

**RESOLUTION NO. 2020-57**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ARVIN  
UPDATING THE CITY OF ARVIN 2020 TRANSIT TITLE VI  
COMPLIANCE PROGRAM**

**WHEREAS**, Title VI of the Federal Civil Right Act of 1964 states that: 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; and

**WHEREAS**, as a subrecipient of federal transportation funds, the City of Arvin is required to comply with Title VI of the Civil Rights Act of 1964, including provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients and the California Department of Transportation ("CalTrans") regulations; and

**WHEREAS**, the City Council of the City of Arvin previously approved City of Arvin's Transit Title VI Compliance Program in July, 2017; and

**WHEREAS**, to remain in compliance with the above agencies' regulations, the City has updated its Title VI Compliance Program, covering the period 2017 through 2020, and which will be submitted to the appropriate state and federal agencies; and

**WHEREAS**, On July 28, 2020, the City Council of the City of Arvin approved an updated version of the City of Arvin's Transit Title VI Compliance Program; and

**WHEREAS**, the Department of Transportation directed the City to revise the Transit Title VI Compliance Program in order to include a Department of Justice approved safe harbor related to Limited English Proficient Persons; and

**WHEREAS**, the City of Arvin's Transit Title VI Compliance Program has been revised to include the safe harbor provisions; and

**WHEREAS**, the City Council of the City of Arvin desires to approve the updated Transit Title VI Compliance Program ("Program") to comply with the Federal Transportation Act and CalTrans requirements and to authorize the City Manager or designee to submit the Program to the appropriate state or federal agencies.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ARVIN AS FOLLOWS:**

Section 1. The City of Arvin 2020 Title VI Compliance Program, is hereby adopted and approved as updated pursuant to the attached "City of Arvin 2020 Title VI Compliance Program".

Section 2. This Resolution is approved as of September 8, 2020.

**I HEREBY CERTIFY** that the foregoing resolution was passed and adopted by the City Council of the City of Arvin at a regular meeting thereof held on the 08<sup>th</sup> day of September 2020 by the following vote:

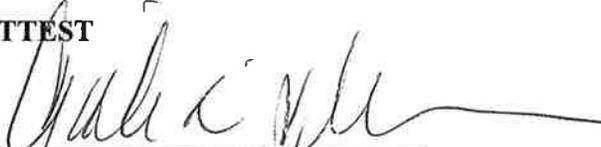
AYES: CM Trujillo, CM Franetovich, MPT Robles, Mayor Gurrola

NOES: \_\_\_\_\_

ABSTAIN: \_\_\_\_\_

ABSENT: CM Martinez

ATTEST

  
\_\_\_\_\_  
CECILIA VELA, City Clerk

**CITY OF ARVIN**

By:   
\_\_\_\_\_  
JOSE GURROLA, Mayor

APPROVED AS TO FORM:

By:   
\_\_\_\_\_  
SHANNON L. CHAFFIN, City Attorney  
Aleshire & Wynder, LLP

I, \_\_\_\_\_, City Clerk of the City of Arvin, California, DO HEREBY CERTIFY that the foregoing is a true and accurate copy of the Resolution passed and adopted by the City Council of the City of Arvin on the date and by the vote indicated herein.

# City of Arvin Transit

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City of Arvin Transit

Title VI Compliance

Program

(September 8, 2020)

***Reference: FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012) (“The Circular”).***

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## **Introduction**

The purpose of this Title VI Compliance Program is to establish guidelines to effectively ensure that the services provided by City of Arvin Transit are in compliance with FTA Title VI requirements.

Title VI states that “no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

City of Arvin Transit will ensure that its programs, policies and activities comply with Department of Transportation’s (DOT) Title VI Regulations (49 CFR, Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The City will take necessary preventive, corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Compliance Program to their FTA regional civil rights officer once every three years.

