



**CONCHO VALLEY TRANSIT
BOARD OF DIRECTORS MEETING**

Wednesday, March 13, 2024 at 3:00 p.m.
Concho Valley Council of Governments
5430 Link Rd, San Angelo, Texas 76904 and via Teleconference

The meeting place is accessible to persons with disabilities. If assistance is needed to observe or comment, please call the CVCOG office at 325-944-9666 at least 24 hours prior to the meeting.

Join By Zoom Teleconference - <https://us06web.zoom.us/j/84068566499>

*Meeting ID: **840 6856 6499** *Passcode: **983675**

833 548 0282 US Toll-free

877 853 5247 US Toll-free

888 788 0099 US Toll-free

833 548 0276 US Toll-free

Agenda

NOTICE: The Concho Valley Council of Governments may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Executive Committee reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

BUSINESS

1. Determination of Quorum and Call to Order
2. Invocation and Pledge of Allegiance
3. Public Comment
4. Consider and take appropriate action concerning the minutes from the February 14, 2024 Meeting.

REGULAR AGENDA

5. Consider and take appropriate action concerning Checks in excess of \$2,000 for December 2023.
6. Presentation of the CVTD Annual Financial Single Audit for FY 22-23 by Condley and Company, LLP.
7. Consider and take appropriate action concerning the request to award a contract to Sames Bastrop Ford, Inc. for the one-time purchase of a support truck for CVT in an amount not to exceed \$60,000.
8. Consider and take appropriate action concerning the revisions to the ADA Paratransit Services Guidebook.
9. Consider and take appropriate action concerning the revisions to the Title VI Complaint Procedures in both English and Spanish.
10. Consider and take appropriate action concerning the revisions to the Title VI Plan.

11. INFORMATION ITEMS AND REPORTS

- a. Review of the CVTD Monthly Financials for December 2023 (Balance Sheet, Schedule of Revenue by Source, and Grant Detail)
- b. Report from the Director of Transportation – Jeff York

12. Consideration of any other business.

13. ADJOURNMENT

The Concho Valley Council of Governments reserves the right to conduct an executive/closed session at any time during the course of this meeting to discuss any matter listed on the agenda posted for this meeting, as needed, pursuant to one or more authorized and applicable exceptions to an open meeting described in Chapter 551 of the Texas Government Code (the Texas Open Meeting Act), including but not limited to the following statutory exceptions: Texas Government Code Sections 551.071 and 551.129 (Consultation with Attorney), 551.072 (Deliberation Regarding Real Property), 551.073 (Deliberation Regarding Prospective Gift or Donation), 551.074 (Personnel Matters), 551.076 and 551.089 (Deliberation Regarding Security Devices or Security Audits), or 551.087 (Deliberation Regarding Economic Development Negotiations).

*Posted in accordance with the Texas Government Code, Title V, Chapter 551, Section .053 this,
8th day of March 2024.*



John Austin Stokes, Executive Director



BOARD OF DIRECTORS MEETING MINUTES

Wednesday, February 14, 2024

The Concho Valley Transit District Board of Directors met on Wednesday, February 14, 2024 at 2:45 p.m. at 5430 Link Rd., San Angelo, Texas 76904 and via Zoom Teleconference.

Members present were:

Harry Thomas, Chairman, COSA Council Member, District 3
Molly Criner, Vice-Chairman, Irion County Judge
Hal Spain, Coke County Judge
Frank Tambunga, Crockett County Judge
Charlie Bradley, Schleicher County Judge
Frank Trull, McCulloch County Judge
Karen Hesse Smith, COSA Council Member, District 5 via Zoom
Hal Rose, Kimble County Judge via Zoom
Mike Knittel, Sterling County Judge
David Dillard, Concho County Judge
Jim O'Bryan, Reagan County Judge
Sheree Hardin, Mason County Judge

Members absent were:

Jody Harris, Sutton County Judge
Brandon Corbin, Menard County Judge
Larry Miller, COSA Council Member, District 6
Lane Carter, Tom Green County Judge

BUSINESS

Councilman Harry Thomas, Chairman, announced the presence of a quorum and called the meeting to order at 2:45 p.m.

Judge Molly Criner gave the invocation and led the Pledge of Allegiance.

There was no public comment.

APPROVAL of the Minutes

Judge David Dillard made a motion to approve the Meeting Minutes from January 10, 2024. Judge Charlie Bradley seconded the motion. No questions or discussion. The motion passed unanimously.

APPROVAL of Checks

Audrey Aguirre, Finance Manager, presented the checks in excess of \$2,000 written for November 2023. Judge David Dillard made a motion to approve the checks as presented. Judge Molly Criner seconded the motion. No questions or discussion. The motion passed unanimously.

APPROVAL to request to award a contract to Spare Labs, Inc. for CVT dispatch and scheduling services for a one-time implementation fee of \$97,500 and recurring annual costs of \$2,500 per dedicated vehicle. Contract includes an initial term of two years with options

to renew for three additional one-year periods. Total 5-year contract value not to exceed \$722,500

Jeff York, Director of Transportation, requested to award a contract to Spare Labs, Inc. for CVT dispatch and scheduling services for approval. Judge Charlie Bradley made a motion to approve the request as presented. Judge Molly Criner seconded the motion. No questions or discussion. The motion passed unanimously.

DIRECTOR'S REPORT

Jeff York, Director of Transportation, reported on the statistics, rural ridership, county ridership statistics, urban ridership, fixed route ridership comparison, and the fixed route comparison, all for the month of January. Mr. York reported on CVT's safety metrics and the recent topics of their safety meetings for January. The safety topic was Speeding & LLLC (Look Ahead, Look Around, Leave Room and Communicate). He also shared information that he received from the TxDOT semiannual Transit Operators Business Meeting regarding going with electric transportation. There is no action to take, as this is an informational item only.

ADJOURNMENT

There being no other items to discuss, Judge Charlie Bradley made a motion to adjourn the meeting. Judge Molly Criner seconded the motion. Councilman Harry Thomas adjourned the meeting at 3:06 p.m.

Duly adopted at the meeting of the Concho Valley Transit District Board of the Concho Valley Council of Governments on this 13th day of March 2024.

Councilman Harry Thomas, Chairman

Judge Molly Criner, Vice-Chairman

CVTD
Check/Voucher Register
From 12/1/2023 Through 12/31/2023

Document Number	Document Date	Name	Transaction Description	Document Amount
25831	12/5/2023	AT&T MOBILITY	Mobile srvc & data fees for DR tablets 9/26/23-10/25/23	2,479.96
25837	12/5/2023	ENGINE PRO MACHINE LLC	1870- R&R Rear AC comps & drv belt & rchrg	2,968.54
	12/5/2023	ENGINE PRO MACHINE LLC	2022- LVL D Oil Change	2,860.00
25839	12/5/2023	G&G AUTOMOTIVE	1309-scan & dgns trnsmn shift issues, R&R fluid temp sensor	3,380.53
25844	12/5/2023	WEX BANK	Fuel for transit vehicles 10/24/23-11/23/23	18,855.62
25845	12/5/2023	TELEPHONE PROFESSIONAL COMMUNICATION INC	Installment of 10 network drops for CVT depot	2,520.00
25853	12/12/2023	ENGINE PRO MACHINE LLC	2021- LVL D oil change	<u>2,860.00</u>
Report Total				<u><u>35,924.65</u></u>



Memo

To: CVTD Board of Directors

From: Jeff York - Director of Transportation

Date: 3/13/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 7

ITEM 7

Jeff York, Director of Transportation is seeking consideration and approval to award a contract to Sames Bastrop Ford, Inc. for the one-time purchase of a support truck for CVT in an amount not to exceed \$60,000.

Approved at the CVTD Board Meeting on March 13, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner

ADA Paratransit Services Guidebook:

Cover- new logo

Page 13- 30 days to 7 days and GM to Director of Transit

Title VI Procedures- ENG and SPAN:

Page 2- #12. within 7 business days

Title VI Policy:

Cover- new logo

Page 5- 2020-2023 to 2023-2025 and Judge Steve Smith to Councilman Harry Thomas, CVT Board Chairman

Page 11- #12 within seven business days

Page 16- Spelling: polulation to population

Page 18- counties missing Kimble and Reagan

Page 19- Removed: "The available budget that could be currently devoted to additional language assistance expenses \$. This amount is likely to be stable over time."

Spelling: Brail to braille

Page 21- [Insert Agency Name] to Concho Valley Transit

Page 24- Address updated to 510 N Chadbourne and inserted "business" to 7 days

Page 32- 5 fixed routes to 9 fixed routes

Page 36- 2018-2019 to 2023-2024

Page 37- #2. Headway 60 minutes to 50 minutes. Removed lunch hour.

#4. Removed "If a customer is not at designated pick-up location but flags the bus to stop the bus will stop at the nearest safe location to conveniently accommodate the customer"

Page 42- update address to 510 N Chadbourne

Page 44- update address to 510 N Chadbourne

Updated ACS Census data 2013-2017 now 2018-2022



ADA Paratransit Services Guidebook

*Concho Valley Transit
510 N. Chadbourne St.
San Angelo, TX 76903
1-877-947-8729*

Board Approved & Revised
9-14-2022

Agency Overview

Concho Valley Transit District

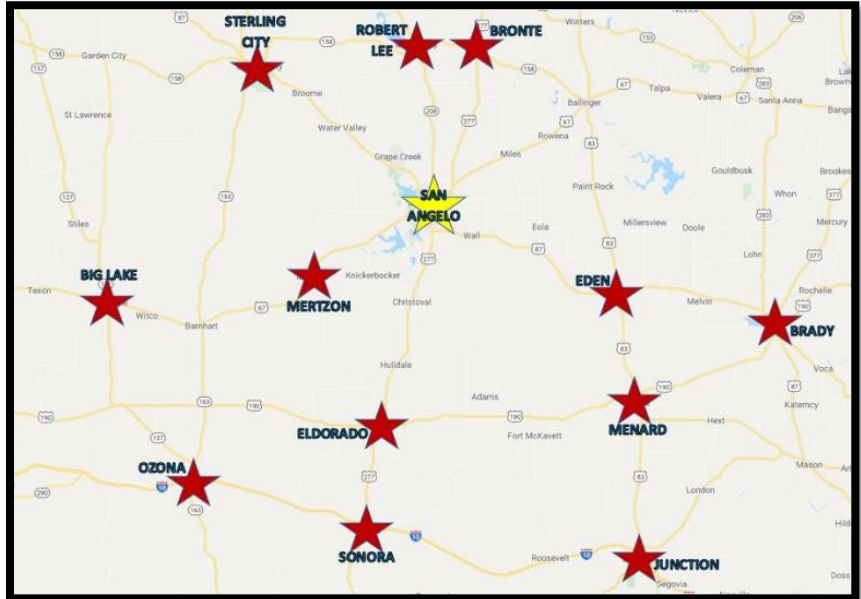
The Concho Valley Transit District (CVTD) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. CVTD serves as a rural transit district (RTD) for 12 counties in central and western Texas, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green Counties. In 2006, CVTD took over the responsibility from the City of San Angelo to provide public transportation for the San Angelo urbanized area (UZA), and CVTD serves as an urban transit district (UTD) as well.

As a rural transit district, CVTD operates demand-response service in rural areas of Tom Green County and all of the rest 11 counties. CVTD develops a fixed schedule for each county to provide regular out-of-county bus service. As an urban transit district, CVTD operates fixed-route service and ADA

paratransit service within the city limit of San Angelo, and for the San Angelo UZA outside the city limit. In addition, CVTD contracts with American Medical Response (AMR) to provide non-emergency medical transportation for eligible residents in the entire Concho Valley Region. CVTD also partners with several local agencies and organizations, such as Foster Grandparents, Senior Companion and Area Agency on Aging, to provide transit services to their clients.

The Concho Valley Council of Governments (CVCOG) is the parent agency of CVTD.

CVT's website: www.cvtd.org



Title VI Compliance

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B.

For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvtd.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

Americans with Disabilities Act (ADA) Information



Materials can be provided in alternative formats by contacting Concho Valley Transit at 325.947.8729 or cvtdinfo@cvcog.org.

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CVT's ADA Para-Transit Program

What is ADA Para-Transit?

ADA Para-Transit is a program administered by Concho Valley Transit and provides destination-to-destination public transportation to riders who qualify for one or both of the following services currently offered by the program:

ADA Service

Concho Valley Transit's ADA Service (sometimes called Para-transit Service) provides specialized transportation for people with disabilities who are not able to fully utilize the fixed-route public transportation system. This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed route service. Concho Valley Transit's ADA Service can be used to travel from any origin to any destination citywide during the same days and hours of operation as the fixed route.

