Teléfono secundaria:	
Correo electrónico:		
SECCIÓN II		
¿Está usted presentando esta queja a título personal?	Sí	No
Si usted contestó "sí" a la pregunta anterior, pase a la Sección III.		
Si su respuesta es "no", ¿de parte de quien está usted presentando esta queja? Nombre:		
¿Qué es su relación con esta persona?		
Por favor, explique por qué está presentando esta queja a nombre de otra persona:		
Por favor, confirme que ha recibido el permiso de la persona agraviada para presentar esta queja en su nombre.	Sí	No
SECCIÓN III		
Creo que la discriminación que experimenté fue a causa de: (marque todo lo que aplique)		
[] Raza [] Color [] Origen nacional		
Fecha de la presunta discriminación: (mm/dd/aaaa)		
Explique de la forma más clara posible lo que pasó y por qué cree que se le discrimino. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, el nombre o el número de ruta, y cualquier otra información que nos ayudará a investigar su denuncia. Si necesita más espacio para escribir, por favor use el dorso de este formulario.		

SECCIÓN IV

¿Ha presentado anteriormente una queja del Título VI con la ciudad de Dinuba/DART?

Sí

No

SECCIÓN V

¿Ha presentado esta queja con alguna otra organización federal, estatal o local, o ante algún tribunal federal o estatal? Sí No

Si su respuesta es afirmativa, marque todo lo que aplique:

Agencia federal

Agencia estatal

Tribunal federal

Tribunal estatal

Tribunal local

Si contesto "sí", proporcione la información de contacto de un representante en la agencia/tribunal donde se presentó la queja.

Nombre de contacto:

Título de contacto:

Agencia/Tribunal:

Contacto dirección (agencia/tribunal):

Teléfono de contacto (agencia/tribunal):

Correo electrónico de contacto:

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante a su queja. La presentación de esta queja con la ciudad de Dinuba no le impide presentar una denuncia ante la Administración Federal de Tránsito.

Se requiere su firma y fecha para completar el formulario:

Firma

Fecha

Por favor envíe este formulario en persona o por correo a la siguiente dirección:

City of Dinuba

Attn: Business Manager/Title VI Administrator

1088 E. Kamm Ave.

Dinuba, CA 93618

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

The City of Dinuba has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

SECTION 3: PUBLIC PARTICIPATION PLAN

Introduction

The City of Dinuba is committed to providing an open and visible decision-making process for its Dinuba Area Regional Transit (DART) services, by offering ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 *Promoting Inclusive Public Involvement*.

The City of Dinuba’s Public Participation Plan for DART establishes strategies for involving the public in DART planning efforts to ensure that all groups are represented and their needs considered. The City of Dinuba is committed to ensuring it serves its residents fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through collaboration with riders, prospective riders, and the community at-large, the City will be able to assess the quality of its service, measure potential impacts to the community from DART planning and decision-making activities and ensure that it is providing valuable transit services to the residents and visitors of Dinuba.

Identification of Affected Stakeholders

In developing the Public Participation Plan, the City analyzed the demographics for minority, low-income, and LEP populations of the DART service area (Dinuba city limits).

Minority Populations

According to the U.S. Census Bureau, racial and ethnic minority populations are defined as persons other than “non-Hispanic White alone.” Table 3-1 shows a breakdown of the City’s population by race.

Category	Number	Percent
<i>Total Population</i>	<i>21,453</i>	<i>100.0%</i>
Hispanic	18,114	84.4%
White	2,682	12.5%
Asian	411	1.9%
American Indian and Alaska Native	52	0.2%
Black or African American	29	0.1%
Native Hawaiian and Other Pacific Islander	9	<0.1%

Source: U.S. Census Bureau, 2010 Census

Minority populations comprise over 87% of the population in the City of Dinuba. Hispanics are the largest minority, with nearly 85% of the total population. Asians comprise the next largest minority group at 1.9% of the City's total population.

Low-Income Populations

According to the U.S. Census Bureau, low-income households are classified as below poverty "if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present." Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Census data from the 2008-2012 American Community Survey (ACS) indicates that 25.2% of all families, or 30.1% of Dinuba's total population is living below the poverty level. In addition, 48.4% of single mothers residing in Dinuba live below the poverty level. Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

Limited English Proficient Populations

Limited English Proficient (LEP) persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. This definition includes people who reported to the U.S. Census that they do not speak English "very well" or do not speak English at all.