## **Signed Policy Statement and Title VI Notice to the Public**

The following sets forth Arvin Transit’s Title VI Policy

Statement: Title VI of the Civil Rights Act of 1964 states:

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

City of Arvin Transit is committed to complying with the requirements of Title VI in all of its programs and activities.

A policy statement signed by the Transit Manager assuring City of Arvin Transit's compliance with Title VI of the Civil Rights Act of 1964 is attached as Exhibit “A”.

## Title VI Complaint Procedures

The City of Arvin Transit has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint and City of Arvin Transit's procedures for investigating complaints, in English, are attached **Exhibit "B."** These procedures, translated into Spanish, are attached as **Exhibit "C."** Both versions of these procedures are posted on the City's website at [www.arvin.org/transportation.htm](http://www.arvin.org/transportation.htm). At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, when, where and why complainant alleges s/he were discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with City of Arvin Transit at the following address:

City of Arvin Transit  
Transit Manager  
Arvin Transit  
165 Plumtree Drive  
Arvin, CA 93203  
By Phone: (661) 854-3139  
By Facsimile: (661) 854-0847

English and Spanish versions of the Title VI Complaint Form are attached as **Exhibits "G"** and **"H."**

### Notification of City of Arvin Transit Title VI obligations

City of Arvin Transit publicizes its Title VI program by posting notices of its commitment to providing services without regard to race, color or national origin at the locations set forth in the table below:

Location Name	Address	City
Main Transit Station	165 Plumtree Drive	Arvin
City Hall	200 Campus Drive	Arvin
Arvin Transit Busses		
Schedule-Riders Guide		
Website	<a href="http://www.arvin.org/transportation.htm">www.arvin.org/transportation.htm</a>	

These notices include the following statements:

- The City of Arvin Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Action of 1964.
- Please contact City of Arvin Transit Manager with questions or comments about City of Arvin Transit's non-discrimination policies, to get additional information, or to file a complaint.

In person or by mail:

Transit Manager  
Arvin Transit  
165 Plumtree Drive  
Arvin, CA 93203

[Email: heshame@arvin.org](mailto:heshame@arvin.org)

By Phone: (661) 854-3139

By Facsimile: (661) 854-0847

Website: [www.arvin.org/transportation.htm](http://www.arvin.org/transportation.htm)

English and Spanish versions of the Title VI Notice to the Public are attached as **Exhibit “D” and “E.”**

### **Record of Title VI investigations, complaints, or lawsuits**

Over the reporting period, City of Arvin Transit had no Title VI complaints, investigations or lawsuits filed against it.

### **Information Regarding Transit-related, Non-elected Planning Boards, Advisory Councils or Committees.**

The *Circular* states that Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees. (See *Circular*, Chap. III-9, paragraph 10.) The City of Arvin Transit does not have any transit-related appointed advisory councils, committees or boards. As such, it is not required to comply with this requirement until such time as it establishes such transit-related advisory councils or committees or similar committees or boards.

### **City of Arvin Transit Limited English Proficiency Outreach Plan**

A full copy of City of Arvin Transit's outreach plan for individuals with limited English proficiency can be found in **Exhibit “F”**. Key elements of the plan include:

- Spanish speaking translators available upon request during normal business hours.
- Route and Schedule brochures available in both English and Spanish.
- Route and Schedule information available in Spanish on the City of Arvin Transit website.
- Transit surveys conducted by City of Arvin Transit available in Spanish.
- Specific public meetings were held for the Spanish speaking community throughout the Arvin Urbanized Area. Information provided in Spanish and translators on site to help with questions or concerns.

### **Summary of Public Participation Efforts**

Over the last reporting period, City of Arvin Transit conducted the following public outreach and involvement activities:

#### **Spanish Service Schedules:**

Currently, service schedules are provided in English and Spanish and made available via paper brochures at the City of Arvin's Transit Station and on the City of Arvin's website.

#### **General Awareness Surveys:**

We conduct onboard rider and general awareness surveys annually. The public outreach entails marketing materials (in English and Spanish) and web site. Future public meetings will be held at other locations where service is also provided. The public will be able to provide feedback on route service recommendations.