Eligibility and Certification

Who is eligible for ADA Para-transit Service?

Eligibility for Concho Valley Transit ADA Para-transit service is based on a person's inability to use the fixed-route bus system due to a disability. ADA regulations provide that a person may be eligible for Para-transit services under one of the following three categories:

Category 1: (Section 37.123(e) (1) of the ADA regulations).

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

- This applies to those persons who are unable to use fully accessible fixed-route bus service and includes those individuals who cannot independently navigate the fixed-route system.

Category 2: (Section 37.123(e) (2) of the ADA regulations).

"Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

- This applies to an individual who would be able to use the fixed-route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category 3: (Section 37.123(e) (3) of the ADA regulations).

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

- This applies to an individual who, because of his/her disability, cannot access a particular bus stop to board the fixed-route bus system or cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls.
- *Note: A condition which makes traveling to a boarding location or from a disembarking location more difficult but does not prevent the travel; or environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, form a basis for eligibility.*

Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA Para-transit types of eligibility:

Unrestricted – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route bus system as determined during the eligibility process. Conditional eligibility may be approved based on weather conditions, unfamiliarity of trips, specific origins or destinations, time of day, etc.

Service for Visitors

Visitors to the San Angelo area can use Concho Valley Transit for up to 21 calendar days a year by providing proof of ADA eligibility in another city or other documentation that they have a health condition or disability which prevents them from using regular buses. For information on Visitor Status with Concho Valley Transit, please call 1-877-947-8729.

How do I apply for CONCHO VALLEY TRANSIT Service?

All Concho Valley Transit customers must complete an application. Applications are available at the Concho Valley Transit offices, and can be picked up in person Monday – Friday from 8:00 AM to 5:00 PM. You may also request to have an application mailed to your home address by calling Concho Valley Transit at 1-877-947-8729 and speaking with a Customer Service Agent. For your convenience, we have also added a link to the application on our website at www.cvttd.org.

Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Please mail your completed application along with any supporting documentation to:

Concho Valley Transit
Attn: ADA Records - CONFIDENTIAL
510 N. Chadbourne Street
San Angelo, TX 76903

Within 21 days of CVT receiving a **completed** application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the finding. The applicant may appeal the decision by following the administrative appeals process as outlined in this document.

Recertification of Eligibility

Each Concho Valley Transit customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

Service Area and Hours

When and where can I travel?

The Concho Valley Transit ADA Para-Transit service program is designed to be an extension of, or complement to the fixed route service. The service area and hours generally follow the service provided by the fixed route busses.

ADA eligible customers can travel anywhere within the city limits of San Angelo during the same days and hours of operation as CVT fixed route services. Please note that changes made to service levels of the fixed-route bus schedules may affect Concho Valley Transit ADA Para-Transit service. Please visit www.cvtd.org for a detailed map of all fixed routes and their current service area or ask your Concho Valley Transit Customer Service Agent for information.

Holiday Service

Concho Valley Transit does not provide ADA service on the following Holidays:

New Year's Day – January 1st

Memorial Day – Last Monday of May

Juneteenth- June 19th

Independence Day – July 4th

Labor Day – First Monday of September

Thanksgiving Day – 4th Thursday of November

Christmas Eve – December 24th – **(Runs the CVT Modified Schedule – No Sunday Service)**

Christmas Day –December 25th

Customer Fares

How much does each trip cost?

Customer fares are \$2.00 on all one-way trips for ADA service. Please remember that all passengers must pay the exact cash fare when boarding the Concho Valley Transit vehicle or have pre-purchased a Red Dot card at the CVT Multimodal facility– drivers do not carry change. A Red Dot card is a \$20.00 prepaid card that is representative of 10 ADA trips. Red Dot cards can be purchased from the driver or at the CVT Multimodal facility.

ADA Service – ADA regulations allow the fare charged to an ADA eligible user for each trip to be twice the fare of a comparable fixed-route bus trip. Please visit the Concho Valley Transit web site at www.cvtd.org for current fare information. If a customer's eligibility certification includes a Personal Care Attendant (PCA), the attendant is allowed to ride free of charge. Persons, other than the PCA, riding with the customer are considered Guests and are charged the same fare as the eligible customer. ADA eligible customers may travel with one PCA and one Guest.

Children age 6 and under may ride free of charge. Please remember that all passengers, including PCA's, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCA's, Guests, and children must travel from the same origin to the same destination as the eligible customer.

*Hint: Have your **exact** fare ready at the time of your trip. Payment is due as you board the vehicle and drivers do not carry change.*

Tips and Gifts

Our drivers are not permitted to accept tips or gifts. If you would like to commend a driver for service provided, please call our customer service comment line at 1-877-947-8729, and tell us about your experience.

Hint: Please tell us when our Drivers or Customer Service Agents are doing a good job!

Reservations and Scheduling

How do I schedule a trip?

Trips can be scheduled 1 to 14 days in advance Monday through Friday. Reservations must be made no later than 3:00 p.m. the day before you want to travel. Reservations may be made Monday – Saturday before 3pm and on Sundays via voicemail. Call the Concho Valley Transit Reservations line, 1-877-947-8729 to schedule a trip! ***Same day travel requests cannot be accommodated – this is not to be confused with a “will-call” return trip which is outlined below.***

Phone Numbers and Hours of

Fixed Route Operation

1-877-947-8729 Customer Service

Monday Friday 6:30AM- 6:30PM

Saturday 7:30AM- 6:30PM

Sunday Closed

Last Reservation taken at 3 PM

Reservation How-To:

- ✓ First and last name.
- ✓ Date and time that you wish to travel, including the appointment time at your destination if appropriate.
- ✓ Complete address of your pick-up location.
- ✓ Complete address of your destination, including the name of the business, the suite or building number, etc.
- ✓ Time of your return trip. Please allow at least 90 minutes between trips.
- ✓ Are you traveling with a Personal Care Attendant and/or a Guest?
- ✓ Trip purpose (medical, work, education, nutrition, shopping, personal, social, or other).
- ✓ Any special instructions or additional information.

Hint: Please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times.

Pickup Window:

During the reservation process, you will be given a 30-minute window in which the driver will be scheduled to arrive. Your vehicle may arrive at any time during this 30-minute window. **Please be ready to go at the beginning of your pickup window to avoid any delays.**

Note: Concho Valley Transit is busiest between 7:00AM - 10:00AM and 1:00PM – 5:00PM but varies day to day. If your travel times are flexible you may wish to avoid traveling during these times.

Tips for Scheduling Service:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Be aware of the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. Concho Valley Transit is a “shared ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Customer Service Agent will repeat your trip information.

“Will-Call” Return Trips:

If you have a medical appointment, Concho Valley Transit realizes it may be difficult to predict your return

time. For medical trips only, you may schedule a “will-call” return during the reservation process. “Will-call” trips are not assigned to a vehicle until you call and activate the “will-call”. When you are ready for your return trip, simply call Concho Valley Transit at 1-877-947-8729 and tell us you are ready. The Customer Service Agent will activate the “will-call” and assign your trip to a vehicle. Please note: For “will-call” returns, your vehicle will be scheduled to arrive within 5 minutes to one (1) hour of your call. “Will-call” returns are rides from the location in which you were dropped off. Please note that should you move locations that is considered a same day trip which we are unable to accommodate at this time unless you have this pre-planned and dispatch has noted that your “will-call” return trip pick up is at another location.

Attendants and Guests

Concho Valley Transit customers may travel with up to two guests, one of which may be designated as a personal care attendant. Additional guests may be accommodated only if space is available.

Personal Care Attendants (PCA)

A personal care attendant is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether he or she travels with a personal care attendant. Customers approved to travel with a PCA must inform the Customer Service Agent during the reservation process that their PCA will be accompanying them. PCA’s must travel from the same origin to the same destination as the customer and are not charged a fare for ADA service.

***CVT reserves the right to request a PCA in certain situations for the safety of our clients and for the protection of our employees.**

Guests (or Companions)

Any person, other than a personal care attendant, traveling with a customer is considered a guest. Guests must travel from the same origin to the same destination as the customer and pay the same fare as the customer.

Note: Be sure to inform your Customer Service Agent of any PCA’s or Guests, including children, who will be traveling with you. Every seat must be reserved in advance. PCA’s and Guests that are not included in the trip reservation will not be allowed to travel.

Service Animals and Pets

Service animals are permitted on all Concho Valley Transit vehicles. A service animal is any guide dog, or signal dog, or other animal individually trained to do work or perform tasks for an individual with a disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA. Please inform the scheduling office if a service animal will be accompanying you on your trip. Animals must not pose a threat to any passenger or the vehicle operator. Animals shall not block or in any way obstruct aisles or doorways. Small pets, which are not service animals, may accompany Concho Valley Transit customers as long as they are in an approved pet-carrier that you can hold on your lap during the entire trip. Unruly, aggressive, noisy, or pets that are a disruption to other passengers can be refused. Owners must be in complete control of their pets.

Completing Your Trip

The Pickup Point

Your vehicle may arrive any time during your 30-minute pickup window. Concho Valley Transit provides destination-to-destination service and cannot enter residences or businesses. Please be ready and waiting near the most exterior door. If you are using a wheelchair, there must be an accessible path from your pickup point to the vehicle. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the scheduled pickup window, whichever is longer. If you are not available to board the vehicle within five (5) minutes, the driver may leave and your trip will be forfeited.

Please let the dispatcher know if you are in need of any reasonable accommodations when scheduling your trip. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental alteration of the program or activity.

Your CONCHO VALLEY TRANSIT Vehicle and Driver

Concho Valley Transit utilizes a dedicated fleet of vehicles for both the ADA and non-ADA services. Drivers are required to wear identification badges and a uniform, and will identify themselves as Concho Valley Transit drivers.

During Your Ride

Concho Valley Transit operates as a shared-ride service. You should expect to routinely share your vehicle with other Concho Valley Transit customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on board the vehicle for up to one (1) hour or more for significantly longer trips. Please schedule your trip accordingly.
- Passengers are expected to be courteous to all fellow passengers and the vehicle operator.

The Drop-Off Location

Concho Valley Transit provides curb to curb service. Drivers must maintain sight of their vehicles at all times. If you are using a wheelchair, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location. **Please let the dispatcher know if you are in need of any other reasonable accommodations when making your reservation so that we can accommodate that request. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental**

alteration of the program or activity.

What if I miss my trip?

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No-show” section for more information on when and how to cancel your trip.

Concho Valley Transit does not offer same-day service. If you miss your trip, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

If one of the following conditions occurs, Concho Valley Transit may attempt to send another vehicle following standard “will-call” return trip procedures:

- 1) The missed trip was due to a reservations or scheduling error.
- 2) The missed trip was caused by the vehicle arriving late or due to Driver error.
- 3) Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your Customer Service Agent to discuss your options.

NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, Concho Valley Transit **will not** send another vehicle.

Hint: Make sure you are ready at the beginning of your pick-up window so that you don't miss your ride.

Cancellations and No-Shows

Sometimes, plans change and you may need to cancel your trip. Trips can be cancelled by calling Concho Valley Transit at 1-877-947-8729.

Advanced Cancellation

Any cancellation made by 4:45 PM the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow Concho Valley Transit to reassign resources and limit disruptions caused by changing schedules. No penalties are assessed for advanced cancellations.

Same Day Cancellation

Any cancellation at least two (2) hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two (2) hours in advance allows Concho Valley Transit to reassign your scheduled vehicle to another customer. No penalties are assessed for same day cancellations that fall within this time-frame.

Late Cancellations

Cancellations made less than two (2) hours but at least 30 minutes before the start of your scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No-Show Policy for details.

No-Shows

A “No-Show” occurs when...

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.
2. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits for five (5) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

Customers who demonstrate a pattern or practice of No-Show's and/or Late Cancellations may incur penalties which could lead to a suspension of service – see the Late Cancellation and No-Show Policy for details. NOTE: If you No-Show the first leg of your trip all additional trips scheduled for that day will not be automatically cancelled. You must call Concho Valley Transit to cancel any remaining trips that are no longer needed or risk additional penalties.

Late Cancellation and No-Show Policy

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary Para-transit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” Concho Valley Transit has established the following points-based process to enforce its late cancellation and no-show policy.

Points System

Based on the definitions in the Cancellations and No-Show Policy section above, points are assessed for each occurrence of the following infractions:

Advanced Cancellation: 0 points – Thank you!