Census data from the 2008-2012 ACS revealed that 5,711 persons (30% of the overall population) residing in Dinuba have limited English proficiency; that is, they speak English less than "very well". Of those persons with limited English proficiency, 5,540 (29% of the service area population) speak Spanish; the remaining 6,965 respondents speak six other languages, each accounting for less than 1% of the population. Therefore, under the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations that constitute at least 5% (or 1,000 persons, whichever is less) of the total population being served, the City of Dinuba is required to translate all vital DART documents into Spanish.

Outreach Plan to Engage Minority, Low-income, and LEP Populations

The public participation process will be considered at the earliest stages of any City of Dinuba transit project or decision that may impact the surrounding community, DART riders, or potential riders. Project specific outreach efforts will be tailored to the populations affected and the type of plan, project, or service under consideration.

The City will maintain contacts with local non-profit organizations, advocacy groups, and public agencies that provide assistance to minority, low-income, and LEP clients. Such non-profits, advocacy groups, and agencies have insight into the transportation needs of their clients and prove invaluable in overcoming barriers to public participation.

Public Outreach Strategies

The following strategies will ensure that public input is invited and all foreseeable impacts to the community are considered for all transit projects. The City may elect to use all or some of these outreach strategies as deemed appropriate to the specific project.

At a minimum, City transit staff will implement the following outreach strategies:

- Public meetings will be held in locations that are accessible to transit riders and people with disabilities, and will be scheduled at times that are convenient for members of the public to attend.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish through posters at the Transit Center, onboard DART buses, at major transit stops, on the City's website, and in the local newspaper.
- Notification will be provided regarding the availability of language assistance at public meetings and hearings. Spanish interpretation or translation at public meetings will be provided by City staff, or an outside interpreter, as is appropriate and necessary.

In addition, City staff should consider implementing the following outreach strategies to complement minimum requirements, as appropriate:

- Advertise public meetings at additional venues (libraries, community centers, senior centers, human service organizations, schools, etc.), through the City's Facebook page, email blasts, and radio announcements (if funding allows).
- Presentations to schools, non-profit and community organizations, public agencies, businesses, etc.
- Attend already existing community meetings and events, such as school meetings, fairs/festivals, faith-based events, and other community activities in order to invite participation from minority, low-income, and LEP populations who may not attend City hosted public events.
- Conduct rider and non-rider surveys.

City staff may consult FTA Circular 4703.1 ("Environmental Justice Policy Guidance for Federal Transit Administration Recipients") for additional strategies that may be incorporated into the Public Participation Plan.

Public Comment for Fare Increases and Major Service Changes

The FTA requires that transit agencies hold a public hearing prior to the implementation of a fare increase or a major service change. A "major" service change is defined as a modification that affects 25% or more of a single route, or 25% or more of all routes.

The public hearing will be scheduled as part of a regular Dinuba City Council meeting. The hearing will be broadly advertised in the community in both English and Spanish through posters at the Transit Center, onboard DART buses, and at major transit stops, on the City's website, and in the local newspaper. The hearing will also be advertised through targeted

outreach to community organizations and individuals, as appropriate to the proposed change. The public hearing will consist of a staff report before the City Council, followed by public testimony. Public comments may be submitted in person at the hearing, or may be submitted prior to the meeting date. All comments will be presented to the City Council prior to Council approval of the proposed fare increase or major service change.

Summary of Outreach Efforts

The City of Dinuba currently conducts the following public outreach for DART services and activities:

Published Timetables

The DART schedule is included in the Tulare County Transit Guide. The Transit Guide includes English and Spanish sections, and is available on the City of Dinuba's website (transportation/transit page).

Bilingual Outreach

All current City of Dinuba transit employees are fluent in Spanish. A bilingual receptionist is available at the Dinuba Transit Center to answer phone inquiries and provide Spanish-speaking customers with information on public transit services. DART's dispatcher is also bilingual, as are the majority of DART drivers. The City of Dinuba's website (including the transportation/transit page) uses Google's translator tool to translate its entire website into 24 other languages (including Spanish) in one click. Bilingual assistance is also utilized at public meetings/hearings when needed and appropriate.

In addition, the Green Line Call Center provides information in Spanish; the Green Line is a toll-free help line that provides information (route schedules, route transfers, etc.) for all public transit services within Tulare and Kings Counties, including DART.