#### **Bilingual Outreach:**

City of Arvin's Transit staff provides Spanish-speaking guests with information on public transit services in Spanish. Staff assistance is utilized in outreach programs and offered for programs and public meetings.

#### **Phone Access:**

Transit staff is available to answer questions in Spanish during normal working hours. Language Line and City of Arvin Transit have an agreement whereby City of Arvin Transit staff can contact Language Line and utilize their translations services whenever necessary.

### **Construction Projects:**

The City of Arvin did not undertake any construction projects during the reporting period. Should any projects be taken in the future, a fixed-facility impact analysis to

assess the effects on minority communities will be conducted (i.e. reference-related environmental assessment or environmental impact statement).

### **Information Regarding System-wide Standards and Policies**

As a transit provider that operates less than fifty (50) fixed route vehicles in peak service and which is not located in a urbanized area of 200,000 or more in population, Arvin Transit is not required to comply with most of the requirements of Chapter IV of the *Circular*. However, Arvin Transit is required to comply with one of the requirements set forth in Chapter IV, namely to establish system-wide service standards and policies and include said policies and standards in its Title VI Compliance Program. Attached as Exhibit "I" are the system-wide service standards and policies adopted by the City of Arvin for Arvin Transit.

**Exhibit A**

**CITY OF ARVIN TRANSIT  
TITLE VI  
NON-DISCRIMINATION  
POLICY STATEMENT**

September 8, 2020

Title VI of the Civil Rights Act of 1964 states:

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

City of Arvin Transit is committed to complying with the requirements of Title VI in all of its programs and activities.

Hesham Elshazly  
Transit Manager

## **Exhibit B**

### **TITLE VI COMPLAINT PROCEDURES - ENGLISH VERSION**

Subj: Passenger Discrimination Complaint Procedures Div:

Arvin Transit

#### **General**

Any person who 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 written complaint with City of Arvin Transit.

#### **Procedure**

1. The complaint must meet the following requirements:

a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made.

- The complaint can be mailed to  
165 Plumtree Drive  
Arvin, CA 93203
- The complaint can be phoned  
to: 661.854.3139
- The complaint may be made in person at:  
165 Plumtree Drive  
Arvin, CA 93203

OR

Arvin City Hall - City Manager  
200 Campus Drive  
Arvin, CA 93203

b. Include the date of the alleged act of discrimination, date when the Complainant(s) became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.

- c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal law requires complaints be filed within 180 calendar days.
2. The complaint will be investigated and a determination made. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Claimant will be notified of the resolution.
  3. If the complainant is not satisfied with the resolution, they can appeal it to:

Office of the City Manager  
200 Campus Drive  
Arvin, CA 93203  
Phone 661-854-3134  
Fax 661-854-0817

4. All documents, information and recording (if necessary) will be kept on file at the City of Arvin Transportation Operations and Maintenance Facility at 165 Plumtree Drive, Arvin, CA 93203
5. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor —TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

## **Exhibit C**

### **TITLE VI COMPLAINT PROCEDURES - SPANISH VERSION**

Tema: Procedimientos para la Presentación de Queja por Discriminación del Pasajero Div:

Arvin Transit

#### **General**

Cualquier persona que considere que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, u origen nacional puede presentar una queja por escrito ante City of Arvin Transit.

#### **Procedimiento**

1. La queja debe cumplir los siguientes requisitos:

a. La queja debe ser por escrito y firmada por el/los denunciante(s). En los casos en los que el Denunciante no puede o es incapaz de proporcionar una declaración por escrito, se puede presentar una queja verbal.

- La queja puede ser enviada por correo a:  
165 Plumtree Drive  
Arvin, CA 93203
- La queja se puede presentar por teléfono llamando al  
número: 661.854.3139
- La queja se puede presentar en persona en la dirección:  
165 Plumtree Drive  
Arvin, CA 93203

O

Arvin City Hall – Administrador de la Ciudad  
200 Campus Drive  
Arvin, CA 93203

b. Incluya la fecha del presunto acto de discriminación, la fecha cuando los Denunciantes se dieron cuenta del presunto acto de discriminación; o la fecha en que se suspendió esa conducta o el más reciente caso de la conducta.