Same Day Cancellation: 0 points – ***(If trip is canceled at least 2 hours prior to scheduled pickup)***

Late Cancellation: 1 point – ***(If trip is canceled at least 30 minutes prior to scheduled pickup)***

No-Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice Late Cancellations or No-Shows exists.

Violations

No-Shows and Late Cancellations are recorded daily and accumulated for a continuous, rolling 30-day period for purposes of enforcing the “No-Show Policy”. Concho Valley Transit reviews total points assessed during a rolling 30-day period and calculates penalties as follows:

6 points in a rolling 30-day period: Warning Letter

8 points in a rolling 30-day period: Up to (3) day suspension

24 points in a rolling 60-day period: Up to (1) month suspension

48 points in a rolling 180-day period: Up to (3) month suspension

To account for frequent ridership, penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 15% of the customer's total trips.

Customers in violation of the Late Cancellation and No-Show Policy will receive written notice of the violation including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

NOTE: Notices are sent to your primary address on record. It is your responsibility to ensure that CONCHO VALLEY TRANSIT has your current contact information. Please call 1-877-947-8729 and speak with a Customer Service Agent to verify or update your information.

Appeals Process

Concho Valley Transit has established an administrative appeals process in accordance with the Americans with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for

individuals who have been suspended from the provision of complimentary para-transit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes

- An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service
- A written notification of the decision within **seven business** days of the completion of the appeals process including the reasons for the decision.

Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application. NOTE: The entity is not required to provide Para-transit service to the individual pending the determination on appeal. However, if the entity has not made a decision within **seven business** days of the completion of the appeal process, the entity shall provide Para-transit service from that time until and unless a decision to deny the appeal is issued.

Suspension of Service

Customers found to be in violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct are given a 14-day notice prior to the start of suspension, depending on the severity of the situation, in order to appeal the decision to the Safety/Operations Manager or to arrange for alternative transportation options during the suspension.

Customers who appeal a suspension for violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct will be allowed to continue to use Concho Valley Transit, during the 14 days allotted, pending the outcome of the appeal. The Safety/Operations Manager will issue the decision, in writing, whether to uphold or terminate the pending suspension based on all information provided.

Should an individual wish to appeal the decision of the Safety/Operations Manager, he/she may do so within 10 business days by submitting a written letter of appeal to the **Director of Transit** who will then have 14 days to respond to the appeal. The **Director of Transit's** decision is final. Passengers may be suspended for 30, 60, 180 days or may be banned permanently based on the severity of the actions. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

Complaints

What if I have a problem?

If you are experiencing problems with our service, please call 1-877-947-8729 and our Customer Service Representative will notify the appropriate staff member that we received your verbal complaint, research the problem, and work with you, Concho Valley Transit staff, and our service provider to resolve the issue within **seven business days**. Customers may also go to our website (CVTD.org) for a printable copy of the Customer Feedback Form or obtain a physical copy located in the Lobby of CVT.

Subscription Service

What is Subscription Service?

Subscription service, also known as a "Standing Order" may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location.

Subscription trips enable Concho Valley Transit to create efficient routes for customers who have similar travel patterns and give customers the convenience of transportation without having to call Concho Valley Transit to schedule each trip.

Which Trips Qualify for Subscription Service?

Any trip that repeats two (2) or more times each week may be eligible for Subscription Service. The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as Dialysis are examples of common subscription trips.

How Do I Sign Up for Subscription Service?

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis due to limited availability. Ask your Customer Service Representative for more information regarding Subscription Service.

Tips for Using Subscription Service

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No-Show and Late Cancellation policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed like vacations, hospital stays, etc. Contact your Customer Service Agent if you need to temporarily suspend your trips. Remember you must call Customer Service to resume your Subscription Services.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and or No-Shows may disqualify the customer from further Subscription Service in addition to penalties described in the No-Show and Late Cancellation policy.
- All applicable customer fares must be paid at the time of the trip or the customer must have a prepaid Red Dot card.

Safety Policies

Children

Children under-12 years old must be accompanied by an adult.

Seat Belts

All Concho Valley Transit vehicles are equipped with seat belts. Texas law requires all front seat passengers to wear seat belts. For your safety, Concho Valley Transit requires the use of seat belts in the front seat and strongly recommends that all customers wear seat belts.

Car Seats

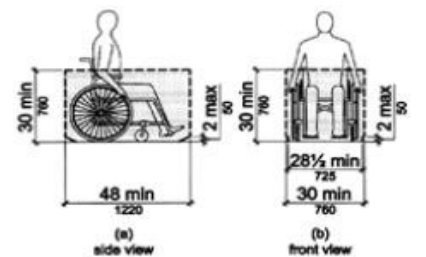
CVT will follow all Federal and State regulations regarding child safety seats.

Mobility Devices

Drivers must secure all mobility devices in the vehicle. However, for transport, the device must not exceed size and weight as specified by vehicle, lift or ramp manufacturer. Contact your Customer Service Agent for more information.

NOTE: Wheelchairs must not exceed: 48" long x 30" wide / 800 lbs.
(including occupant)

Concho Valley Transit is unable to transport unoccupied wheelchairs or other mobility devices.



Time Sensitive Medical Needs

Customers who require food, medication, or oxygen at regular intervals should be advised that their travel time could be up to 60 minutes. Please plan ahead and carry the appropriate supplies with you when you travel.

Packages

Customers are limited to packages that they are able to carry with them and hold on/in their lap or next to their feet while seated in the vehicle. Drivers are not able to assist customers with excessive packages or shopping carts. Passengers needing assistance with packages should consider traveling with a guest. Please be mindful of the other passengers on board the vehicle.

Customers Requiring Supervision

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. Concho Valley Transit will attempt to reach the customer's emergency contact to make arrangements for a drop off. If the emergency contact cannot be reached by the end of the vehicle's run the customer will return to Concho Valley Transit depot and placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

Health / Safety Threats

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exists and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc.

Violent, illegal, or disruptive conduct is not allowed aboard the vehicle. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a Concho Valley Transit vehicle, a service suspension may occur.

Passenger Code of Conduct

Violation of the “*Passenger Code of Conduct*” may lead to immediate removal from the CVT vehicle and/or suspension of transportation services – Customers in violation of the “*Passenger Code of Conduct*” **may** receive written warning of the violation depending on the severity of the situation and based on managerial discretion.

PASSENGER CODE OF CONDUCT

1. **BE PREPARED** – Show your bus pass or **pay using exact change** for bus fare when boarding the bus.
2. **BE TIMELY** – Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the line and use the overhead handrails.
3. **BE COURTEOUS** – Do not take more than one seat if the bus is crowded.
4. **DON'T FORGET YOUR BELONGINGS** – Check that you have your belongings *before exiting*.
5. **NO FOOD/DRINK** – Do not eat or drink on the bus.
6. **KEEP BUSES CLEAN** – Do not leave papers or trash on the bus. Use trash cans located at bus stops or at the Transit Depot.
7. **CLOTHING REQUIRED** – All passengers must have shoes, shirt and bottom covering at all times.
8. **KEEP QUIET LEVELS** – Speak softly when talking to others or using cell phones.
9. **NO SOLICITING** – Passengers cannot solicit goods or services in CVT vehicles or around bus facility.
10. **ALLOW THE DRIVER TO DO HIS/HER JOB SAFELY** – Passengers are not allowed to interfere with the bus operator or operator controls at any time.
11. **RESPECT THE DRIVER AND PASSENGERS** – Respect the driver and other passengers on board.
PROFANITY, TEASING, SEXUAL/RACIAL SLURS OR GESTURES, AND/OR THREATENING/OFFENSIVE LANGUAGE WILL NOT BE TOLERATED. NO PERSON SHALL INTENTIONALLY OR RECKLESSLY HARASS OR ANNOY ANOTHER PERSON.
12. **NO DRINKING AND/OR SMOKING** – Alcohol and smoking, including electronic cigarettes, is prohibited in all CVT vehicles.
IT IS AGAINST THE LAW!
13. **NO ILLEGAL SUBSTANCES** – The possession of illegal drugs, dangerous substances, and/or weapons of any kind is strictly prohibited from all CVT vehicles. **IF INTOXICATED OR INHIBITED BY DRUGS, SERVICE COULD BE DENIED!**
14. **SERVICE ANIMALS ONLY** – Passengers accompanied by a service animal are liable for any damages that may be caused. Service animals are not allowed to sit in a seat.
15. **AGE REQUIREMENT** – You must be at least **12** years of age to ride the bus without the company of a parent or guardian.
16. **NO OUTSIDE STOPS** – For Fixed Route Services, CVT Drivers will pick-up/drop-off at designated bus stop locations only!
17. **KEEP BAGS TO A MINIMUM** – Please keep bags/packages to as few as possible so as not to take up too much room for other occupants.

Violation of any rules may result in refusal of service or expulsion from CVT services

Para-transit Functional Procedure

Route 1- 5: Concho Valley Transit currently runs eight (8) fixed routes. Five (5) of these routes run six days a week on the following schedule.

Monday - Friday	6:30am-6:30pm
Saturday	7:30am-6:30pm
Sunday	Closed

Goodfellow: The sixth route, commonly known as Route 6 Goodfellow Express, runs on the following schedule:

Friday	5:30 pm – Saturday 1:30 am
Saturday	11:30 am – Sunday 1:30 am

ASU Ram Tram: Routes 20 and 21, commonly known as the Angelo State University Ram Tram Blue and Gold Routes, run on the following schedules during the school year:

Tuesday Route 21 Gold	4:00pm – 8:00pm
Friday Route 20 Blue	5:30pm – 11:30pm
Saturday Route 20 Blue	11:30am – Saturday 11:30pm

During the summer break, the Ram Tram hours may vary. Please visit www.cvtd.org for the most up-to-date route times.

*There is no bus service during winter break

To ensure compliance with the American with Disabilities Act of 1990 we will run a complimentary and comparable Para-transit service for those with disabilities who are not able to fully utilize the fixed-route system. Vehicles that are of the design and function to comply with ADA Para-transit requirements and service standards will be specifically assigned and running the same hours as the normal five (routes 1 – 5) fixed route vehicles.

Travel must meet the requirements of the ADA Act and be from any origin to any destination citywide during the same days and hours of operation as that specific fixed route system. Other fixed route requirements including, providing alternative transportation when vehicle or lift becomes inoperable, nondiscriminatory boarding procedures, providing adequate time to board and alight, stop announcements, and any other ADA regulation required will be followed according to federal, state or local law.

Severe or Inclement Weather

When dangerous weather conditions are forecasted, the CVT Operations will be monitoring the road conditions and will contact media sources by 5:30am in the event there is a delay. If decided there needs to be a delay in service, CVT will be delayed until 10:30am. CVT Operations will continue to monitor the road conditions and by 9:30am they will determine whether CVT will resume service at 10:30, or close for the day.

Stay tuned to the following media services for updates throughout the morning:

Foster Communications (Radio)

94.7 (KIXY)

101.9 (KWFR)

1260AM (KKSA)

100.1 (KCLL)

KGKL (Radio)

97.5

KLST (TV)

KSAN (TV)

Any questions or concerns, please call 1-877-947-8729

or

Email: cvtdinfo@cvcog.org

You can also text **CVTDRIV** to 84483 to receive text updates when there are weather delays

and

Follow us on Facebook for news and updates.



Memo

To: CVTD Board of Directors

From: Jeff York - Director of Transportation

Date: 3/13/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 8

ITEM 8

Jeff York, Director of Transportation is seeking consideration and approval concerning the revisions to the ADA Paratransit Services Guidebook.

Approved at the CVTD Board Meeting on March 13, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or COG, or if any Title VI lawsuits are filed against CVT, the agency will follow these:

Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
 - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The complainant shall be in writing and signed by the complainant(s).
 - c. The complaint should include:
 - the complainant's name, address, and contact information (i.e., telephone number, email address, etc.);
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance);
 - a description of the alleged act of discrimination;
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate);
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin;
 - if known, the names and/or job titles of those individuals perceived as parties in the incident;
 - contact information for any witnesses; and
 - indication of any related complaint activity (i.e., was the complaint also submitted to COG or FTA?).
 - d. The complaint shall be submitted to the Title VI Manager at 510 N. Chadbourne, San Angelo, TX 76903 and or cvtd.org.
 - e. Complaints received by any other employee of CVT will be immediately forwarded to the Title VI Manager.
 - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Operations Manager will assist the complainant in converting the verbal allegations in writing.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify COG (no later than three (3) business days from receipt);
 - b. notify CVT Authorizing Official; and
 - c. ensure that the complaint is entered in the complaint database.



