

Huntingburg City Transit
508 E 4th Street
P. O. Box 10
Huntingburg, IN 47542

Title VI Plan



January, 2022

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I. INTRODUCTION

THE CITY OF HUNTINGBURG TRANSIT'S COMMITMENT TO CIVIL RIGHTS

This update of **THE CITY OF HUNTINGBURG TRANSIT'S** Title VI Program has been prepared to ensure that the level and quality of **The City of Huntingburg Transit's demand response services** are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to **CITY OF HUNTINGBURG TRANSIT** riders and other community members. Additionally, through this program, the **CITY OF HUNTINGBURG TRANSIT** has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that the **CITY OF HUNTINGBURG TRANSIT** is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of **The City of Huntingburg Transit's** services on the basis of race, color, or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency) and other statutes and authorities that prohibit discrimination in any Federally assisted program or service.

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), the **CITY OF HUNTINGBURG TRANSIT** has an obligation to ensure that:

- ◆ The benefits of its bus services are shared equitably throughout the service area;
- ◆ The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- ◆ No one is precluded from participating in **The City of Huntingburg Transit's** service planning and development process;
- ◆ Decisions regarding service changes or facility locations are made without regard to race, color, or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- ◆ A program is in place for correcting any discrimination, whether intentional or unintentional.

II. GENERAL REQUIREMENTS

Notice to the Public

To make **CITY OF HUNTINGBURG TRANSIT** riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, the **CITY OF HUNTINGBURG TRANSIT** has presented the following information, in both English and **Spanish**, on its **website, ride guide, onboard bus, etc.**

Your Civil Rights

***THE CITY OF HUNTINGBURG TRANSIT** operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **CITY OF HUNTINGBURG TRANSIT**. For more information on **The City of Huntingburg Transit's** civil rights program and the procedures to file a complaint, please contact **The City of Huntingburg ADA/Title VI Coordinator**; email jhopf@huntingburg-in.gov or visit our administrative office at **508 E. 4th Street** from **8:00 a.m. to 5:00 p.m.** A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about **CITY OF HUNTINGBURG TRANSIT** programs and services, visit **CITY OF HUNTINGBURG: www.huntingburg-in.gov**. If information is needed in another language, please contact **CITY OF HUNTINGBURG TRANSIT** 812-683-2211 or James Hopf, ADA/Title VI Coordinator, 812-683-4122, jhopf@huntingburg-in.gov.*

Discrimination Complaint Procedures

THE CITY OF HUNTINGBURG TRANSIT has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by **CITY OF HUNTINGBURG TRANSIT** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at our administrative offices or on our website www.huntingburg-in.gov.

CITY OF HUNTINGBURG TRANSIT will notify INDOT of all formal complaints within five business days of receiving the complaint.

The Procedure

If you believe that you have received discriminatory treatment by the CITY OF HUNTINGBURG TRANSIT on the basis of race, color, or national origin you have the right to file a complaint with the **CITY OF HUNTINGBURG ADA/Title VI Coordinator; James Hopf.**

THE CITY OF HUNTINGBURG TRANSIT investigates complaints received as soon as possible but no later than **30 calendar days after** the alleged incident. The **CITY OF HUNTINGBURG TRANSIT** will process complaints that are complete.

An investigation, if applicable and appropriate, shall follow the filing of a complaint. The investigation shall be conducted by the City of Huntingburg ADA/Title VI Coordinator, or his/her designee. These guidelines will represent thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

Within 15 calendar days after receipt of the complaint, the ADA/Title VI Coordinator will offer to meet with the complainant to discuss the complaint and the possible resolutions, where appropriate. Within 15 calendar days of the meeting (or within 15 calendar days after receipt of the complaint if no meeting is appropriate), The ADA/Title VI Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant such as large print, Braille, or audio tape. The response will explain the position of the City of Huntingburg and offer options for substantive resolution of the complaint.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

City of Huntingburg
James Hopf, Safety Director-ADA/Title VI Coordinator
508 E. 4th Street
P.O. Box 10
Huntingburg, IN 47542
Email-jhopf@huntingburg-in.gov

DISCRIMINATION COMPLAINT FORM

TITLE VI AND ADA

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include 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. If more space is needed, please use the back of this form.		
<hr/> <hr/> <hr/>		
Section IV:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