- c. Presente una descripción detallada de las cuestiones, incluyendo los nombres y puestos de trabajo de los individuos percibidos como partes en la queja.
  - d. La ley federal requiere que se presenten las quejas dentro 180 días calendario de haber ocurrido la discriminación.
2. Se investigará la queja y se tomará una determinación. La investigación formal de la queja será confidencial e incluirá, pero no se limitará a, los detalles del incidente específico, frecuencia y fechas de los casos y los nombres de cualquier testigo. El demandante será notificado de la resolución.
3. Si el denunciante no está satisfecho con la resolución, se puede apelar a:

Oficina del Administrador de Ciudad  
200 Campus Drive  
Arvin, CA 93203  
Phone 661-854-3134  
Fax 661-854-0817

4. Todos los documentos, información y grabaciones (si es necesario) se mantendrán en los archivos en la Instalación de Operaciones y Mantenimiento de Transporte de la Ciudad de Arvin ubicada en la dirección 165 Plumtree Drive, Arvin, CA 93203
5. Los contactos para las distintas jurisdicciones administrativas de Título VI son los siguientes:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor —TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

## **Exhibit D**

### **TITLE VI NOTICE TO THE PUBLIC - ENGLISH**

#### **CITY OF ARVIN TRANSIT Title VI Notice & Complaint Process**

The City of Arvin Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Action of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City.

#### **Complaints may be filed with Arvin Transit as follows:**

- The complaint may be made in person at, or mailed to:  
City of Arvin Transit  
Transit Manager  
165 Plumtree Drive  
Arvin, CA 93203, OR  
  
Arvin City Hall - City Manager  
200 Campus Drive  
Arvin, CA 93203
- The complaint can be phoned to City of Arvin Transit:  
661.854.3139

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the City's web site at [www.arvin.org/transportation.htm](http://www.arvin.org/transportation.htm) or by calling (661) 854-3139. Arvin Transit will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

## Exhibit E

### TITLE VI NOTICE TO THE PUBLIC - SPANISH

#### **CITY OF ARVIN TRANSIT Aviso y Proceso de Queja del Título VI**

City of Arvin Transit se compromete a garantizar que ninguna persona sea excluida de participar en o negado los beneficios de sus servicios por motivos de raza, color u origen nacional, conforme a lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que considere que ha sido objeto de discriminación por motivos de raza, color u origen nacional conforme a Titulo VI, puede presentar una queja de Titulo VI ante la Ciudad.

#### **Las quejas se pueden presentar ante Arvin Transit de las siguientes maneras:**

- La queja se puede presentar en persona en, o enviado por correo a:  
City of Arvin Transit  
Transit Manager  
165 Plumtree Drive  
Arvin, CA 93203, OR  
  
Arvin City Hall – Administrador de la Ciudad  
200 Campus Drive  
Arvin, CA 93203
- La queja se puede presentar por teléfono llamando a City of Arvin Transit: 661.854.3139

Una copia del Formulario de Queja del Título VI (en inglés o en español) y cualquier información adicional se puede obtener en el sitio web de la Ciudad en [www.arvin.org/transportation.htm](http://www.arvin.org/transportation.htm) o llamando al (661) 854-3139. Arvin Transit le proporcionará ayuda adecuada a los denunciantes que están limitados en su capacidad de comunicarse en inglés.

**Exhibit F**

**CITY OF ARVIN TRANSIT SERVICES LIMITED  
ENGLISH PROFICIENT (LEP) PLAN  
September 8, 2020**

City of Arvin Transit is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). City of Arvin Transit consulted the USDOT's LEP Guidance and performed a four factor analysis of our contact with the public to determine the appropriate mix of LEP services to offer.