3. Within three (3) business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If COG has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures;
 - b. reviewing routes, schedules, and fare policies;
 - c. reviewing operating policies and procedures;
 - d. reviewing scheduling and dispatch records; and e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager shall prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, COG, and if appropriate our legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation **within seven business days**. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to COG in the event the complainant wishes to appeal the determination. This letter will be copied to COG.
13. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint;
 - b. an interview cannot be scheduled with the complainant after reasonable attempts; and
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.



Procedimientos para manejar y reportar investigaciones/quejas y demandas

En caso de que FTA o COG inicien alguna investigación del Título VI, o si se presentan demandas del Título VI contra CVT, la agencia seguirá esto:

Procedimientos

1. Cualquier individuo, grupo de individuos o entidad que crea que ha sido objeto de discriminación por motivos de raza, color u origen nacional puede presentar una queja por escrito ante el Administrador del Título VI. La queja debe presentarse de la siguiente manera:

- a. Se debe presentar una queja formal dentro de los 180 días calendario posteriores a la presunta ocurrencia.
- b. El denunciante deberá estar por escrito y firmado por el(los) denunciante(s).
- c. La queja debe incluir:
 - el nombre, la dirección y la información de contacto del demandante (es decir, número de teléfono, dirección de correo electrónico, etc.);
 - la(s) fecha(s) del presunto acto de discriminación (si es de varios días, incluya la fecha en que el denunciante o los denunciantes tuvieron conocimiento de la presunta discriminación y la fecha en que se suspendió la presunta discriminación o la última instancia);
 - una descripción del presunto acto de discriminación;
 - la(s) ubicación(es) del presunto acto de discriminación (incluya el número de vehículo si corresponde);
 - Una explicación de por qué el demandante cree que el acto ha sido discriminatorio por motivos de raza, color y origen nacional;
 - si se conocen, los nombres y / o cargos de las personas percibidas como partes en el incidente;
 - información de contacto de cualquier testigo; y
 - indicación de cualquier actividad de queja relacionada (es decir, ¿la queja también se presentó al COG o FTA?).
- d. La queja se presentará al Gerente del Título VI en 510 N. Chadbourne, San Angelo, TX 76903 y/o cvtd.org.
- e. Las quejas recibidas por cualquier otro empleado de CVT se enviarán inmediatamente al Gerente del Título VI.
- f. En el caso de que un demandante no pueda o no pueda proporcionar una declaración escrita, se puede presentar una queja verbal de discriminación al Gerente del Título VI. En estas circunstancias, el demandante será entrevistado, y el Gerente de Operaciones ayudará al demandante a convertir las alegaciones verbales por escrito.

2. Una vez recibida la reclamación, el Gerente del Título VI inmediatamente:

- a. notificar al COG (a más tardar tres (3) días hábiles a partir de la recepción);
- b. notificar al funcionario de autorización de CVT; y
- c. asegurarse de que la queja se ingrese en la base de datos de quejas.



3. Dentro de los tres (3) días hábiles siguientes a la recepción de la queja, el Gerente del Título VI se comunicará con el reclamante por teléfono para programar una entrevista.
4. Se informará al denunciante de que tiene derecho a que un testigo o representante esté presente durante la entrevista y puede presentar cualquier documentación que considere pertinente para probar su denuncia.
5. Si COG ha asignado personal para ayudar con la investigación, el Gerente del Título VI ofrecerá la oportunidad de participar en la entrevista.
6. El presunto funcionario discriminatorio del servicio o programa tendrá la oportunidad de responder a todos los aspectos de las alegaciones del demandante.
7. El Gerente del Título VI determinará, en función de la relevancia o duplicación de pruebas, qué testigos serán contactados e interrogados.
8. La investigación también podrá incluir:
 - a. investigar los registros, políticas o procedimientos operativos del contratista;
 - b. revisar rutas, horarios y políticas de tarifas;
 - c. revisar las políticas y procedimientos operativos;
 - d. revisar los registros de programación y envío; y e. observar el comportamiento de la persona cuyas acciones fueron citadas en la queja.
9. Todos los pasos tomados y hallazgos en la investigación se documentarán por escrito y se incluirán en el archivo de queja.
10. El Gerente del Título VI se pondrá en contacto con el denunciante al concluir la investigación (pero antes de redactar el informe final) y le dará la oportunidad de dar una declaración de refutación al final del proceso de investigación.
11. Al concluir la investigación y dentro de los 60 días siguientes a la entrevista con el denunciante, el Gerente del Título VI preparará un informe que incluya una descripción narrativa del incidente, la identificación de las personas entrevistadas, los hallazgos y recomendaciones para su disposición. Este informe se proporcionará al Oficial de Autorización, COG y, si corresponde, a nuestro asesor legal.
12. El Gerente del Título VI enviará una carta al denunciante notificándole el resultado de la investigación **dentro de siete días**. Si la queja fue fundamentada, la carta indicará el curso de acción que se seguirá para corregir la situación. Si se determina que la queja es infundada, la carta explicará el razonamiento y remitirá al demandante al COG en caso de que el demandante desee apelar la determinación. Esta carta será copiada a COG.
13. Una reclamación podrá ser desestimada por los siguientes motivos:
 - a. el demandante solicita el retiro de la queja;
 - b. no se puede programar una entrevista con el demandante después de intentos razonables; y
 - c. El demandante no responde a las repetidas solicitudes de información adicional necesaria para procesar la queja.



Memo

To: CVTD Board of Directors

From: Jeff York - Director of Transportation

Date: 3/13/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 9

ITEM 9

Jeff York, Director of Transportation is seeking consideration and approval concerning the revisions to the Title VI Complaint Procedures in both English and Spanish.

Approved at the CVTD Board Meeting on March 13, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Concho Valley Transit

Title VI Plan

Title VI of the Civil Rights Act of 1964

Effective 2023 - 2025

Adopted date

February 2020

Revised March 2024



CONCHO VALLEY
COUNCIL OF GOVERNMENTS

I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

During the Obama Administration, the Federal Transit Administration (FTA) placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency (LEP).

Recipients of public transportation funding from FTA and the Concho Valley Council of Governments (CVCOG) are required to develop policies, programs, and practices that ensure federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Concho Valley Transit (CVT) incorporates nondiscrimination policies and practices in providing services to the public. Concho Valley Transit (CVT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

II. Overview of Services

Concho Valley Transit (CVT) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. CVT serves as a rural transit district (RTD) for 12 counties in central and western Texas, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green. In 2006, CVT took over the responsibility from the City of San Angelo to provide public transportation for the San Angelo urbanized area (UZA), and CVT serves as an urban transit district (UTD) as well.

As a RTD, CVT operates demand-response service in rural areas of Tom Green County and all of the rest 11 counties. CVT develops a fixed schedule for each county to provide regular out-of-county bus service. As a UTD, CVT operates fixed-route service and ADA paratransit service within the city limit of San Angelo, and for the San Angelo UZA outside the city limit. In addition, CVT contracts with American Medical Response to provide non-emergency medical transportation for eligible residents in the entire Concho Valley Region. CVT also partners with several local agencies and organizations, such as Foster Grandparents, Senior Companion and Area Agency on Aging, to provide transit services to their clients.

III. Policy Statement and Authorities

Title VI Policy Statement

Concho Valley Transit is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Concho Valley Transit's Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Signature of Authorizing Official

Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy

Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCES TO COG

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when CVCOG submits its annual certifications and assurances to FTA.

As part of the Certifications and Assurances submitted to at the time of grant application and award, Concho Valley Transit submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination because of a disability (ADA).

In signing and submitting the assurance, Concho Valley Transit confirms to CVCOG our commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Concho Valley Transit's Title VI Implementation Plan 2023-2025. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of CVT's transportation services on the basis of race, color, or national origin, as protected by Title VI according to FTA Circular 4702.1B, Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

Signature of Authorizing Official

DATE

Councilman Harry Thomas, CVT Board Chairman

Concho Valley Transit

NOTE: **Provide here** a copy of meeting minutes, resolution, or other appropriate documentation showing that the board of directors or appropriate governing entity of official(s) responsible for policy decisions has reviewed and approved the Title VI Program.

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

Concho Valley Transit's Title VI Manager and be responsible for ensuring implementation of the agency's Title VI program. The specific areas of responsibility are described below.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Title VI Manager Responsibilities

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI Responsibilities of the Agency

The Title VI Manager is responsible for ensuring the aforementioned elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, CVT will maintain:

- A database or log of Title VI complaints received that tracks the investigation of and response to each complaint.

- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

Concho Valley Transit does not have subrecipients.

3. Annual Review of Title VI Program

Each year the Title VI Manager will review the agency's Title VI program to ensure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of Information Related to the Title VI Program

Information on CVT's Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document and according to federal and state laws/regulations. The Title VI program will be available in other languages when needed according to the LEP plan.

Title VI information shall be disseminated to CVT employees annually via the Employee Education form (Appendix A). This form reminds employees of the CVT policy statement and of their Title VI responsibilities in their daily work and duties.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (Appendix B).

Title VI information posters will be prominently and publicly displayed in the CVT Multi-Modal facility and on all revenue vehicles (Appendix C). The Title VI Plan will also be posted on CVT's website at www.cvtd.org.

5. Resolution of Complaints

Any individual may exercise his or her right to file a complaint if that person believes that he/she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. CVT will report the complaint to CVCOG within three (3) business days (per CVCOG requirements), and make a concerted effort to resolve complaints locally using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported to COG in the Quarterly Report (in addition to immediately).

6. Written Policies and Procedures

CVT's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal Education

CVT's employees will receive training on Title VI policies and procedures upon hiring and annually. This training will include requirements of Title VI, CVT's obligations under Title VI (LEP requirements included), required data that must be gathered and maintained. In addition, training will be provided when any Title VI related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of CVT's Transit Manager.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order (PO), CVT's contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Procurement Manager who is/are responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

REQUIREMENT TO PROVIDE A TITLE VI PUBLIC NOTICE

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, CVT shall disseminate this information to the public by: (the following is a sample of options for Title VI notice and should be updated to reflect your agency's practice)

- posting a Title VI notice on the agency's website
- posting a Title VI notice in public areas of the agency's office(s), including the reception desk meeting rooms
- posting a Title VI notice in federally-funded vehicles
- etc.

TITLE VI COMPLAINT PROCEDURES

REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Sample of Narrative

Any individual may exercise his or her right to file a complaint with CVT if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to CVCOG within three (3) business days (per CVCOG requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to CVCOG.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

CVT includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected

by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvtd.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within CVT's passenger policies/ride guide/Other brochure.

A copy of CVT's TITLE VI COMPLAINT FORM is attached as APPENDIX D.

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or COG, or if any Title VI lawsuits are filed against CVT, the agency will follow these:

Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
- b. The complainant shall be in writing and signed by the complainant(s).
- c. The complaint should include:
 - the complainant's name, address, and contact information (i.e., telephone number, email address, etc.);
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance);
 - a description of the alleged act of discrimination;
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate);
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin;
 - if known, the names and/or job titles of those individuals perceived as parties in the incident;
 - contact information for any witnesses; and
 - indication of any related complaint activity (i.e., was the complaint also submitted to COG or FTA?).
- d. The complaint shall be submitted to the Title VI Manager at 510 N. Chadbourne, San Angelo, TX 76903 and or cvtd.org.
- e. Complaints received by any other employee of CVT will be immediately forwarded to the Title VI Manager.
- f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Operations Manager will assist the complainant in converting the verbal allegations in writing.

2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify COG (no later than three (3) business days from receipt);
 - b. notify CVT Authorizing Official; and
 - c. ensure that the complaint is entered in the complaint database.
3. Within three (3) business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If COG has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures;
 - b. reviewing routes, schedules, and fare policies;
 - c. reviewing operating policies and procedures;
 - d. reviewing scheduling and dispatch records; and e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager shall prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, COG, and if appropriate our legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation **within seven business days**. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to COG in the event the complainant wishes to appeal the determination. This letter will be copied to COG.
13. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint;
 - b. an interview cannot be scheduled with the complainant after reasonable attempts; and
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-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 recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to CVCOG every three years (3) and new information regarding complaints, lawsuits, or investigations shall be provided to CVCOG with the Annual Report.

SEE APPENDIX E – Investigations, Lawsuits, and Complaints Document

PUBLIC OUTREACH AND INVOLVEMENT

Public Participation Plan

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Concho Valley Transit (CVT) utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

CVT established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

CVT will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

A SAMPLE OF EFFECTIVE PUBLIC OUTREACH PRACTICES INCLUDES:

- a. Determining and identifying what meetings and program activities lend themselves to client public participation.**
- b. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.**
- c. Employing different meeting sizes and formats.**
- d. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.**

- e. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- f. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

SEE APPENDIX F – Summary of Outreach Efforts.