Transit Development Plan (TDP)

The City of Dinuba completes a TDP for DART every five years. Work is underway on the 2014 plan. Both onboard and community awareness surveys were conducted to garner information from riders and the public regarding their perceptions of public transportation and public transportation needs. All surveys were printed in both English and Spanish.

Annual Unmet Transit Needs Process

The Tulare County Association of Governments (TCAG), as the regional transportation planning agency for Tulare County, is required under the California Transportation Development Act (TDA) to conduct an annual formal hearing process that solicits information about transit needs within Tulare County. Public participation is a key component of the TDA. Prior to making any allocation to member agencies (such as the City of Dinuba) not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must annually identify the unmet transit needs

of all residents in the County and those needs that are reasonable to meet. This process involves public outreach and a public hearing before the TCAG Board to solicit comments on unmet needs that might be reasonable to meet by establishing or expanding public transportation services, and the adoption by resolution of findings related to public comments. The City of Dinuba is responsible for implementing service changes to accommodate any unmet needs within its jurisdiction that are found to be “reasonable to meet”, prior to receiving TDA funding for that year.

Public comments are invited through a wide array of mailing lists and agency contacts, by surface mail or email, and through testimony received in-person, by phone, or at the hearing. Bilingual posters and comment cards are posted at key stakeholder agencies and community organizations, as well as at all transit centers and onboard all buses that operate within Tulare County. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assist with public testimony.

SECTION 4: LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the City of Dinuba's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012 which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

On August 11, 2000, President Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," which indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. The Executive Order requires agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. The Order applies to all state and local agencies which receive federal funds.

In addition, the Department of Transportation (DOT) has adopted the Department of Justice's (DOJ) Safe Harbor Provision which stipulates that a recipient of DOT funds must provide written translation of vital documents for all eligible LEP language groups that constitute "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." Vital documents are documents that convey information that critically affects the ability of the customer to make informed decisions about her/his participation in the program, such as: consent and complaint forms; application forms; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advertising LEP individuals of free language assistance services.

Plan Summary

The City of Dinuba is the public transit operator within its jurisdictional boundaries, operating as Dinuba Area Regional Transit (DART). The City has developed this LEP plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by DART. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, how to notify LEP persons that assistance is available, and staff training that may be required to assist LEP persons.

In order to prepare this plan, the City undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis (see results on next page) which considers the following factors:

1. The number or proportion of LEP persons in the service area (city limits) who may be served by DART.
2. The frequency with which LEP persons come in contact with DART services.
3. The nature and importance of services provided by DART to the LEP population.
4. The resources available to the City and overall costs associated with providing LEP assistance.

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Dinuba's transit services.

To identify the languages spoken by individuals within the DART service boundaries (City of Dinuba, city limits) the City used available U.S. Census data. A review of the 2008-2012 American Community Survey (ACS) revealed that 12,505 persons (65% of the population) in the City of Dinuba speak a language other than English. Of those 12,505 persons 5,711 (46%, or 30% of the overall population) have limited English proficiency; that is, they speak English less than "very well". Of those persons with limited English proficiency, 5,540 (29% of the service area population) speak Spanish; the remaining 6,965 respondents speak six other languages, each accounting for less than 1% of the population.

As shown in Table 4-1 below, Spanish is the only language that falls within the Safe Harbor Provision of over 5% or 1,000 persons (whichever is less) of the total population within the service area, with regards to the written translation requirements of vital documents.

Ability to Speak English	Population	Percent
<i>Total Population (5 years and older)</i>	19,265	100.00%
Speak only English	6,670	34.62%
Language other than English	12,505	64.91%
Speaks English less than "very well"	5,711	29.64%
Spanish	5,540	28.75%
Portuguese	2	0.01%
"Other" Indic languages	35	0.18%
Chinese	12	0.06%
Tagalog	39	0.20%
Arabic	83	0.43%

Source: U.S. Census Bureau, 2008-2012 American Community Survey

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

The City of Dinuba used several strategies to assess the frequency with which staff and drivers have, or could have, contact with LEP persons, including staff interviews (both city and service contractor staff) and reviewing recent onboard and community awareness surveys.

The most frequent contact with LEP persons is experienced by bus drivers, dispatch, and City transit staff at the Transit Center. Transit employees corroborated the demographic analysis stated previously; the majority of DART riders that speak a language other than English are Spanish speakers. Transit employees come into contact with Spanish riders on a daily basis. However, no requests for interpreters or translated documents have been noted to date, by either City transit employees or service contractor staff. Currently, all four City transit employees, and all but one of the City's service contractor staff (MV Transportation) is bilingual in English and Spanish.