**Four Factor Analysis:**

**1. The nature and importance of service provided by City of Arvin Transit.**

City of Arvin Transit provides important transit services to the public through its fixed route and paratransit programs. City of Arvin Transit provides a link between the rural areas and the downtown center of City of Arvin which offers shopping, healthcare and other services the public accesses frequently. Arvin Transit also provides a link between the City of Arvin and the, unincorporated community of Lamont, the City of Bakersfield and the Tejon Commercial/Industrial complex located adjacent to State Route 99.

**2. The number or proportion of LEP persons in the service area.**

Data was gathered from the following sources to identify information on persons who do speak languages other than English at home and who speaks it less than well or not at all and would be classified as limited English proficient or "LEP":

- a) 2010 Census Data
- b) Census Bureau's American Community Survey and Fact Finder Surveys.
- c) Department of Labor LEP Special Tabulation website.

A review of the census data on the numbers of limited English proficient or LEP persons revealed that in City of Arvin, the highest percentage of total population 5 years and over that spoke a language other than English at home were Spanish speakers. The total Spanish speaking population was 82.7% of the 19,304 total population of City of Arvin (see U.S. Census Bureau Data). The percentage of Spanish speaking **LEP** individuals that spoke English "not well" or "not at all" in Arvin was approximately 32.9%.

**3. The frequency with which LEP individuals come into contact with the service.**

We serve **LEP** persons daily via our buses, contracted services, paratransit, and demand response services. The staff in our administrative offices speak Spanish and can translate in person or over the phone as needed. We have an average of 0 (zero) calls a month that require translations when Spanish speaking employees are unavailable and had no calls for languages other than Spanish.

**4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.**

City of Arvin Transit currently provides some information in Spanish such as surveys, bus routes and fares, public service announcements and information on the buses. City of Arvin Transit has experienced staff members who are fluent in both Spanish and English.

**Implementation Plan:**

Based on the four factor analysis, City of Arvin Transit recognizes the need to continue providing language services in the region. A review of City of Arvin Transit relevant programs, activities and services that are being offered or will be offered by the City of Arvin as of September, 2020 include:

- Spanish speaking translators are available upon request during normal business hours.
- Route and Schedule brochures are available in both English and Spanish.
- Route and Schedule information available in Spanish on the City of Arvin website.
- Transit surveys conducted by City of Arvin Transit are available in Spanish.
- Specific public meetings are held to the Spanish speaking community in City of Arvin. Information was provided in Spanish and translators were on site to help with questions or concerns.
- City of Arvin Transit will expand its Rider Training program to include Spanish-speaking volunteers to assure Spanish-speaking customers have the opportunity to be taught how to ride the bus through training and through one-on-one assistance.
- The following vital documents have been or will be translated into Spanish, the LEP language within Arvin Transit's service area:
  - Title VI Notice to Public
  - Title VI Complaint Procedures
  - Title VI Complaint Form
  - Rider Guides, where practical
  - Signage advertising Arvin Transit's language assistance program
  - System map, where practical
  - Individual route schedules, where practical

Going forward, the extent of Arvin Transit's ability and obligation to translate written documents will be determined on a case-by-case basis, by looking at all elements presented in the Four Factor Analysis.

City of Arvin Transits' outreach and marketing initiatives have yielded a list of community organizations that serve populations with limited English proficiency. The Arvin Urbanized Area incorporates certain non-incorporated areas of the County

of Kern. The following list of community organizations and school systems will be contacted to assist in gathering information and see what services are most frequently sought by the LEP populations:

Arvin Unified School District  
Kern High School District  
Arvin High School  
Grimmway Academy  
Child Welfare Services  
Employment Development Department  
Kern County WIC Program  
A Committee For A Better Arvin  
Adelante Coalition - Arvin  
Dolores Huerta Foundation  
Farmworkers Institute for Education and Leadership Development  
(FIELD)

City of Arvin will contact the community organizations that serve LEP persons, as well LEP persons themselves, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve City of Arvin's services to assure non-discriminatory service to LEP persons. City of Arvin will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