VIII. ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (“LEP”)

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program must meet the objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by CVT is based on FTA guidelines.

As required, CVT developed a written LEP Plan (below). Using 2022 and American Community Survey (ACS) Census data, CVT has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population (all subrecipients are required to do this)

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2018-2022)

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through www.census.gov for CVT’s service area. The agency’s service area includes a total of 11,861 (12.28%) of persons with Limited English Proficiency (those persons who indicated that they spoke English “less than very well,” in the 2018-2022 ACS Census).

Information from the 2018-2022 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. This data indicates the extent to which translations into other language are needed to meet the needs of LEP persons.

Table 1 – LEP Persons by Language Spoken at Home

Concho Valley Service Area			
Language	Number of LEP Population	Percent of Service Area Population Speaking Language	Percent of LEP Population Speaking Language
Spanish or Spanish Creole	11,132	7.64%	92.43%
Other Indo-European Languages	294	0.20%	2.44%
Other Pacific Island Languages	191	0.13%	1.59%
Chinese	93	0.06%	0.77%
Thai	57	0.04%	0.47%
Laotian	48	0.03%	0.40%
Korean	40	0.03%	0.33%
Vietnamese	33	0.02%	0.27%
Gujarati	24	0.02%	0.20%
German	20	0.01%	0.17%
French	20	0.01%	0.17%
Russian	17	0.01%	0.14%
French Creole	14	0.01%	0.12%
Other Slavic Languages	13	<0.01%	0.11%
Mon-Khmer (Cambodian)	13	<0.01%	0.11%
Hindu	12	<0.01%	0.10%
Italian	9	<0.01%	0.07%
Tagalog	5	<0.01%	0.04%
Urdu	5	<0.01%	0.04%
Other Indic Languages	4	<0.01%	0.03%
Total LEP Population	12,044	8.27%	
Total Service Area Population	145,672		

Spanish or Spanish Creole (11,132) is the most widely spoken language among LEP individuals in the Concho Valley Service Area. No other language group surpasses the Safe Harbor Provision.

Factor 2: Assessment of Frequency LEP Individuals Come into Contact with the Transit Services or System (applicable if Factor 1 identifies any languages that meet the threshold)

Concho Valley Transit reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have encountered these functions through one or more of the following channels:

- Contact with transit vehicle operators;
- Contact with transit station managers;
- Calls to CVT's customer service telephone line;
- Visits to the agency's headquarters;
- Access to the agency's website;
- Attendance at community meetings or public hearings hosted by Concho Valley Transit;
- Contact with the agency's ADA complementary para-transit system (including applying for eligibility, making reservations, and communicating with drivers).

Concho Valley Transit (CVT) found that there were a significant number of Spanish speaking passengers. To accommodate the Spanish speaking customers, we have all postings in both English and Spanish as well as utilizing Google Translator in the office when needed.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact.

To assist in language identification, we use a language identification flashcard based what was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)

Information from Community Organizations that Serve LEP Persons

To supplement the Census, education, and labor department data, CVT conducted community outreach to the following organizations that work with LEP populations.

- *State and local governments;*

Concho Valley Transit works with entities throughout the Concho Valley Service Area as requested to include public and transportation meetings that include various human service organizations.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Concho Valley Transit (CVT) provides the following programs, activities and services:

CVT provides public transportation which focuses on the needs for people throughout Concho Valley who have no or few transportation options as well as those who choose to ride public transit. CVT works closely with the local governments to identify transportation needs such as senior living and the LEP populations to ensure rides are provided to improve their quality of life. Stops are added along the Fixed Routes when new senior living housing is established to aid in this process as well. Specific needs include work, school, medical appointments, and shopping.

Based on past experience serving and communicating with LEP persons and interviews with community agencies, we learned that the following services/routes/programs are currently of particular importance to LEP persons in the community.

- CVT provides demand response service in each of the 12 counties listed: Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, & Tom Green.

The following are the most critical services provided by CVT for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services, including reduced fare application process
- ADA paratransit services, including eligibility certification process
- Other paratransit services
- Services targeted at low-income persons

Factor 4: Assessment of the Resources Available to the Agency and Costs

Costs

The following language assistance measures are currently being provided by Concho Valley Transit:

- 20% of CVT's Administrative Staff speak fluent Spanish.
- Use of universal signage on vehicles
- Use of google translator

We anticipate that these activities and costs will increase over time and as new routes/stops are added.

Based on the analysis of demographic data and contact with community organizations and LEP persons, CVT has determined that no additional services are needed to provide meaningful access:

Resources

Concho Valley Transit has not requested additional grant funding for language assistance. As CVT staff is utilized for assistance.

In-kind, assistance may be available through community organizations, other city or county departments, other transit agencies who may be able to partner for language assistance services.

LEP Implementation Plan

Through the four-factor analysis, CVT has determined that the following types of language assistance are most needed and feasible:

- Translation of vital documents into Spanish. These documents include:
 - CVT Guidebook
 - All printed materials on ADA Paratransit
- Translation of vital documents into Braille. These documents include:
 - ADA Paratransit Guidebook
- Attempt to hire bilingual staff with competency in spoken and written (Spanish, as appropriate for your service area).
- In-person translation for ADA eligibility inquiries as needed.

Staff Access to Language Assistance Services:

Agency staff who come into contact with LEP persons can access language services by utilizing google translator, offering the individual a translated document on hand, or transferring a call to bilingual staff (if available). All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers as follows: Calls received from LEP persons are transferred to the appropriate language speaking person usually on staff or by utilizing google translator.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons: Such communications are addressed and handled by an appropriate bi-lingual staff member for accuracy purposes.

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our customer service and administrative office: Communication via google translate to include a person from management as well as a bi-lingual staff member (if available) to meet the needs of the person.

The following procedures are followed by operators when an LEP person has a question on board a CVT vehicle: incidents regarding a driver are usually handled over a portable communication

device with an appropriate bi-lingual staff member or a physical appearance from our supervisory team along with a language speaking staff member.

Staff Training

As noted previously, all CVT staff is provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely encounter customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

Sensitivity training is covered for all employees annually which covers LEP persons.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents;
- on our website, with the ability to translate vital documents in other languages;
- through signs posted on our vehicles and in our customer service and administrative offices;
- through ongoing outreach efforts to community organizations, schools, and religious organizations;

LEP persons will also be included in all community outreach efforts related to service and fare changes.

Monitoring/updating the plan

This plan will be updated on a periodic basis (at least every three (3) years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, CVT will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic surveys, focus groups, community meetings, internal meetings with staff who assist LEP

persons, review of updated Census data, formal studies of the adequacy and quality of the language assistance provided, and determine changes to LEP needs.

Based on the feedback received from community members and agency employees, CVT will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore CVT will attempt to identify the most cost-effective approaches. As the community grows and new LEP groups emerge, CVT will strive to address the needs for additional language assistance.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

(this section should be updated to reflect your agency's preferred language and procedures) This section applies to agencies providing fixed route, public transit or other agencies that have Boards or Committees. It is an FTA requirement that such committees or boards should be representative of the population served. If this doesn't apply to your agency, do not delete it but state the reason it is not applicable. Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Concho Valley Transit has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select. 1. Please provide a description of your selection process, including recruitment efforts made to encourage the participation of minorities on such committee(s). 2. Please provide a table(s) depicting the racial breakdown of the membership of those committees.

Record Keeping

The Title VI Coordinator, or his/her designee, will maintain permanent records, which include, but are not limited to, signed Acknowledgements of Receipt from employees indicating the receipt of the CVT Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, records of correspondence to and from complainants, and Title VI investigations.

Organization and Staffing – General

The Executive Director is responsible for ensuring the implementation of Concho Valley Transit's Title VI program. The Title VI Coordinator or investigator is responsible for the overall management of the Title VI program. The day-to-day administration of the program lies with the Title VI Coordinator.

Title VI Coordinator Contact Information

Concho Valley Transit, Title VI Coordinator - (325) 947-8729

Program Administration and Title VI Coordinator's Responsibilities

As authorized by the Executive Director of the Concho Valley Transit (CVT), the Title VI Coordinator is responsible for initiating, monitoring, and ensuring CVT's compliance with Title VI requirements as follows:

1. Process, review and investigate Title VI complaints received by CVT in accordance with Complaint Procedures. If any individual believes that he or she or any other program beneficiaries have been subject to unequal treatment or discrimination as to the receipts of benefits and/or services, or on the grounds of race, color, national origin he or she may exercise their right to file a complaint with CVT. Every effort will be made to resolve complaints informally at the local and contractor level.
2. Review special emphasis program areas to determine the effectiveness of program area activities at all levels. In addition to the day-to-day monitoring, all special emphasis program areas will be reviewed annually to ensure effectiveness in their compliance of Title VI provisions. The Title VI Coordinator and program liaisons will coordinate efforts to ensure equal participation in their program areas and activities at all levels.
3. Conduct Title VI reviews, when necessary, of contractors and other recipients of federal aid funds.
4. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process, to prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.
5. Develop Title VI information for Public Dissemination and Limited English Proficiency. Ensure dissemination to the general public and, where appropriate, in languages other than English. CVT will disseminate Title VI Program information to CVT employees, contractors, subcontractors, consultants, and sub-consultants as well as the general public. Public dissemination will include posting of public statements (Appendix D) and inclusion of Title VI language in contracts. The Title VI Policy Statement will be published in newspapers having a general circulation in the vicinity of proposed projects and announcements of hearings and meetings in minority publications.
6. Prepare an Annual Title VI Update Report. The update will report on any accomplishments and changes to the program occurring during the preceding year.
7. Schedule training for Title VI related statutes for appropriate CVT employees. The training will provide comprehensive information on Title VI provisions, its application to program operations, identification of Title VI issues and resolution of complaints.
8. Identify and eliminate discrimination when found to exist. Work with CVT offices and departments to establish procedures for promptly resolving deficiencies. Procedures will be

implemented to identify and eliminate discrimination when found to exist, including, but not limited to utilization of disadvantaged business enterprises, public involvement and property acquisition.

9. A list of all Title VI complaints, investigations and lawsuits received since the last Title VI Program submission will be provided to FTA in the triennial update (Appendix I).

10. Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary within a period not to exceed 90 days. The CVT will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When irregularities occur in the administration of the program's operation, procedures will be promptly implemented to resolve Title VI issues, and reducing to writing remedial action agreed necessary within a period not to exceed 90 days.

11. Maintain updated legislative and procedural information regarding CVT's Title VI Program. This will include federal laws, rules and regulations, local guidelines, CVT Plan and updates, and other resource information pertaining to Title VI issues.

Complaint Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 relating to any transportation or program or activity administered by CVT, as well as to sub-recipients, consultants, and contractors. These procedures apply to complaints filed against a program and/or activity funded by either the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), and other Federal offices.

The complainant may file a signed, written complaint up to one hundred eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

1. The complainant's name, mailing address, and contact information (i.e. telephone number, email address, etc.)
2. How, when, where, and why the complainant believes he/she was discriminated against. Include the location, names, and contact information of any witnesses.
3. Other information that deemed significant by the complainant.

The Title VI Complaint Form (Appendix E) may be used to submit the complaint information.

Title VI Complaints are to be filed in writing to:

Title VI Coordinator
Concho Valley Transit
510 N Chadbourne
San Angelo, TX 76903

Intimidation or retaliation of any kind is prohibited per Title 49, Code of Federal Regulations, Part 21.11(e).

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by CVT will be directly addressed by CVT. CVT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, CVT shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledgment of receipt of complaint (Appendix F) will be mailed within seven **7 business days**. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination.

These procedures are part of an administrative process, which do not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

How will the complainant be notified of the outcome of the complaint?

CVT will send a final written response letter (Appendix G or H) to the complainant. In the letter notifying the complainant that the complaint is not substantiated (Appendix G), the complainant is also advised of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from CVT, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Title VI Emphasis in Transportation Planning Process

Intent of the Public Involvement Policy

CVT's policy is to be proactive in reaching out to the community and encouraging input from the public. The public involvement process should be an integral part of an agency's activities and its adequacy should be explicitly considered each time an agency makes major program changes, initiates new studies to identify solutions to transportation problems, and updates its plans. The Public Involvement Policy (PIP) is the official procedure document for CVT, to ensure that the transportation planning process includes input from the citizens, advisory committee, private transportation providers, agencies, and other interested parties.

