

Title VI—Language Assistance



Overview

- ▶ DART wishes to ensure that English language proficiency is not a barrier to meaningful access to its benefits and services.
- ▶ DART has conducted some analysis of available data to determine what the language needs of the communities it serves are, and developed a plan for providing appropriate language assistance.
- ▶ DART has various ways of providing general language assistance, but due to the prevalence of Spanish speakers in our community, DART exerts additional focus on providing key documents and public information in Spanish.

Who needs language assistance?

- ▶ 12.4 percent of Polk County residents age 5 and over speak a language other than English at home
- ▶ 5.7% of residents speak English “less than very well”
- ▶ Spanish is the most prevalent language among residents who speak English less than “very well”

LANGUAGE SPOKEN AT HOME (5 YEARS AND OVER)	ESTIMATE	PERCENT
English only	361,177	87.6%
Language other than English	51,126	12.4%
Speak English less than “very well”	23,518	5.7%
<i>Spanish</i>	24,150	5.9%
<i>Speak English less than “very well”</i>	11,640	2.8%
<i>Other Indo-European Languages</i>	10,013	2.4%
<i>Speak English less than “very well”</i>	3,735	0.9%
<i>Asian and Pacific Islander Languages</i>	11,402	2.8%
<i>Speak English less than “very well”</i>	5,667	1.4%
<i>Other Languages</i>	5,589	1.4%
<i>Speak English less than “very well”</i>	2,487	0.6%
TOTAL	412,303	100%

General Language Assistance

- ▶ DART's website has the ability to translate into 103 different languages
- ▶ Real-time translation services available for customer assistance (dial-in at customer service window)
- ▶ Translation services available at all public meetings by request
- ▶ Translation of key DART documents available upon request
- ▶ Many DART staff are bilingual, including front line Customer Service staff and bus operators



Spanish Language Assistance

- ▶ Spanish translation of DART policies and services on DART's website
- ▶ Announcements and other onboard notices provided in English and Spanish
- ▶ Title VI policy and complaint form are translated in Spanish
- ▶ Onboard passenger surveys available in Spanish
- ▶ DART's automated telephone schedule information line includes a Spanish translation option

Título VI Formulario de Queja Des Moines Area

Regional Transit Authority (DART)

DART se ha comprometido a garantizar que ninguna persona sea excluido de participar en o que les nieguen los beneficios de nuestro servicios basado en raza, color u origen nacional, conforme a lo previsto en el Título VI del Acta de Derechos Civiles de 1964, en su forma enmendada. Las quejas de Título VI deben ser presentadas dentro de los 180 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para que nos ayude en la tramitación de su queja. Si necesita cualquier ayuda para completar este formulario, por favor póngase en contacto el DART con nuestro Mánager de Servicio Al Cliente al (515) 283-8131. El formulario completo debe ser devuelto a DART, Mánager de Servicio Al Cliente, 1100 DART Way, Des Moines, IA 50309.

Su nombre:	Número de Teléfono:
Dirección:	Suplente Número de Teléfono:
	Ciudad, Estado y Código Postal:
Si no fue usted, por favor de el nombre de la(s) persona(s) que sufrió la discriminación. Nombre(s):	
Dirección, Ciudad, Estado y Código Postal:	

¿Cuáles de las siguientes opciones describe mejor la Fecha del Incidente: razón de la supuesta discriminación? (Marque uno)

*Raza *Color *Origen Nacional
 *Habilida de Ingles Limitada Otro: _____

La Fecha de Incidente: _____
 El Tiempo de Incidente: _____

Language Assistance Partnerships

DART Partners with local Human Services Agencies to provide:

- ▶ “How to Ride” training for new lowans
- ▶ Multilingual pocket transit guides
- ▶ Train the Trainer “How to Ride” training for agency staff
- ▶ A reduced price pass program for refugees participating in agency programs

DART POCKET GUIDE

Plan your trip



WEB | ridedart.com
GOOGLE MAPS | google.com/maps



My stop # is: _____
My Route # is: _____
My destination stops are: _____





Feedback needed

- ▶ Please provide feedback on how DART can better provide language assistance so that English language proficiency is not a barrier to accessing DART's services.
- ▶ Some suggestions may be implemented as part of our updated plan, and others may need to be documented for considerations as resources allow.