

# City of Herington and Hilltop Community Center

## City of Herington/Hilltop Community Center

### Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

*City of Herington and Hilltop Community Center has been providing transportation to the General Public for over 10 years. We provide Medical, Employment, Educational and Personal rides all within Herington city limits.*

2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

*City of Herington and Hilltop Community Center would notify the public for any fare changes, service hour changes, demand response changes and policy or procedure changes.*

3. Brief description of the proactive public participation strategies would be used.

All public notifications would be planned as follows:

- Public hearings/meetings/workshops to be held at convenient times and accessible locations
- Various advertising platforms would be utilized(Herington Times, Local T.V. Channel 4, website, and announcements posted in area business'.
- A contact list on the website that includes: Interested members of the public, elected officials, local government staff, KDOT Public transit staff and local media
- When possible, an email would be sent to various list services, including local doctors, schools, business'.

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- Direct mailings to the donor mailing list
4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, Work with existing neighborhood and advocacy organizations).

*The City of Herington and Hilltop Community Center would meet the needs if notified in advance and by following the Limited English Proficiency Plan.*

5. Brief description of the desired outcomes of the agency's public participation efforts.
- The agency desires to have actively engaged transit riders, stakeholders and members of the general public in the decision making process.
  - The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.
  - The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public
  - The agency will provide responses to all public input as appropriate.

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- The agency will have facilitated effective communication among a diverse group of stakeholders.
- The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.

6. Brief summary of recent outreach efforts over the past three years.

*The City of Herington and Hilltop Community Center continues to encourage all transit riders and residents to give feedback to the City of Herington and/or Hilltop Community Center in writing or by attending a city Council meeting.*

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## **Hilltop Community Center**

### **Limited English Proficiency (LEP) Preview**

The purpose of developing an LEP plan, as a recipient of federal funds, is to identify the extent of LEP individuals and identify ways that the transit agency can reduce and/or eliminate the barriers to LEP individuals.

#### **Four Factor Analysis**

(1) Identify number of or proportion of LEP individuals that can utilize the service provided by *(City of Herington and Hilltop Community Center): Using the 2007 - 2011 American Community Survey data, we find that there are no language groups that fit the criteria of more than 5% of total population and more than 50 persons who "speak English less than very well. We do serve some individuals who would be categorized as this. In that case, we rely on an interpreter to assist us with communication and scheduling rides for those individuals.*

(2) Identify the frequency in which LEP individuals come in contact with the service:

*Although there are no language group that currently qualify as a LEP group, we serve a few language group on a regular basis.*

(3) Identify the importance of the service to the LEP community:

*We provide general public transportation for medical, educational, employment and personal reasons to the general public in our community of the city limits of Herington. We go through an interpreter to communicate and schedule rides for those individuals who speak English less than very well.*

(4) Identify the resources available and the respective costs of these resources:

*Currently, the interpreters are volunteers or family members of the individuals who speak English less than very well, so there is no cost associated with this service.*

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## Limited English Proficiency Plan

Utilizing the information collected develop a plan to provide necessary assistance to LEP persons.

### Identified LEP individuals

*There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.*

### Language Assistance Measures

As we do now, we would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We would use online translation tools, Braille services, sign language interpreters as well as contacting the Herington School District to assist with any language barriers we would encounter.

### Training Staff

The dispatcher will communicate with the interpreter to schedule the rides. The drivers will communicate as best as possible with the riders during the route.

### Providing Notice

The LEP Plan will be posted on the City of Herington website, [www.cityofherington.com](http://www.cityofherington.com)

LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Lori Dornbusch and can be reached via phone at (785)258-2956.

### Monitoring and Updating LEP Plan

The City of Herington/Hilltop Community Center will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agencies service area are deemed significant in regards to LEP persons.