Recognizing the importance of public involvement, CVT's goal is an effort which provides for:

- The public being informed fully about transportation issues throughout the process;
- The public has adequate opportunity to express opinions and concerns about public transportation issues in an orderly manner and appropriate forum; and
- Public transportation plans, policies, and decisions have public support.

The procedures for public participation are intended to allow for orderly public interaction with the CVT Board and staff. The PIP will include public involvement procedures for the planning documents and any other public transportation planning initiatives and/or studies that have a significant scope or impact.

The CVT relies on the San Angelo Metropolitan Planning Organizations public participation process to satisfy the requirements for the Program of Projects. The CVT and the San Angelo MPO coordinates in ensuring that the public participates in the TIP development process. However, the CVT has developed this document to guide its public participation efforts regarding fare changes, reduction of services, and major modifications of the fixed route system.

San Angelo Metropolitan Planning Organization (SAMPO) annually updates and coordinates CVT's future plans for transportation improvement programs and projects. The update also informs other CVT jurisdictions of the current planning direction for transportation needs. Projects included in the update are the result of evaluation and prioritization of needs in various transportation areas. The evaluation process includes input from local jurisdictions and organizations, citizen groups, and private individuals.

In addition, SAMPO utilizes a comprehensive transportation planning process which incorporates input from the public. The process further entails the monitoring and collection of varied data pertaining to transportation issues. SAMPO also coordinates the establishment of new transportation corridors within the district.

SAMPO has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public has been invited to participate in these activities:

Transportation Improvement Plan (TIP). The TIP is a fiscally constrained four-year planning document that addresses transportation project and programs including: federal, state and local highways, transit, ridesharing, bike paths and pedestrian facilities. The TIP process includes public hearings and public comment periods.

Regional Transportation Coordination

CVT is the lead agency for Regional Transportation Coordination in the Concho Valley Region. Coordination meetings are held quarterly with multiple stakeholders and other interested parties, with representatives from the following agencies/groups regularly attending: San Angelo Metropolitan Planning Organization, Workforce Development Center, Area Agency on Aging, San Angelo Health Foundation, Concho Valley Council of Governments, and the United Way of the Concho Valley.

CVT Board Meetings

The CVT Board shall meet at least four (4) times a calendar year, at least once each quarter or as often as the CVT Board desires to conduct the business of the CVT. The Board shall determine the time and place of such meetings.

The meetings of the CVT shall be subject to the Open Meetings Act of 1967 as amended (Article 6252-17c of Texas Vernon's civil statutes). (**Chapter 551 of the Texas Government Code**) Additionally any ad hoc or advisory committee formed under the auspices of the Board shall be subject to the same provisions.

Records of meetings of CVT are subject to the provisions of the Open Records Act, Texas Vernon's Civil Statutes Article 6252-17a as amended. **Texas Government Code Chapter 552.** The Board shall keep written minutes of each meeting, which shall include a record of members present and the votes on all motions.

The public shall be given an opportunity to participate at every public meeting by public comment periods. CVT staff is responsible for preparing the meeting agenda. CVT staff shall provide any technical assistance necessary during the meeting or will arrange for others to provide the technical assistance.

Notification will be provided through the following methods:

- CVT staff will post meetings at the Tom Green County Courthouse or on the CVCOG outdoor bulletin board and on the CVT website (<http://www.cvtd.org>) a minimum of seventy-two (72) hours in advance.
- CVT staff will send notifications of meetings via e-mail or mail to all persons in the notification database.
- Texas Secretary of State website <http://www.sos.state.tx.us/texreg/index.shtml>
- Meetings will be held at handicap accessible locations. CVT will make available meeting minutes, roster of attendees, and relevant documents at the CVT office and on CVT's website.

Public Meetings

CVT will hold public hearings prior to a decrease in service or an increase in fares. Major modifications to the fixed route system that constitute a greater than 25% change will also require a public hearing. Scheduling public hearings will be in a manner that makes them accessible to the community. The date, time, location, and subject matter of the hearing will be published in the

local newspaper and on the CVT website at least seventy-two (72) hours in advance. The meetings dates will be a minimum of ten calendar days prior to the adoption of the plan.

CVT staff shall notify local government and the public access channel of public hearings. CVT will be responsible for preparing an agenda, distributing announcements, providing technical assistance, making presentations or arranging for others to make a presentation. This includes the rural counties in the Concho Valley Region and the Regional Coordination Planning Area.

Public Appearances

CVT will make every effort to comply with requests from civic or professional groups, organizations, or committee to present or discuss information related to the work of CVT. Organizations should contact CVT and allow ample time for CVT staff to arrange to attend.

Advisory Committee

To assist in soliciting public opinion and comment, and other issues affecting CVT and the community, the CVT Board may designate an Advisory Committee. The Advisory Committee will be a combination of volunteers from the community who are key public representatives and concerned citizens, and the Committee will seek comments from community groups. CVT staff will provide assistance for the Committee or will arrange for other assistance. Committee will serve at the discretion of the CVT Board.

Title VI Responsibilities

1. Ensure that all aspects of the transportation planning process comply with Title VI.
2. Ensure participation of a cross section of various social, economic, and ethnic interest groups are represented in the planning process by disseminating program information to minority media and ethnic organizations and participating in roundtable meetings in minority communities when applicable.
3. Assist the Title VI Coordinator in gathering and organizing information for internal annual Title VI Update Reports.
4. Review the Program Development work program and other directives to ensure compliance with Title VI program requirements.
5. Gather statistical data on program participation regarding race, color, and national origin.

Limited English Proficiency (LEP) Analysis and Assistance Plan

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient, or “LEP.” According to the 2013 American Community Survey (ACS) and the 1990

and 2000 Decennial Census, LEP individuals accounted for 25.1 million, or 8.5 percent, of the US population over age 5. Between 1990 and 2013, the LEP population grew 80 percent from nearly 14 million to 25.1 million. The highest concentrations of LEP individuals were found in the six traditional-destination states – California, Texas, New York, Florida, Illinois, and New Jersey. These states each had 1 million or more LEP residents and together represented approximately two-thirds of the total LEP population.

Spanish-speaking LEP individuals accounted for 64 percent of the total US LEP population in 2013. The next two languages most commonly spoken were Chinese and Vietnamese, which accounted for 6 percent and three percent, respectively. While the predominance of Spanish eclipses other languages spoken by LEP individuals in terms of share and absolute number, the diversity of other LEP-spoken languages has important implications for government agencies, businesses, and communities in which LEP individuals reside, particularly when vital information must be communicated to all residents.

In 2013, five languages – Spanish, Chinese, Vietnamese, Korean, and Tagalog – were spoken by 80 percent of all LEP individuals. The six through tenth most common languages spoken by LEP individuals – Cambodian, Laotian, Russian, Armenian, and French Creole languages – were distributed roughly equally.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 11 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers.

Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: (1) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued; and (2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

Legal Basis for Language Assistance Requirements

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The U.S. DOT requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

Evaluation

The Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

1. Language Fluency – All Counties

Source: 2018-2022 American Community Survey 5-Year Estimates

	Language Spoken At Home	Population 5 Years and Over	English Only	Language other than English	Speak English less than “very well”	Spanish	Speak English less than “very well”	Other Indo-European languages	Speak English less than “very well”	Asian and Pacific Islander languages	Speak English less than “very well”	Other language	Speak English less than “very well”
Coke Estimates	#	3,173	2,825	348	146	322	96	0	0	26	10	0	0
	%		89%	11%	4.63%	10.1%	27.6%	0%	0.0%	.08%	38.5%	0.00%	0.00%
Concho Estimates	#	3,106	1,999	1,107	622	568	622	36	0	16	0	2	0
	%		64.4%	35.6%	20.0%	54.5%	22.24%	100%	0.00%	59.3%	0.00%	100%	0.00%
Crockett Estimates	#	2,850	1,202	1,648	154	1,648	154	0	0	0	0	0	0
	%		42.2%	57.8%	5.4%	57.8%	5.4%	0%	0.00%	0.00%	0.00%	0%	0%
Irion Estimates	#	1,515	1,199	316	9	316	9	0	0	0	0	0	0
	%		79.1%	20.9%	0.6%	20.9%	0.6%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kimble Estimates	#	4,078	3,372	706	200	687	195	0	0	0	0	5	0
	%		82.7%	17.3%	4.9%	16.8%	28.4%	0.00%	0.00%	0.00%	0.00%	26.3%	0.00%
Mason Estimates	#	3,619	2,976	643	283	522	283	117	24	4	0	0	0
	%		82.2%	17.8%	7.8%	14.4%	7.8%	3.2%	20.5%	0.1%	0.00%	0.00%	0.00%
McCulloch Estimates	#	7,225	5,377	1,848	435	1,788	432	52	0	8	0	0	0
	%		74.4%	25.6%	6%	24.7%	24.2%	0.7%	0.00%	0.1%	0.00%	0%	0.00%
Menard Estimates	#	1,888	1,428	460	131	460	131	0	0	0	0	0	0
	%		75.6%	24.4%	6.9%	24.4%	6.9%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reagan Estimates	#	3,010	1,407	1,603	465	1,532	465	0	0	71	32	0	0
	%		46.77%	53.3%	15.4%	50.9%	15.4%	0%	0.00%	2.4%	45.1%	0.00%	0.00%
Schleicher Estimates	#	2,265	1,434	831	140	873	140	0	0	8	0	0	0
	%		63.3%	36.7%	6.2%	36.3%	6.2%	0.00%	0.00%	0.4%	0.00%	0.00%	0.00%
Sterling Estimates	#	1,266	992	274	50	274	50	0	0	0	0	0	0
	%		78.4%	21.6%	3.9%	21.6%	3.9%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sutton Estimates	#	3,162	1,435	1,727	455	1,717	455	0	0	10	0	0	0
	%		45.4%	54.6%	14.4%	54.3%	14.4%	0.00%	0.00%	0.3%	0.00%	0.00%	0.00%
Tom Green Estimates	#	111,675	84,541	27,134	6,913	25,129	6,913	1,007	102	780	420	218	66
	%		75.7%	24.3%	6.2%	22.5%	6.2%	.9%	10.1%	0.7%	53.8%	.2%	30.3%
Total – All Counties	#	149,704	108,779	40,925	10177	38,669	9,727	291	68	297	77	1,593	305
	%		72.66%	27.34%	6.80%	25.83%	6.50%	0.19%	0.05%	0.20%	0.05%	1.06%	0.20%

2. Language Spoken at Home – All Counties

Source: 2018-2022 American Community Survey 5-Year Estimates

	Coke	Concho	Crockett	Irion	Kimble	Mason	McCulloch	Menard	Reagan	Schleicher	Sterling	Sutton	Tom Green	Total
English Only	2,801	2,506	1,697	1,257	3,436	3,036	6,149	1,586	1,375	1,654	737	1,851	80,694	108,779
Spanish	342	1,182	1,680	257	718	703	1,492	490	2,088	1,254	289	1,790	26,384	38,669
French					4		8					29	138	179
French Creole		3												3
German	4	2			19	47				6		12	204	294
Russian							13						79	92
Other Slavic Languages		7												7
Persian		11												11
Other Indic Languages													7	7
Other Indo-European Languages	2	18	53						21				197	291
Chinese	5												60	65
Korean						14							229	243
Vietnamese		38				61							70	169
Other Asian Languages						20							277	297
Tagalog						7							194	201
Other Pacific Island Languages		5	24			1						29	412	471
Arabic							2						53	55
Urdu							24							24

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

CVT has two primary types of transportation services that are provided to the general public, para-transit and fixed routes. All of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible to LEP populations, we would like to grow the number of LEP riders by making available materials, training, and outreach services that would help serve this population better. CVT has completed Spanish language translations of all vital documents and signage at the Multi-Modal Terminal and on all revenue vehicles.

Several of CVT's drivers, both para-transit and fixed route, three customer service representatives, one supervisor, and the administrative office full-time receptionist speak Spanish with proficiency. Their ability to speak with our LEP population has allowed us to continue to serve the needs of the majority of the LEP public. Though this helps us significantly, there are many obvious barriers of having only a limited number of people who can assist most of our LEP population such as, but not limited to, being tied up with other tasks, unavailable during breaks, taking days off, and being busy communicating with other customers.

In order to better determine CVT's current interactions with LEP populations, CVT will administer an internal survey of its employees' experiences with LEP populations. The findings of the survey will hopefully provide us with areas of needed improvement.