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: _____

Federal Court: _____ State Agency: _____

State Court: _____ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

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

City of Huntingburg

James Hopf, Safety Director-ADA/Title VI Coordinator

508 E. 4th Street

P.O. Box 10

Huntingburg, IN 47542

Email: jhopf@huntingburg-in.gov

A copy of this form can be found online <https://www.huntingburg-in.gov/>

Formulario de denuncia por discriminación

Título VI y ADA

Seccion I:		
Nombre:		
Havla a:		
Telefono (Casa):	Telefono (Trabajo):	
Direccion de correo electronico:		
Requisitos de formato accesible?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Seccion II:		
Esta presentando esta queja en su propio nombre?	<input type="checkbox"/> Si*	<input type="checkbox"/> No
<i>*Si respondio si" a esta pregunta, pase a la Seccion III.</i>		
De lo contrario, proporcione el nombre y la relacion de la persona por la que presenta la queja.		
Explique por que ha solicitado a un tercero:		
Confirme que ha obtenido el permiso de la parte agraviada si presents la solicitud en nombre de un tercero.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Seccion III:		
Creo que la discriminacion que experimente se baso en (marque todo lo que corresponda):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad <input type="checkbox"/> Discapacidad		
Fecha de la supuesta discriminacion (mes, dia, ano): _____		
<p>Explique lo mas claramente posible lo que sucedio y por que cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la informacion de contacto de la (s) persona (s) que lo discriminaron (si se conocen), asi como los nombres y la informacion de contacto de los testigos. Si necesita mas espacio, utilice el reverse de este formulario.</p> <hr/>		
Section IV:		
Ha presentado previamente una queja por discriminacion ante esta agencia?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

En caso afirmativo, proporcione cualquier informacion de referencia con respect a su queja anterior.

Seccion V:

Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algun tribunal federal o estatal?

Si No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal: _____

Tribunal federal: _____ Agencia estatal: _____

Tribunal estatal: _____ Agencia local: _____

Proporcione informacion sobre una persona de contacto en la agencia/tribunal donde se present la queja.

Nombre:

Titulo:

Agencia:

Habla a:

Telefono:

Seccion VI:

Nombre de la agencia que presenta la queja contra:

Nombre de la persona que presenta la queja:

Titulo:

Ubicacion:

Numero de telefono (si esta disponible)

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja. Su firma y fecha son requeridas a continuación:

Firma

Fecha

Envíe este formulario en persona a la siguiente dirección, o envíe este formulario por correo a:

Ciudad de Huntingburg
James Hopf, Director de Seguridad-ADA/Coordinador del Título VI
508 E. Calle 4
CORREOS. Caja 10
Huntingburg, EN 47542
Correo electrónico: jhopf@huntingburg-in.gov

Puede encontrar una copia de este formulario en línea <https://www.huntingburg-in.gov/>

If the response by the ADA/Title VI Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the City of Huntingburg ADA/Title VI Compliance Committee, at P.O. Box 10, 508 E 5th Street, Huntingburg, IN, 47542. The appeal should be in written form describing the initial complaint, the initial response, and the reasons in which the initial response does not satisfactorily resolve the complaint. Alternative means of filing appeals, such as personal interviews of a tape or audio recording of the complainant, will be made available for persons with disabilities upon request to the City of Huntingburg ADA/Title VI Coordinator. The appeal should be sent to the same address initial complaint was delivered. The ADA/Title VI Compliance Committee shall render a written response within 30 calendar days.

The complainant can further request reconsideration of a case in instances where he/she is dissatisfied with the resolutions of the City of Huntingburg ADA/Title VI Coordinator and the City of Huntingburg ADA/Title VI Compliance Committee. In this situation, request for final reconsideration should be made within thirty (30) working days to the Huntingburg, Indiana City Council, at P.O. Box 10, 508 E 4th Street, Huntingburg, IN, 47542. The City Council will render the complainant an agenda item and a description of the resolution, if any shall be issued by the City Council and a copy forwarded to the complainant no later than thirty (30) working days after the final appeal is filed with the City Council.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA/Title VI complaint with the responsible federal agency. Use of this Complaint/Grievance procedure is not a prerequisite to the pursuit of other remedies. These rules shall be constructed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the City of Huntingburg, Indiana, complies with the ADA/Title VI and implementing regulations.