### **Safe Harbor**

**Additionally, in order to comply with the Department of Justice's established safe harbor, City of Arvin will ensure that, at a minimum, the following will be provided:**

**(a) City of Arvin will provide written translations of vital documents for each eligible LEP language group that constitutes five percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or**

**(b) If there are fewer than 50 persons in a language group that reaches the five percent trigger in (a), City of Arvin will not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.**

### **Staff Training:**

The following training has and/or will be provided to all staff:

- Information related to the City of Arvin's Title VI Compliance Program;
- Information pertaining to the City of Arvin's Limited English Proficient (LEP) Plan;
- Description of language assistance services offered to the public, including,

- Spanish Service Schedules: Currently services schedules are provided in English and Spanish. They are made available via paper brochures at the City of Arvin's Transit Station and on the City of Arvin's website.
- Spanish Route and Schedule Brochures: Brochures are available in both English and Spanish.
- Spanish Transit Surveys: Surveys conducted by the City of Arvin Transit are available in Spanish.
- Spanish Public Meetings: Specific public meetings were and are held for Spanish speaking community throughout the Arvin Urbanized Area. Information is provided in Spanish and translators are on site to help with questions or concerns.
- Translator Phone Access: Transit staff is available to answer questions in Spanish during normal working hours. Language Line and the City of Arvin Transit have an agreement whereby City of Arvin Transit staff can contact Language Line and utilize their translations services whenever necessary;
- How to document and log language assistance requests; and
- Where to direct and manage potential Title VI Complaints.

**Exhibit G**

**ARVIN TRANSIT TITLE VI COMPLAINT FORM**

<b>Section I:</b> Please write legibly		
1. Name:		
2. Address:		
3. Telephone:		Secondary Phone: <i>(Optional)</i>
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to #6, go to Section III		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual?:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	Yes	No
<b>Section III:</b>		
11. 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		
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. 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.		

**ARVIN TRANSIT TITLE VI COMPLAINT FORM**

**PAGE 2**

<b>Section IV:</b>		
14. Have you previously filed a Title VI complaint with Arvin Transit?	Yes	No
<b>Section V:</b>		
15. Have you filed this complaint with any other Federal, State, or local agency, Federal or State court? <span style="float:right">or with any</span>		
<input type="checkbox"/> Yes* <input type="checkbox"/> No		
*If yes, check and fill-in all that apply:		
<input type="checkbox"/> Federal Agency _____	<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> Local Agency _____	
<input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Telephone:	Email:	
<b>Section VI:</b>		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint.

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 Arvin Transit Division  
Attn: Transit Manager  
165 Plumtree Drive  
Arvin, California 93203

**Exhibit H**

**FORMULARIO DE QUEJA DEL TÍTULO VI DE ARVIN TRANSIT**

<b>Sección I:</b> Por favor escriba de manera legible		
1. Nombre:		
2. Dirección:		
3. Teléfono:		Teléfono Secundario: <i>(Opcional)</i>
4. Dirección de Correo Electrónico:		
5. ¿Requisitos de Formato Accesible?	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Cinta de Audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro Formato
<b>Sección II:</b>		
6. ¿Presenta esta queja en nombre propio?	Sí*	No
*Si usted contestó "sí" a pregunta #6, vaya a la Sección III		
7. Si usted contestó "no" a la pregunta #6, ¿cuál es el nombre de la persona en cuyo nombre usted presenta esta queja? Nombre:		
8. ¿Cuál es su relación con esta persona?:		
9. ¿Por favor explique porque usted ha presentado esta queja para un tercero:		
10. Favor de confirmar que usted obtuvo el permiso de la parte agraviada para presentar esta queja en su nombre.	Sí	No
<b>Sección III:</b>		
11. Considero que la discriminación de la que fui objeto se basó en ( <i>marque todos los que correspondan</i> ):  <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
12. Fecha de la presunta discriminación: (mm/dd/aaaa)		
13. Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que participaron. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (discriminaron) a usted (de ser conocido(s)), así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use el dorso de este formulario.		