Factor 3: Assessing the Nature and Importance of Program, Activity, or Service to LEP Individuals

Both types of transportation that CVT provides are equally important to LEP individuals. Paratransit services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, and education. Additionally, para-transit services provide transportation to places that improve the quality of life, including friends, relatives, entertainment, and the arts. The **nine** fixed routes in the City of San Angelo provide access to Angelo State University, Howard College, West Texas Training Center, Workforce Solution of the Concho Valley, and several branches of the Tom Green County Library system, all of which can assist in language and workforce education.

Factor 4: Resources Available to the Recipient and Costs

US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-

effective means of delivering competent and accurate language services before limiting services due to resource concerns.”

Based on this guidance, we have reviewed our resources and deemed that given the high concentration of LEP individuals in our service area, upon request we will translate our vital documents into the language requested to ensure accessibility.

With our limited funds chasing increasing demand, CVT is not able to allocate funds solely for the purpose of assisting LEP populations. At the current time, CVT does not have the technical assistance, experience, and funds to identify the total costs associated with fully implementing the necessary new or improved programs and services for LEP individuals.

Safe Harbor Stipulation

Federal law provides a “safe harbor” situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A “safe harbor” means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient’s written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% of 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.

This “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

LEP Program Action Plan

Within the next three years, CVT will work at completing the following activities to further enhance its LEP Program as it relates to the provision of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.

2. Establish relations with more agencies and organizations serving LEP persons.
3. Get feedback from agencies regarding key languages being used in the service area.
4. Get feedback from agencies regarding language services needed.
5. Identify the resources agencies may have to assist CVT with LEP persons as it relates to provision of transportation services or transit-related benefits.
6. Explore the possibility of developing contracts or service relationships for language services.
7. Develop materials in alternate languages, as applicable.
8. Continue to provide training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
9. Continue to provide training for administrative and customer service staff including awareness of services available, how to respond to LEP individuals in person, to LEP callers, and to LEP correspondence.

Public Participation Plan

Concho Valley Transit System is the transit system providing public transportation for the San Angelo Metropolitan Service Area. Concho Valley Transit System uses the Public Participation Plan (PPP) developed and utilized by the San Angelo Metropolitan Planning Organization and works with the MPO to meet the standards and regulation within. The Public Participation Plan for CVT emphasizes the importance of early, on-going public involvement in the transit planning process. Early public involvement enables Concho Valley Transit System to make more informed decisions, improve quality through collaborative efforts, as well as build mutual understanding and trust between Concho Valley Transit System and the public.

It is the intent of the Concho Valley Transit System that the PPP provide the greatest possible involvement in the transit planning process. Moreover, the Concho Valley Transit System intends that the PPP be implemented in a continuous, proactive manner.

Public Participation Goals and Objectives

Concho Valley Transit System Goal: To develop and provide public transit services in the CVT Service Area by engaging in comprehensive planning activities to include public involvement and consultation with public officials.

The following objectives will enable Concho Valley Transit System to meet its overall goal for public participation:

1. Identify target audiences/stakeholders and encourage their involvement in the planning process. These include but are not limited to:
 - a. General Public/Citizens
 - b. Minorities (with consideration of LEP persons)
 - c. People who classify as lower-income
 - d. Private Businesses/Organizations

- e. State and Local Governmental entities
 - f. Publicly funded organizations and agencies
2. Provide notification of meetings and forums in languages understood by targeted audiences and at locations in which they frequent. This will include visual techniques such as charts, pictures, and maps when necessary.
 3. Follow the procedures and standards established in the CVT Transit System LEP Program in an effort to reach and communicate with persons speaking a language other than English.
 4. Establish meeting opportunities at times and locations that maximize public engagement and participation. Phone calls and emails are also encouraged for persons who are unable to attend a forum
 5. Continuously evaluate public involvement strategies and make changes as needed to improve the effectiveness of public participation.

All persons attending the public meetings will be asked to sign a roster that will be maintained by the MPO.

Public Participation Plan Elements

The Public Participation Plan is intended to provide direction for public involvement activities to be conducted by the Concho Valley Transit System and contains the goals, objectives, and techniques used by the Concho Valley Transit System for public engagement. In its public participation process, Concho Valley Transit System will:

- Provide timely information about transit issues, process, and plans to stakeholders, interested parties, and the general public.
- Give adequate public notice of participation activities and allow time for public review and comment at key decision points. If the final draft of any plan differs significantly from the one available for public comment and raises new material issues an additional opportunity for public comment on the revisions will be made available.
- Report (when significant written or oral comments are received ‘during the planning process as a result of public outreach and participation process) on the disposition of comments in the final plan.
- Solicit the needs and input of historically under-served individuals and agencies that provide services to the same.
- Provide a public comment period of 45 calendar days prior to the adoption of the MTP and the TIP; and a public comment period of at least 10 calendar days prior to the adoption of any formal amendments or updates.

Minutes of public meetings shall be maintained by the MPO (with whom Concho Valley Transit System works in conjunction) for a period of five (5) years. Current minutes of the public meetings will be maintained on the MPO website as shown below. The public will be given an opportunity to comment on or at every public meeting or forum.

This Public Participation Plan will be made available during regular business hours at:

Concho Valley Transit
510 N. Chadbourne Street
San Angelo, Texas 76903
www.cvtd.org

San Angelo MPO
510 N. Chadbourne Street
San Angelo, Texas 76903
www.sanangelompo.org

2023-2024 Regional Coordination Planning Committee Stakeholders

Disability Connections
MHMR
Tx Hunger Initiative
Workforce Solutions
CV Workforce
CV Community Action
United Way
Area Agency on Aging
Children's Advocacy Center
Sterling County Judge
Eldorado City Manager
San Angelo MPO
TxDOT
ASU
Adult Literacy Council
Menard Senior Center
City of Big Lake
Sutton County Senior Center
Crockett County Senior Center
Junction Senior Center

Minority Participation within the Planning and Advisory Bodies

Concho Valley Transit understands the importance of diverse representation on committees, councils and boards. The inclusion of minority participants on the Planning and Advisory Board results in adequate policies and procedures reflective of its entire population. As such, CVT encourages participation of all its citizens.

As vacancies on the Stakeholder's Committee become available, CVT will make efforts to encourage and promote diversity.

To encourage participation on this board, CVT will continue to reach out to communities and organizations to connect with all populations within the Concho Valley. In addition, CVT will

make participating realistic and reasonable. Accommodations will be made when available, such as: scheduling times so that all members can be present, transportation to and from the meeting site or providing meeting information via email or in person.

Construction Program Requirement

If CVT begins any construction projects, a Categorical Exclusion (CE) will be prepared for the NEPA requirement and the community disruption and environmental justice sections of FTA standard CE Checklist will be completed. CVT will also complete a Title VI Equity Analysis on the chosen location of the proposed property during the planning stages of construction. The analysis will ensure that the selection of the location does not result in adverse or disparate impact.

System-Wide Service Standards and Policies

1. Vehicle loads for the fixed route system set up by Concho Valley Transit has been studied and set up to efficiently and effectively serve the community of the City of San Angelo with peak time vehicle loads being 1.1 and off-peak time loads being 0.7. If vehicle peak time loads exceeds 1.25 the driver will notify Dispatch and a supervisor will be consulted to relieve the pressure on that route until the demand diminishes.
2. Headway for fixed route system is 50 minutes at this time. If traffic, construction or passenger load creates a delay in Headway the driver will contact Dispatch and a supervisor will be consulted to determine if relief is needed to correct the headway **issue**.
3. On-time performance will be measured in early or delayed arrival at locations spelled out in the route schedule or arrival back at the main terminal. These performance standards will be maintained in order to efficiently and reliably serve the public citizenry of San Angelo. Early arrival at any destination or designated location is not permissible. Late arrival at any destination or designated location is allowable up to 5 minutes after the designated time. If Construction, traffic or other factors cause a route to run in excess of 5 minutes late the driver will notify Dispatch and a supervisor will be consulted to determine if relief is needed to correct the delays.
4. The Service availability of our fixed routes will be determined based on Census information and likely need to the areas of the community based on demographics of the city, needs of the portion of the community intended to be served in those areas and population increase or decrease as well. All fixed routes have designated pick up **areas**.
5. Distribution of transit amenities for our fixed route system includes but is not limited to bus stop benches at some designated bus stops depending on ridership and needs of the community. Printed signs are available in the Multi-Modal Terminal lobby as well as outside the lobby in public display cases. Also, ample numbers of individual Route schedules with maps included are available at the Multi-Modal facility, in several locations around the city, and on CVT's website at www.cvtd.org.
6. Vehicle assignments are assigned each day a vehicle determination is made depending on vehicle availability and ridership on each route. Generally speaking, each fixed route will be assigned a bus capable of carrying 23 passengers and a total of two-wheel chairs at a minimum. However, in the case where a bus of this size may not be available a smaller bus may be assigned to the Route with the lowest ridership and/or shortest route.

7. CVT fixed route will abide by the 49 CFR for the following ADA Fixed Route service requirements:
 - a. When wheelchair lifts are inoperable, the CVT driver can deploy the ramp manually, or call a supervisor for assistance in an alternative transportation.
 - b. Drivers will allow adequate time for persons with disabilities to board and deboard the vehicle.
 - c. Drivers will make stop announcements at major intersections and landmarks, or as requested by a passenger.
 - d. Route numbers will be visible and will be announced upon request.

Appendix A
Employee Annual Education Form
Title VI Policy

No person 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.

All employees of Concho Valley Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them, without regard to race, color or national origin.

Appendix B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Concho Valley Transit Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

Employee Signature

Print Name

Date

Appendix C

Concho Valley Transit Title VI Notice to Public

Concho Valley Transit (CVT) hereby gives public notice that it is CVT's policy to assure full compliance with Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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" (42 U.S.C. Section 2000d).

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you feel you are being denied participation in or being denied benefits of the transit services provided by CVT, or otherwise being discriminated against because of your race, color, or national origin, you may contact our Title VI Coordinator at (325) 947-8729. Any such complaint must be in writing and filed with the Concho Valley Transit Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from this office at no cost to the complainant by calling (325)947-8729 or on our website www.cvt.org.

For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvt.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

This notice is to be posted in the office of CVT, in the CVT Multi-Modal Terminal, on the CVT website, and on all revenue vehicles.



Concho Valley Transit Título VI Aviso Público

Concho Valley Transit (CVT) se da aviso público que es política de CVT para asegurar la completa conformidad con el título VI de la ley de derechos civiles de 1964. Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación por raza, color u origen nacional en programas y actividades que reciben asistencia financiera Federal. En concreto, título VI establece que "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, se excluirá de la participación en, ser negada los beneficios de o ser sujeta a discriminación bajo cualquier programa o actividad recibir Asistencia financiera federal"(42 U.S.C. sección 2000 d).

CVT se compromete a garantizar que ninguna persona es excluida de la participación en, o negada los beneficios de sus servicios de transporte sobre la base de raza, color u origen nacional, como protegido por el título VI en tránsito Federal administración (FTA) 4702.1.B Circular. Si usted siente que se les niega participación en o se les niega los beneficios de los servicios de transporte prestados por CVT o de lo contrario ser discriminadas debido a su raza, color, origen nacional, puede comunicarse con nuestro título VI Coordinador en (325) 947-8729. Cualquier denuncia debe ser por escrito y ante el Coordinador del Concho Valley Transit título VI dentro de ciento ochenta 180 días siguientes a la fecha de la supuesta ocurrencia discriminatoria. Título VI formularios de queja de discriminación puede obtenerse de esta oficina sin costo alguno al demandante, llamando al (325)947-8729 o en nuestro sitio web www.cvt.org.

Este aviso debe ser publicada en la oficina de CVT en la Terminal multimodal de CVT, en el sitio web de la CVT y en todos los vehículos de ingresos.