All complaints received by the City of Huntingburg ADA/Title VI Coordinator and/or his/her designee, as well as appeals to the City of Huntingburg ADA/Title VI Compliance Committee, and responses for same, will be retained by the City of Huntingburg, Indiana, for a minimum of five (5) years.

A person may also file a complaint directly with the Federal Transit Administration, at:
Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

The **CITY OF HUNTINGBURG TRANSIT** maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming the **CITY OF HUNTINGBURG TRANSIT** that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by the **CITY OF HUNTINGBURG TRANSIT** in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken

III. THE CITY OF HUNTINGBURG TRANSIT’S PUBLIC PARTICIPATION PLAN

Key Principles

The **City of Huntingburg Transit’s** Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in **The City of Huntingburg Transit’s** service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public’s contribution can and will influence **The City of Huntingburg Transit’s** decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- **The CITY OF HUNTINGBURG TRANSIT** will seek out and facilitate the involvement of those potentially affected.

Through an open public process, The **CITY OF HUNTINGBURG TRANSIT** has developed a public participation plan to encourage and guide public involvement efforts and enhance access to **The City of Huntingburg Transit’s** transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that the **CITY OF HUNTINGBURG TRANSIT** uses to reach its riders.

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Limited English Proficient (LEP) Goals of the Public Participation Plan

The overarching goals of **The City of Huntingburg Transit's** PPP include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment - The **CITY OF HUNTINGBURG TRANSIT** communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships – The **CITY OF HUNTINGBURG TRANSIT** develops and maintains partnerships with communities through the methods described in its public participation plan.
- Quality Input and Participation - Those comments received by the **CITY OF HUNTINGBURG TRANSIT** are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

The City of Huntingburg Transit's Public Participation Plan is based on the following principles:

- Flexibility - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness – The **CITY OF HUNTINGBURG TRANSIT** will proactively reach out to and engage low income, minority and LEP populations from the **CITY OF HUNTINGBURG TRANSIT** service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - Participation methods will allow for early involvement and be ongoing.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness – The **CITY OF HUNTINGBURG TRANSIT** will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

The CITY OF HUNTINGBURG TRANSIT will use its public participation plan when considering all fare changes, major modifications to routes and schedules, and other transit planning projects when:

- A fare increase/decrease or significant change in the method of fare payment is being considered;
- Advance reservation policy is reduced or increased;
- Area for deviating to pick up passengers is changed;
- A new route is established;
- An existing route is proposed for elimination;

- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- For minor schedule and service changes, the **CITY OF HUNTINGBURG TRANSIT** will post service change notices on appropriate buses **15 days** in advance of the change date.

IV. THE CITY OF HUNTINGBURG TRANSIT'S PUBLIC PARTICIPATION PROCESS

Outreach Efforts – Alerting Riders and Encouraging Engagement

The City of Huntingburg Transit's PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. While the **CITY OF HUNTINGBURG TRANSIT** maintains these elements to its outreach program along with traditional seat-drop flyers, the **CITY OF HUNTINGBURG TRANSIT** has availed itself of the communication methods more widely used by members of our community and riders.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision-making process using a fare or service change as an example.

1. A service/fare change proposal is developed internally or as a result of public comment;
2. An internal review by the appropriate committees is conducted. Proposals are reviewed by **The City of Huntingburg City Council**.
3. A Title VI review of the proposal is conducted;
4. If required, authorization from the **CITY OF HUNTINGBURG Common Council** is sought to proceed to a public comment period;
5. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the **CITY OF HUNTINGBURG TRANSIT** service area;
6. Bilingual **English and Spanish** public outreach materials and a program are developed;
7. Outreach In advance of public information sessions is released using tool-box of mediums listed below;
 1. The public comment period ends;
 2. A **CITY OF HUNTINGBURG TRANSIT** summary package is presented detailing the outcome of the public participation process along with staff recommendations to The Huntingburg Common Council;
 3. The final service/fare change date is set;
 4. Outreach is conducted in advance of any service or fare change;

Selection of Meeting Locations

When determining locations and schedules for public meetings, the **CITY OF HUNTINGBURG TRANSIT** will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, television, or newspaper ads that serve LEP populations;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