**FORMULARIO DE QUEJA DEL TÍTULO VI DE ARVIN TRANSIT**  
**PÁGINA 2**

<b>Sección IV:</b>		
14. ¿Ha presentado anteriormente una queja de Título VI ante Arvin Transit?	Sí	No
<b>Sección V:</b>		
15. ¿Ha presentado esta queja ante cualquier otra agencia Federal, tribunal Federal o Estatal? <span style="float:right">Estatal, o local, o ante cualquier</span>		
[ ] Sí*    [ ] No		
*Si contestó sí, marque cada casilla que corresponda y llene la información correspondiente: ]		
[ ] Agencia Federal	[	Agencia
Estatal		
[ ] Tribunal Federal	[	Agencia Local
[ ] Tribunal Estatal		
16. Si usted contestó "sí" a la pregunta #15, proporcione la información acerca de una persona de contacto en la agencia o tribunal donde se presentó la queja.		
Nombre:		
Puesto:		
Agencia:		
Teléfono:		Correo Electrónico:
<b>Sección VI:</b>		
Nombre de la Agencia de Tránsito contra la que se presenta la queja:		
Persona de Contacto:		
Teléfono:		

Puede adjuntar cualquier material escrito u otra información que usted considere pertinente para su queja.

Se requiere firma y fecha a continuación para terminar de llenar este formulario:

Firma

Fecha

Favor de presentar este formulario en persona o enviar por correo a la dirección a continuación:  
 City of Arvin Transit Division Attn: Transit Manager  
 165 Plumtree Drive  
 Arvin, California 93203

## Exhibit I

### **ADDITIONAL INFORMATION FOR TRANSIT PROVIDERS THAT OPERATE LESS THAN 50 FIXED ROUTE VEHICLES IN PEAK SERVICE AND ARE NOT LOCATED IN URBANIZED AREA (UZA) OF 200,000: SYSTEMWIDE POLICIES AND SERVICE STANDARDS**

#### **Effective Practices to Fulfill the Service Standard Requirement**

#### **1. Vehicle Load Standards**

- 1.1 Inter-City/Community Buses: Loads are not to exceed 1.0 passenger/seat.
- 1.2 Local Service: Loads are not to exceed 1.25 passengers/seat.

#### **2. Vehicle Headway Standards**

Arvin Transit operates four-fixed route bus routes, Arvin-City, Arvin-Lamont, Arvin-Bakersfield and Arvin-Tejon, Monday through Friday. Arvin Transit does not operate on Saturday and Sunday. The following sets forth the headways for each of the bus routes:

- 2.1 Arvin-City: 30 minute headways from 7:00 a.m. until 4:00 p.m.
- 2.2 Arvin-Lamont: 1 hour headways from 7:00 a.m. until 4:00 p.m.
- 2.3 Arvin-Bakersfield: 1 hour, 40 minute headways with buses leaving the Arvin Transit station at 8:00 a.m. and 11:30 a.m.
- 2.4 Arvin-Tejon Industrial Complex: 1 hour headways with buses leaving the Arvin Transit Station at 4:00 a.m. and 1:00 p.m. Arvin Transit will explore the possibility of increasing the frequency of this route as the Tejon Industrial Complex continues to develop and offer employment opportunities to Arvin residents.
- 2.5 Arvin Dial A Ride: operates on an as-needed basis