Recent onboard passenger surveys conducted in January of 2014 for the *City of Dinuba 2014 Transit Development Plan* indicated that a large percentage of DART passengers speak Spanish; when asked what languages were spoken at home almost half of respondents (46%) indicated that Spanish is spoken in their homes, underscoring the need for all transit information to be made available in both English and Spanish. However, all survey forms were made available in both English and Spanish, and only 19% of riders surveyed filled out the Spanish language version, indicating that many Spanish-speaking DART riders are bilingual.

A companion community awareness survey was conducted to gauge the general public's perceptions of DART services. The majority of respondents were English-speaking (84%) non-riders (91%) with incomes above \$35,000 (84%), underscoring the relationship between low-income, non-English speaking segments of Dinuba's population and transit usage. The community surveys were posted online via the City's website and Facebook page, and posted at key community locations. All survey forms were made available in both English and Spanish, but only one Spanish survey was completed.

Based on the above information, City staff will continue to incorporate bilingual staff, work with local community service agencies identified as having LEP (Spanish-speaking) clients, and ensure that DART information is posted in Spanish in high volume areas, such as onboard buses, at the Transit Center, and on the City's transportation/transit webpage.

3. The nature and importance of Dinuba's transit services to affected LEP populations.

To help gauge how important DART services are to LEP individuals, the onboard passenger surveys conducted in January of 2014 for the *City of Dinuba 2014 Transit Development Plan* were reviewed. The largest population of LEP individuals in the DART service area is

Spanish. Although only 19% of riders surveyed filled out the Spanish language version, 46% of respondents indicated that Spanish is spoken in their homes. Of these LEP respondents, 80% indicated that they did not have a car available to make the trip if the bus was not available, and 76% indicated that their household income was below \$24,000 (53% below \$10,000) demonstrating that DART may be the only transportation option available to them. When asked the purpose of their trip, LEP respondents indicated that they use DART for shopping trips and personal business, as well as to get to work, school, and medical appointments, indicating that LEP riders are using DART services for life-sustaining purposes.

Low-income Spanish-speaking populations within Dinuba are most likely to be transit-dependent and face language-related barriers to using the City's public transit system. Therefore, in terms of outreach, the City is committed to continue its efforts to address language-related barriers faced by the Spanish-speaking population, such as ensuring vital DART documents are translated, and bilingual staff members are available as needed. Vital documents are those that demonstrate where and how to use DART services, how to access services and additional information, and information about DART's Americans with Disabilities Act (ADA) services and Title VI program. Implementation for translating these vital documents is detailed within this LEP plan.

4. The resources available to the City of Dinuba to provide adequate outreach to LEP populations to enable those populations to use the City's transit services, as well as the costs associated with that outreach.

To minimize the language barriers faced by the Spanish-speaking LEP population, and to fulfill the LEP requirements required under the Safe Harbor Provision, the City provides staff, written materials, and online and phone services in Spanish.

All current City transit staff, as well as all service contracted dispatchers and most drivers (all but one), speak Spanish. Bilingual staff is available at the Transit Center, Public Works Services, and onboard DART buses to assist Spanish-speaking persons. Bilingual staff is also available via phone to assist Spanish-speaking patrons with general customer service inquiries (559-591-3278 or DART) and dial-a-ride reservations (559-595-8800). The Deputy City Clerk provides translation services at public hearings, as needed. The City also provides Spanish translation of its website content through Google Translator.

Supplementing the City's bilingual personnel are written translations of essential rider forms and service notice documents. Such documents include bus schedules (the Tulare County Transit Guide), all notices related to service changes/updates and public meetings/hearings, rider and community surveys, ADA application, and DART's Title VI documents (notice to the public, complaint form/procedures, and notice regarding language assistance services).

The cost for the translation of most written materials is included within City transit staff salaries. Oral translation is included within City staff and service contractor salaries. The Tulare County Transit Guide is published and paid for by TCAG through local contributions.

The City has allocated \$13,000 in its FY 2014/15 budget for transit marketing. These funds could be used for Spanish-language publications and radio spots, as needed.

Implementation Plan

Language Assistance Measures

The City of Dinuba provides numerous language assistance services for LEP persons, including both oral and written measures.