CITY OF HUNTINGBURG TRANSIT Mediums

- Print – Newspapers and other periodicals
- Outdoor – Advertising on-board vehicles
- Website – CITY OF HUNTINGBURG TRANSIT
- Web-Based Feedback
- Social Media – CITY OF HUNTINGBURG TRANSIT has used Facebook to help engage the community
- The CITY OF HUNTINGBURG TRANSIT has developed a quarterly newsletter.
- Seat Drops, On-board Flyers – CITY OF HUNTINGBURG TRANSIT regularly uses seat drops and flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- Direct Mail to LEP riders
- Public Information Sessions
- Public Hearings
- Legal Notices

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes **mail, email, social media, public meetings and others**, all comments are assembled into a single document for presentation to the **CITY OF HUNTINGBURG TRANSIT** Common Council for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of the plan. Those who may be adversely affected, or who may be denied benefits of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, **Huntingburg City Transit** has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of **Huntingburg City Transits** community stakeholders can be obtained by contacting **Huntingburg City Transit Director**.

Stakeholder List

Any community organization or person can be added to the **Huntingburg City Transit** stakeholder list and receive regular communications regarding service changes by contacting the **Huntingburg City Transit** administrative office at **812-683-2211**. Local organizations and businesses can also request that a speaker from **Huntingburg City Transit** attend their regular meeting at the same number or through the **Huntingburg City Transit** website www.huntingburg.in.gov.

V. SUMMARY OF CHANGES

Service Change Evaluations Since August 27, 2015

Since the City of Huntingburg Transit's 2015 Title VI Plan Submission there has been **one change** in The City of Huntingburg Transit's fare structure. There has been one service change.

These changes, the associated outreach and Title VI determination and CITY OF HUNTINGBURG TRANSIT Board Approval are available by contacting CITY OF HUNTINGBURG TRANSIT.

Program Specific Requirements

Title VI Monitoring from August 27, 2015 Title VI Plan

The results of the ongoing monitoring of service standards as defined in the City of Huntingburg Transit's August 27, 2015 program can be obtained by contacting CITY OF HUNTINGBURG TRANSIT.

Equity Analysis for Facility

The City of Huntingburg Transit Department has had no new construction related to vehicle storage, operations or maintenance facility.

Demographic Service Profile

Because CITY OF HUNTINGBURG TRANSIT operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

VIII. GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

Section 5311 Operating Grant for Calendar Year 2022

Civil Rights Compliance Reviews in the Past 3 Years

CITY OF HUNTINGBURG TRANSIT has not been the subject of any such reviews since its **2018** submission of the INDOT Section 5311 Compliance Review conducted by RLS and Associates. This is a review of regulatory compliance, technical skills capacity and management proficiency of Federal and Indiana State funded transit subrecipients.

Recent Annual Certifications and Assurances

CITY OF HUNTINGBURG TRANSIT executed its most recent Certifications and Assurances to the FTA in May, 2021 and is in the process of executing 2021 certifications and assurances.

Contact

For additional information on the CITY OF HUNTINGBURG TRANSIT Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

City of Huntingburg ADA/Title IV Coordinator

508 E. 4th Street

Huntingburg, IN 47542

812-683-2211

jhopf@huntingburg-in.gov

IX. LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs and activities, the **CITY OF HUNTINGBURG TRANSIT** uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the **CITY OF HUNTINGBURG TRANSIT** to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the **CITY OF HUNTINGBURG TRANSIT**;
2. The frequency with which LEP persons come into contact with the **CITY OF HUNTINGBURG TRANSIT** services and programs;
3. The nature and importance of **The City of Huntingburg Transit's** services and programs in people's lives; and
4. The resources available to the **CITY OF HUNTINGBURG TRANSIT** for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter **The City of Huntingburg Transit's** services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, **CITY OF HUNTINGBURG TRANSIT** evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the 2019 United States Census and the American Community Survey. Data was reviewed by **The City of Huntingburg Transit's** Administrative staff in its entirety.