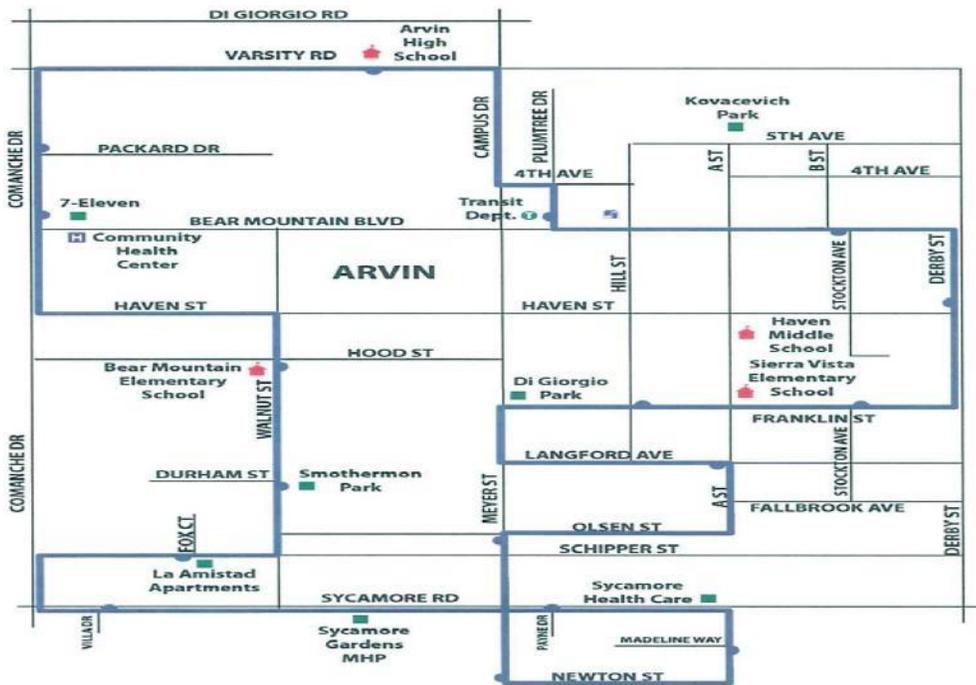
#### **3. On-Time Performance Standards**

- 3.1 Fixed Route [Local and Inter-City/Community]
  - Arvin Transit endeavors to operate with no early departures before the time shown in the schedule brochure.
  - 98 percent of all trips should be operated “on-time,” defined as departing a published time-point no more than five (5) minutes later than the published scheduled to accommodate the deviation pick-ups.
- 3.2 Demand Response [Dial-A-Ride]

- 98 percent of all monthly trips operate on-time five (5) minutes past the scheduled pick-up time, with the pick-up time, defined as within the 15 minute manifest block.

4. **Service Availability Standards**

4.1 Local Service: Arvin Transit’s entire service area population includes approximately 19,304 individuals, per the 2010 census and shown in the map below. Of this Arvin Transit currently serves 90 percent of its total service area population, individuals who live within 1/4 mile of Arvin Transit’s fixed route service area or live within the Dial-A-Ride service area which is depicted on the map below.



4.2 Demand Response: 100 percent of all trips requested by ADA-qualified patrons within the Arvin Transit service area shall be accommodated.

## Effective Practices to Fulfill the Service Policy Requirement

### 1. Vehicle Assignment Policy

- 1.1 Fixed Route [Local and Inter-City/Community]: Bus assignments take into account the operating characteristics of the various buses within the Arvin Transit fixed route fleet, which are matched to the operating characteristics of the route. In the absence of specific operating requirements, vehicle assignments will be done so as to ensure an equal use rotation of fleet vehicles throughout the routes in the Arvin Transit system.
- 1.2 Demand Response: Except for situations requiring the assignment of a trip to a specific vehicle for reasons such as lift capacity, interior clearance or operating characteristics within the service area, demand response trips shall be assigned so as to ensure that vehicles are randomly operated in these services.

### 2. Transit Amenities Policy

The following policies will be applied as funding allows:

- 2.1 Installation of a shelter should be considered at bus stops with an average per trip boarding of 10 or more passengers. Waste receptacles have been installed at locations with shelters. Seating/benches should be considered at bus stops with an average per trip boarding of 5 or more passengers.
- 2.2 Priority for benches and shelters should be given to bus stops serving senior housing or activity centers, or facilities which serve clients with mobility impairments.