- Provide bilingual staffing (both City transit and service contractor employees) to provide Spanish-speaking interpretation at the Transit Center, Public Works Services, via the customer service and dispatch phone lines, and onboard DART buses;
- Provide all essential written material related to rider information in Spanish (including, but not limited to DART schedules, public notices, ADA application and Title VI documents and procedures);
- Place statements in public notices that interpreter services are available at these public meetings;
- Develop relationships with local non-profit and community organizations, and public agencies that provide services to LEP individuals and seek opportunities to provide information about DART services;
- Survey front-line transit staff (both City and service contractor employees) on an annual basis regarding their experiences with LEP individuals;
- Post the DART Title VI Program and LEP Plan on the City's website, www.dinuba.org/index.php/residents/transit, at the Dinuba Transit Center, and at the Dinuba Public Works Services offices;
- When an interpreter is needed, for a language other than Spanish, the City will utilize a professional interpreter service.

Providing Notice to LEP Persons

In order to ensure that LEP individuals are aware of the language assistance measures related to DART, the City provides the following:

- Bilingual transit staff are present during most DART service hours for in-person and phone assistance;
- DART schedules (in the Tulare County Transit Guide) include Spanish translation;
- All vital DART documents are printed and posted in Spanish at the Dinuba Transit Center, on the City's website (transportation/transit webpage), and on all DART buses. Such notices may also be posted or announced with local stakeholders, community centers, and at transit stops/shelters.

- A notice of the right to free language assistance will be included on important outreach documents, at the Dinuba Transit Center, and on the City's website (transportation/transit webpage).

Staff LEP Training

The following training is provided to City of Dinuba transit staff:

- Information on the City's DART Title VI Program (including language assistance services) and the City's LEP responsibilities;
- Documentation of language assistance requests;
- Assisting DART riders and the public in obtaining Title VI information, including how to file a complaint, and how to obtain translation services;
- How to handle a potential Title VI/LEP complaint.

The following training is provided to current service contractor (MV Transportation) staff:

- Annual "Sensitivity Training" that includes direction on how to manage non-English speaking persons.

Monitoring and Updating the LEP Plan

The City of Dinuba will update this LEP plan as required by the DOT. At a minimum, the plan will be reviewed and updated every three years in conjunction with the City's Title VI submission, or when it is clear that higher concentrations of LEP individuals are present in the DART service area, or as requested by the FTA or Caltrans. The City will monitor the LEP plan through the following techniques, and update the plan accordingly:

- Assign the day-to-day administration of the LEP program to the City's Business Manager, ensuring compliance and correct implementation;
- Add a question to all transit surveys to assess respondent's English proficiency and primary spoken language;
- Maintain on-going communication with organizations and agencies serving LEP populations;
- Review demographic changes reported by the US Census;
- Maintain internal monitoring of City and service contractor staff regarding their interaction with LEP persons;
- Determine whether DART's financial resources are sufficient to fund needed language assistance resources.

Dissemination of the LEP Plan

A link to the City of Dinuba/DART Title VI Program (including the City's LEP Plan) is included on the City of Dinuba website at www.dinuba.org/index.php/residents/transit. Alternatively, any person or agency may request a copy of the LEP plan via telephone, mail, or in person and shall be provided a copy of the plan at no cost. The City will provide translated copies of the LEP plan to LEP persons upon request, if feasible.

Any questions or comments regarding this LEP Plan should be directed to:

George Avila, Business Manager/Title VI Administrator
City of Dinuba
Public Works Services
1088 E. Kamm Avenue
Dinuba, CA 93618
Phone: (559) 591-5924

SECTION 5: PARTICIPATION TABLE

Table Depicting the Membership of Non-Elected Committees and Councils

The City of Dinuba does not currently have any transit-related non-elected planning boards, advisory councils or committees. During development of the City's Transit Development Plan (TDP), which occurs every five years, the City forms a TDP Committee to provide stakeholder input on the plan. The committee is comprised of a broad cross-section of the community, including transit users, representatives of transit-dependent populations, community leaders, school representatives, social service providers, and transportation employees. The TDP Committee is an ad hoc committee that is not currently in existence. The City will continue to encourage the participation of minorities on all future TDP Committees.