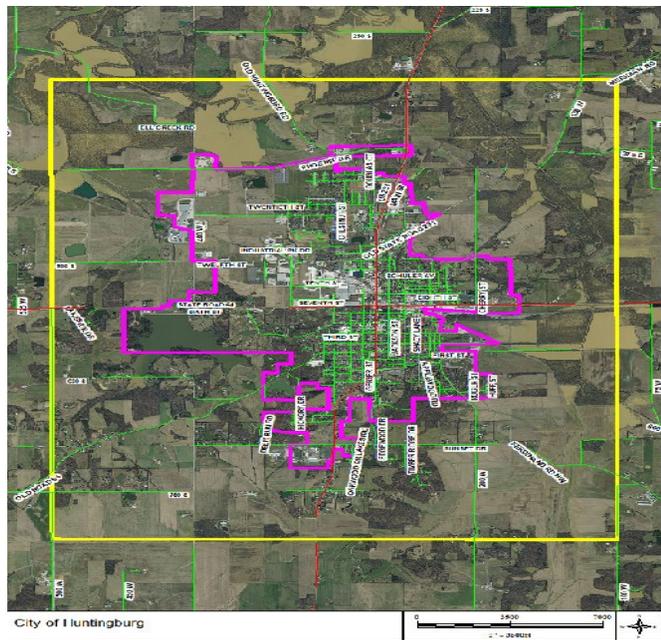
Service Area Overview

The City of Huntingburg Transit's service area encompasses approximately 5.1 square miles of Dubois County and is home to a population speaking two different languages. Of the total service area population, **6,061**, 18.9% of residents report speaking Spanish. Of those 18.9%, 62.3% report speaking English less than very well.

Speak English "Less than very well"	Population in the Language Group	Percent of Total Population
Spanish	96	0

The Locations of the LEP Community

The map in Exhibit A illustrates the distribution of population densities by Census Tract where individuals speak English “Less than Very Well.”



Factor 2 – Frequency of LEP Use

There are many places where **CITY OF HUNTINGBURG TRANSIT** riders and members of the LEP population can come into contact with **CITY OF HUNTINGBURG TRANSIT** services including the use of demand response buses, calls to customer service representatives, reservation agents and **The City of Huntingburg Transit’s** outreach materials. An important part of the development of **The City of Huntingburg Transit’s** Language Access Plan is the assessment of major points of contact, including:

- The use of the bus service on-board signage, announcements and driver language skills;
- Communication with **The City of Huntingburg Transit’s** customer service staff;
- Ride Ticket sales;
- Printed outreach materials;
- Web-based outreach materials;
- Public meetings;
- Demand response reservation agents;
- Local news media print and radio;

CITY OF HUNTINGBURG TRANSIT distributed a language survey to its employees. The objective of the survey was to evaluate the needs of **CITY OF HUNTINGBURG TRANSIT** customers who are not able to communicate in English. The first question asked, In What Way Do You Interact with **CITY OF HUNTINGBURG TRANSIT** riders? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	<u>100%</u>
Face to Face	<u>100%</u>
Email	<u>20%</u>
Fax	<u>0%</u>

Next, the survey asked how often employees come into contact with LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	60%
Sometimes	40%
Rarely	0%
Never	0%

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Language	Percent of Interactions
English	55%
Spanish	35%
Somali/Other	10%

The survey asked, overall, how effective employees are in communicating with Limited English Proficient CITY OF HUNTINGBURG TRANSIT passengers. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	40%
Moderately Effective	40%
Less Effective	20%
Unable to Communicate	0%

Community Partners

CITY OF HUNTINGBURG TRANSIT also canvassed its community partners to assess the extent to which they came into contact with LEP populations. Community partners were asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?
2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier in preventing you from providing service?

Information on survey of partners or potential partners

<u>Question</u>	<u>Southwest Dubois County School Corporation</u>	<u>AVA Maria/Guadeloupe Center</u>	<u>Frabest Foods Corp.</u>
Do you encounter non-English speaking/reading people who need your services?	Response: Yes	Response: Yes	
If so, what are the top three languages that you encounter?	Spanish Haitian Asian	Spanish German Haitian	Spanish Haitian Somali

How do you address language barriers?	School has multilingual representative	Center has multilingual representative	Farbest has multilingual representatives
Do you find language to be a barrier in preventing you from providing service?	sometimes	No	No

Consulting Directly with the LEP Population

In addition to the U.S. Census data, employee survey, and outreach to community partners, CITY OF HUNTINGBURG TRANSIT implemented a survey of its riders. A copy of the survey is attached in Appendix A.

Information on survey of riders provided below:

The Huntingburg City Transit conducted English and Spanish mail out surveys, September, 2021. Results are below:

<u>Question</u>	<u>Response: Yes</u>	<u>Response No</u>	<u>Customer Comments</u>
Are Drivers Courteous	18	1	Very Courteous/Always polite
Are drivers assisting you as needed	18	1	
Are the drivers driving safely?	18	1	Too Safely
Is the transit arriving within 15 minutes of your scheduled pick up time?	19		
Do you find it difficult to make a reservation?	19		Unless really busy
When you call to schedule your ride is the telephone dispatch person helpful and courteous?	19		
Does the transit van ride to your comfort?	19		One van is bumpy
Is the transit van service meeting your needs?	17	2	Would like van to go to Jasper, Walmart
At \$3.00 per round trip do you feel the cost for riding the transit is affordable?	19		Cheaper than a car/Do not raise prices
Are there any suggestions or changes you would like to see regarding the transit service?	8		Would like van to go on weekends/Later hours would be nice
How did you learn about the Huntingburg City Transit?			Referred by someone/Saw Transit in town/Saw ads/Welcome Packet
When using our transportation service, what is the purpose of your trip?			Work/Grocery/Beauty Healthcare/Bank/Social Family
Comments			Everyone does a great job!

<u>Question</u>	<u>Response:</u> <u>Yes</u>	<u>Response No</u>	<u>Customer Comments</u>
¿Son los conductores corteses?	3		muy buena gente
<u>¿Los conductores lo ayudan según sea necesario?</u>	3		
¿Los conductores conducen con seguridad?	3		
¿Llega el tránsito dentro de los 15 minutos de su hora de recogida programada?	3		
¿Te resulta difícil hacer una reserva?	3		<u>Algunas veces</u>
Cuando llama para programar su viaje, ¿el despachador telefónico es amable y cortés?	3		Muy amable
<u>¿La camioneta de tránsito se desplaza a su comodidad?</u>	3		
¿El servicio de furgonetas de tránsito satisface sus necesidades?	3		
A \$3.00 por viaje de ida y vuelta, ¿siente que el costo de viajar en el transporte público es asequible?	3		
¿Hay alguna sugerencia o cambio que le gustaría ver con respecto al servicio de tránsito?	3		Muy buena
¿Cómo se enteró del transporte público de la ciudad de Huntingburg?	3		Muy barata
Al utilizar nuestro servicio de transporte, ¿cuál es el propósito de su viaje?			Empleo/Educacion Supermercado/lavanderia/cuidado de la salud/Banco
Comentarios			Muchas gracias por los servicios y la paciencia con mi amigo.

Factor 3 – The Importance of the CITY OF HUNTINGBURG TRANSIT Service to People’s Lives

Access to the services provided by the **CITY OF HUNTINGBURG TRANSIT** are critical to the lives of many in the service area. Many depend on **The City of Huntingburg Transit’s** services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the American’s with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

If limited English proficiency is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care, education or employment. Critical information from the **CITY OF HUNTINGBURG TRANSIT** which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about demand response services under the ADA and other special programs
- What to do in an emergency (where to look for service change announcements)

The following notice is posted on all CITY OF HUNTINGBURG TRANSIT vehicles.

The **CITY OF HUNTINGBURG TRANSIT** ensures that no person shall, on the grounds of race, color, or national origin be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the provision of public transportation services provided by the **CITY OF HUNTINGBURG TRANSIT**.

Any person who wants additional information on **The City of Huntingburg Transit’s** nondiscrimination obligation or believes that he or she individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a complaint with the **CITY OF HUNTINGBURG TRANSIT** within 180 days of the date of the alleged discrimination.

To file a complaint, contact the **CITY OF HUNTINGBURG TRANSIT** at 812-683-2211, **www.huntingburg-in.gov** or send a letter to [508 E. 4th Street, Huntingburg, IN 47542 Attn: **James Hopf, ADA Coordinator**]. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.

La compañía **CITY OF HUNTINGBURG TRANSIT Transit** garantiza que ninguna persona, por motivos de raza, color, o origen nacional estén excluida de la participación o negado de los beneficios o ser sujeto de discriminación en respecto a los servicios proveídos de la Autoridad del transporte público.

Cualquier persona que cree que él o ella a título individual o como miembro de una clase específica de personas, ha sido sujeto de discriminación por motivos de raza, color, o origen nacional puede presentar una queja a la compañía **CITY OF HUNTINGBURG TRANSIT** dentro de los 180 días siguientes a la fecha de la supuesta discriminación.