SECTION 6: EQUITY ANALYSIS

Title VI Equity Analysis

The City of Dinuba has no current plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). The City is currently in the process of expanding its transit fueling (CNG) and storage facility, which is located at the City's Public Works department. The project includes replacement of an existing compressor and upgrading the control system to operate the remaining and the new compressor in a coordinated manner; the addition of a buffer vessel for time fill applications; ten (10) new time fill hoses with a new time fill meter; canopy structure to weather-protect vehicles being time-filled; an upgrade card access device with new fuel management system; utility expansion; grading; paving; relocating the existing storm water retention basin; fencing; lighting and miscellaneous improvements. The project is entirely contained within the existing Public Works site, which is zoned Light Industrial. The project is not a new facility, does not require land acquisition, and will not displace people from their residences or businesses.

SECTION 7: SYSTEM-WIDE STANDARDS & POLICIES

System-wide service standards (quantitative) and service policies (qualitative) are required of all fixed route transit providers of public transportation that operate less than 50 fixed route vehicles in peak service and are not located in an Urbanized Area (UZA) of 200,000 people or more, such as Dinuba Area Regional Transit (DART).

DART Service Standards

Vehicle Load Standards

Per adopted DART service standards, the average for all loads during the peak operating period should not exceed 1.25 passengers per seat (one standee for every four occupied bus seats).

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
25' Cutaway	19	4	23	1.25
30' Cutaway	27	6	33	1.25
33' Transit Bus	31	7	38	1.25
31' Trolley Bus	27	6	33	1.25

Vehicle Headway Standards

Per adopted DART service standards, service headways should be such that passenger load standards are not exceeded on a continual basis. Current DART headways are as follows:

DART Flexroute (North Route & South Route)

DART provides flexroute service Monday through Saturday during the following hours:

Monday – Thursday	7:00 am to 6:00 pm
Friday	7:00 am to 9:00 pm
Saturday	9:00 am to 9:00 pm

Flexroute service is provided every 30 minutes during peak weekday hours. The service runs limited (1 hour) headways on Friday (between 6 pm and 9 pm) and Saturday (all day), using one bus for both routes instead of two; the North Route runs every hour on the hour, and the South Route runs every hour on the half hour. There is also no service on Saturdays between 12:30 pm and 1:30 pm, and between 5:30 pm and 6:30 pm to allow for driver breaks.

Jolly Trolley

The Jolly Trolley service runs Monday through Saturday during the following hours:

Monday – Thursday	9:00 am to 6:00 pm
Friday - Saturday	9:00 am to 9:00 pm

Trolley service is provided every 30 minutes during operating hours.

Dinuba Connection

The Dinuba Connection provides service between Dinuba and Reedley, with stops at Reedley College and Sierra-Kings Hospital, Monday through Friday during the following hours:

School Year Schedule (mid-August through mid-June)

Monday – Friday 7:00 am to 9:00 pm

Summer Schedule (mid-June through mid-August)

Monday – Friday 7:00 am to 3:00 pm

Dinuba Connection service is provided every 60 minutes during operating hours. No service is provided between 12:00 pm and 1:00 pm, and between 5:00 pm and 6:00 pm (during the school year schedule) to allow for driver breaks.

On-time Performance Standards

Per adopted DART service standards:

- Ninety (90%) percent of all revenue bus trips must depart the route start point and arrive at the route end point within 5 minutes of the time published in the schedule.
- No bus shall depart a formal time point before the time published in the schedule.
- Ninety (90%) percent of all demand-response pick-ups will be within 10 minutes of the confirmed pick-up time.

Service Availability Standards

Per adopted service standards, it is the City of Dinuba’s goal to provide transit service to key trip origins and destinations throughout the city, such as apartments, clinics, retail centers, recreation centers and senior centers where ridership is expected to be high. The local route system will be designed such that 70% of all city residences or activity centers will be within one-quarter (1/4) mile walking distance of a bus stop. Bus stops will be spaced at a minimum of 1,200 feet along each route.

DART Service Policies

Vehicle Assignment Policy

DART vehicles are assigned to routes based on the operating characteristics of the routes. Local routes typically operate the smaller (25') more maneuverable cutaway type buses, while the Dinuba Connection service to Reedley College typically operates the larger (30'+) buses to accommodate longer distance travel and larger passenger loads. All vehicles within the DART fleet are lift-equipped, with heating and air conditioning.

Transit Amenities Policy

Per adopted service standards, benches and/or shelters should be considered for individual stops where the average daily boardings exceed 20 passengers. Priority should be given to bus stops serving senior residences or activity centers, or facilities which serve clients with mobility impairments. All bus stops should be clearly marked with proper signage.

SECTION 8: COUNCIL RESOLUTION

SECTION 9: TITLE VI ASSURANCE