Para presentar una queja al **CITY OF HUNTINGBURG TRANSIT**, llame al **812-683-2211**, **www.huntingburg-in.gov**, o escribe una carta y envía a **[508 E. 4th Street, Huntingburg, IN 47542 Attn: James Hopf, Coordinador de la ADA**. Se puede presentar una queja directamente ante el FTA, Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington DC 20590.

Factor 4 – Resources and Costs for LEP Outreach

CITY OF HUNTINGBURG TRANSIT has committed resources to improving access to its services and programs for LEP persons.

Today, bilingual information **English/Spanish** is distributed in an extensive number of mediums including the following:

- ◆ A bi-lingual English/Language(s) website
- ◆ A complete bilingual English/Language(s) Rider’s Guide to demand response services (ADA paratransit)
- ◆ Bilingual English/Language(s) outreach materials seat drops and service change alerts
- ◆ Bilingual English/Language(s) representation at public meetings
- ◆ Bilingual English/Language(s) guides and training for **CITY OF HUNTINGBURG TRANSIT** drivers.

Increased use of Bilingual English/Language(s) Facebook posts

To date, the costs associated with these efforts fit within the **City of Huntingburg Transit’s** marketing and outreach budget.

Costs are predominantly associated with translation services and material production.

Outcomes

New tools and alerting riders of language assistance

Following the “Four Factor Analysis”, **CITY OF HUNTINGBURG TRANSIT** concluded that, while there is currently extensive outreach and materials for the Language(s) speaking LEP population of the service area, additional services would assist other LEP populations regardless of the total population in the region. These include:

1. Adding Google Translate to the **CITY OF HUNTINGBURG TRANSIT** website;
2. Hiring of multilingual staff members.

3. Using a smart phone with translation application.

The above items are in process and will be in place by January 31st, 2022.

Additional recommendations gleaned from the internal staff survey include:

1. Recruiting more multilingual employees.
2. On-board announcements in different languages.

CITY OF HUNTINGBURG TRANSIT is considering all these items and other methods that become available.

Oversight

Monitoring, Evaluating and Updating the Language Assistance Plan and Public Participation Process

The monitoring of the Language Assistance Plan will include:

- ◆ Annual reviews of regional census data for changing patterns of LEP populations;
- ◆ Update the policy every three years;
- ◆ Ongoing collaboration with regional partners;
- ◆ Ongoing review of Google Translate requests at **The City of Huntingburg Transit's** website
- ◆ Post Event Assessments

Post-Event Assessments

Following service changes, fare increases and planning projects, Transit Director assesses the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

- ◆ Did the public know there was an opportunity to participate?
- ◆ Was the purpose of the participation clearly articulated to the public?
- ◆ Did the public have access to appropriate resources and information to allow for meaningful participation?
- ◆ Did the decision-making process allow for consideration and incorporation of public input?
- ◆ Were there complaints about the public engagement process?
- ◆ Were the public engagement efforts cost effective?
- ◆ What additional methods could have been employed to improve the process?
- ◆ Should the Public Participation Process or Language Assistance Plan be amended?

Training Employees

CITY OF HUNTINGBURG TRANSIT conducts annual and new employee training on how to use LEP translation services that are available to the public and how to inform passengers of services and

documents available for LEP populations. **CITY OF HUNTINGBURG TRANSIT** also conducts training for office staff on how to use translation applications.

Employee awareness training for the ability to basically communicate with the LEP and low-literacy population.

Translation of Vital Documents

The CITY OF HUNTINGBURG TRANSIT will continue using our partners at Southwest Dubois County School Corporation and the Ava Maria Center for assistance with translating many vital documents into Spanish. All documents will be updated by January, 31st 2022.

The list of documents that are translated into **Spanish** is provided below:

- ◆ Civil Rights Complaint Form
- ◆ Reasonable Modification Policy
- ◆ Reasonable Modification Complaint Form
- ◆ Service change announcements
- ◆ On-board notices
- ◆ Rider information, ADA service information, news and event announcements are all translated on **The City of Huntingburg Transit's** website www.huntingburg-in.com.
- ◆ Contact information, Riders Guides

City of Huntingburg Transit 2021-2023 Title VI Plan

Adopted on:	February 22, 2022
Adopted by:	City of Huntingburg-Common Council
Revised on:	
This policy is hereby adopted and signed by:	
Name/Title:	Steve Schwinghamer, Mayor
Signature	