Concho Valley Transit

510 N. Chadbourne

San Angelo, TX 76903

Phone: 325.947.8729 Fax: 325.227.6852

Email : cvtinfo@cvcog.org

Web site: www.cvtld.org

Appendix D

Title VI Complaint Form

Complaint Form Instructions: If you would like to submit a Title VI complaint to Concho Valley Transit (CVT), please fill out the form below and send it to: Concho Valley Transit, Attn: Title VI Coordinator, 510 N Chadbourne, San Angelo, Texas 76903. For questions or a full copy of CVT's Title VI policy and complaint procedures call 325-947-8729

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person (s) if known:	6. Date of incident:
7. Discrimination because of: <input type="checkbox"/> Race <input type="checkbox"/> Other <input type="checkbox"/> Color <input type="checkbox"/> National Origin	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	

<p>9. Why do you believe these events occurred?</p>
<p>10. What other information do you think is relevant to the investigation?</p>
<p>11. How can this/these issue(s) be resolved to your satisfaction?</p>
<p>12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):</p> <div style="display: flex; justify-content: space-between;"> Name: Address: Phone Number: </div>
<p>13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Federal agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State court </div> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Local agency <input type="checkbox"/> State agency </div> <p>If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.</p> <div style="display: flex; justify-content: space-between;"> Agency/Court: Contact's Name: Address: Phone number: </div>
<div style="display: flex; justify-content: space-between;"> Signature (Complainant) Date of filing: </div>



Concho Valley Transit

510 N. Chadbourne

San Angelo, TX 76903

Phone : 325.947.8729 Fax : 325.227.6852

Email : cvtinfo@cvcog.org

Web site: www.cvtd.org

Forma de Queja de Discriminación de Título VI

Enviar forma firmada: Concho Valley Transit, Attn: Title VI Coordinator, 510 N Chadbourne, San Angelo, Texas 76904 o por fax al 325-944-9925

Apellido:		Nombre:
Teléfono:		Dirección:
Ciudad:	Estado:	Código Postal:
Correo Electrónico:		Teléfono Alternativo:
Indica por favor la(s) base(s) de su queja: <input type="checkbox"/> Raza <input type="checkbox"/> Otra <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
Fecha y lugar de la(s) presunta(s) acción(es) discriminatoria(s). Favor de incluir la primera fecha de la presunta discriminación y la fecha más reciente de la presunta discriminación.		
Como se discrimino contra usted relacionado a transportación pública? Describa la naturaleza de la acción decisión a las circunstancias de la presunta discriminación. Explique, de la manera más clara posible, que sucedió y porque cree usted que su status protegido fue un factor en la discriminación. Incluya como otras personas fueron tratadas de distinta manera que usted. (Adjunte hojas adicionales de ser necesario).		
La ley prohíbe intimidación o represalias contra cualquier persona ya sea por tomar acción o por participar en la toma de acción para asegurar los derechos protegidos por estas leyes. Si usted siente que se han tornado represalias en su contra, aparte dela presunta discriminación mencionada anteriormente, favor de explicar las circunstancias a continuación. Explique la acción que usted tomo que cree sea la causa de la presunta represalia.		

Nombre de los individuos responsables de la(s) acción(es) discriminatoria(s):		
Nombre de personas (testigos, compañeros de trabajo, supervisores u otros) a quienes podamos contactar para obtener información adicional para respaldar o aclarar su queja: (adjunte hojas adicionales de ser necesario).		
Nombre:	Dirección:	Teléfono:
<p>Alguna vez ha presentado, o tiene la intención de presentar, una queja con respecto a esta situación con cualquiera de las organizaciones que se mencionan a continuación? De ser así, favor de proporcionar las fechas en que se presentaron. Marque todas las que apliquen.</p> <p> <input type="checkbox"/> Departamento de Transporte de los EE.UU. _____ <input type="checkbox"/> Administración Federal de Carreteras de los EE.UU. _____ <input type="checkbox"/> Administración de Transporte Federal de los EE.UU. _____ <input type="checkbox"/> Oficina de Programas de Cumplimiento de Contratos, Federales de los EE.UU. _____ <input type="checkbox"/> Comisión para la Igualdad de Oportunidades en el Empleo de los EE.UU. _____ <input type="checkbox"/> Tribunal Federal O Estatal de los EE.UU. _____ <input type="checkbox"/> Otros _____ _____ </p>		
Ha hablado sobre la queja con algún representante de CVT ? De ser así, favor de proporcionar el nombre y puesto de la persona y la fecha en la que tuvo la conversación.		
Explique brevemente que remedio, o acción está usted buscando por la presunta discriminación.		
Favor de proporcionar cualquier información adicional y/o fotografías, si son pertinentes, que usted crea ayudaran el la investigación.		
No podemos aceptar una queja sin firma. Favor de incluir su firma y la fecha a continuación:		
Firma del Demandante: _____		
Fecha: _____		

Appendix E

Investigations, Lawsuits, and Complaints Document

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) taken
Investigations				
1	None			
Lawsuits				
1	None			
Complaints				
1	None			

Appendix F

Summary of Outreach Efforts

CVT's Public Outreach Efforts

- IX. Determine and identify what meetings and program activities lend themselves to client public participation.
- Foster Grandparents
 - Senior Companion
 - Area Agency on Aging
 - Angelo State University
 - Howard College
 - Goodfellow Air Force Base
 - Shannon Medical Center
 - Concho Valley Workforce Solutions
 - HEB Feast of Sharing
 - Disability Connections
 - West Texas Lighthouse for the Blind
- X. Schedule meetings and times that are convenient and accessible for minority and LEP communities. Offer transportation when having meetings at the CVT Depot Annex building.
- XI. Employing different meeting sizes and formats.
- XII. Coordinate with community organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- XIII. Consider social media, television, or radio ads and publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- XIV. Provide opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.



Memo

To: CVTD Board of Directors

From: Jeff York - Director of Transportation

Date: 3/13/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 10

ITEM 10

Jeff York, Director of Transportation is seeking consideration and approval concerning the revisions to the Title VI Plan.

Approved at the CVTD Board Meeting on March 13, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner

CVTD
Balance Sheet - CVTD Balance Sheet
As of 12/31/2023

	Current Period Balance	
Assets		
First Financial Transit District Bank Acct	568,252.53	1115000
First Financial ICB Bank Acct	30,962.34	1119000
Petty Cash	150.00	1198000
FTA/TxDOT Urban AR	669,604.00	1241000
TxDOT Rural	567,089.00	1242000
TxDOT ED-5310-Mobility Mngt	30,393.00	1251000
TXDOT RPTCP Receivable	15,529.00	1281000
Account Receivable-AMR	3,955.45	1300000
Accounts Receivable - SafeRide	14,425.47	1306000
AR - CV Council of Governments	3,640.00	1311000
Concho County	10,599.12	1371000
West Texas Counseling and Guidance	700.00	1381000
Angelo State University	6,023.76	1387000
CV Area Agency on Aging	4,450.00	1389000
CV Foster Grandparent	255.50	1390000
Accounts Receivable-General	2,463.45	1391000
CV Senior Companion	251.00	1393000
CV Economic Development District	53,840.00	1394000
Bus Passes Receivable	1,610.00	1396000
Other Assets - Project Equipment	4,092,908.69	1811000
Other Assets - Land Chadbourne	353,098.80	1812000
Other Assets - Building Chadbourne	4,661,734.41	1813000
Other Assets - Land Link Road	396,000.00	1814000
Other Assets - Building Link Road	3,448,031.56	1815000
Total Assets	14,935,967.08	
Liabilities		
AP	130,610.07	2111000
AP Owed to CVCOG	350,207.90	2112000
Unearned Revenue- Charter Payments	375.00	2914000
Unearned Revenue- Insurance Payments	17,813.04	2915000
Unearned Revenue - County Membership Dues	81,751.14	2917000
Unearned Revenue-AMR	15,640.55	2919000
Unearned Revenue- Bus Passes	1,610.00	2920000
Unearned Revenue- SafeRide	35,502.38	2922000
Unearned Revenue- CVCOG	11,666.68	2927000
Total Liabilities	645,176.76	
Fund Balance		
Unassigned General Fund	1,262,446.50	3101000
Investment - Capital Assets	12,951,773.46	3110000
Restricted - Insurance Payments	34,146.80	3603000
Total Fund Balance	14,248,366.76	
Excess Revenue over Expenditures	42,423.56	
Total Liabilities and Fund Balance	14,935,967.08	

CVTD
Statement of Revenues and Expenditures
From 9/1/2023 Through 12/31/2023

	<u>Current Period Actual</u>
Revenue	
4147000 Grant 800, FTA TX-2020-096-00 CARES ACT	579,990.00
4150100 FTA TX-2024-023 CFDA 20.507	123,750.00
4151000 FTA TX-2021-100-00, CFDA 20.507	4,569.00
4152000 FTA TX-2023-005-01 Y495 CFDA 20.507	455,668.00
4207000 TXDOT RPTCP CFDA 20.505	15,529.00
4276000 TXDOT 5311-2022-CVTD-00100	157,849.00
4276100 TXDOT 5311-2023-CVTD-00031	164,339.00
4284000 TxDOT 5310-ED-Mobility Mngt, CFDA 20.513	30,393.00
4306000 TXDOT State-R-2022-CVTD-00131	13,955.00
4306100 TXDOT State-R-2023-CVTD-00032	107,954.00
4307100 TXDOT State-U-2023-CVTD-00036	331,588.00
4412000 Transportation Toll Credits	9,185.00
4521000 Organization Program Income	7,815.00
4522000 Program Income	32,311.92
4523000 Local Revenue	51,489.12
4524000 Greyhound Lines Pass-Thru	8,755.21
4525000 Transit Charter Fees	16,650.00
4526000 Building Lease	1,500.00
4756000 Revenue County Cash Match	118,335.24
4757000 SafeRide Medical Transportation	69,356.97
4759000 AMR Medical Transportation	58,788.30
4760000 CVEDD Vendor Contract	155,657.00
4762000 FGP Vendor Contract	1,380.00
4763000 Transp Aging Vendor Cont	20,567.50
4764000 SCP Vendor Contract	565.50
4916000 Facility Management Allocation	130,516.94
Total Revenue	<u>2,668,457.70</u>
Expenditures	
5110000 General Wages	281,548.09
5118000 General Overtime Wages	724.03
5150000 Vacation Time Allocation	58,126.27
5151000 Medicare Tax	11,913.31
5172000 Workers Comp Insurance	56,546.75
5173000 SUTA	181.17
5174000 Health Insurance Benefit	168,902.28
5175000 Dental Insurance Benefit	5,910.06
5176000 Life Insurance Benefits	5,147.16
5177000 HSA Insurance Benefit	2,946.57
5181000 Retirement	92,090.01
5199000 Management and Administration Indirect	87,197.81
5203000 Uniforms	470.47
5204000 Greyhound Pass-Thru	4,344.50
5206000 HR Service Center	32,902.81
5207000 Procurement Service Center	63,109.10
5208000 Information Technology Service Center	37,820.91
5210000 Driver Wages	494,706.31
5217000 Dispatch/Customer Service Wages	32,600.99
5218000 Driver Overtime Wages	34,606.27
5219000 Dispatch/Customer Service Overtime Wages	2,498.15
5222000 Driver Double Time	504.18
5291000 Contract Services	72,960.92

CVTD
Statement of Revenues and Expenditures
From 9/1/2023 Through 12/31/2023

	<u>Current Period Actual</u>
5309000 Travel-In Region	87.12
5310000 Travel-Out of Region	2,273.21
5312000 Meals	809.48
5351000 Fuel	163,380.37
5352000 Lubricant, Oil, Other Fluids(except Fuel)	8,247.95
5361000 Vehicle Maintenance	105,084.69
5363000 Tires	17,609.07
5366000 Non-Vehicle Maintenance	398.45
5431000 Utilities	15,015.98
5448000 Link Road Building Maintenance	8,926.94
5451000 Facility Allocation	4,227.92
5510000 Supplies	2,324.03
5516000 Supplies - Bus/Service Vehicles	1,716.15
5520000 Parts Supplies	11,897.38
5622000 Computers/Software	21,769.69
5626000 Capital-Bus <30 ft	579,990.00
5629000 Tools	1,487.41
5632000 Copier	394.95
5711000 Insurance	39,022.30
5712000 Communications - Bus	36,846.38
5713000 Cell Phones	290.90
5721000 Printing	3,901.55
5722000 Ads & Promotions	193.44
5753000 Dues and fees	1,435.36
5754000 Vehicle Registration	94.50
5762000 Postage/freight	195.77
5792000 Coffee Expense	109.34
5793000 Physicals	1,535.00
5796000 Safety	3,412.85
5810000 Multi-Modal Supplies	1,561.03
5811000 Multi-Modal Insurance	5,989.15
5814000 Multi-Modal Internet	6,729.04
5831000 Multi-Modal Utilities	7,516.46
5851000 Multi-Modal Building Maintenance	1,033.31
5861000 Multi-Modal Communications	1,461.88
5876000 Shop Christoval Rd Utilities	455.29
5901000 Link Road Amortization	11,666.68
6999000 Transportation Toll Credits	9,185.00
Total Expenditures	<u>2,626,034.14</u>
Excess Revenue over Expenditures	<u><u>42,423.56</u></u>

CVTD
Expenditure Journal
From 9/1/2023 Through 12/31/2023

Grant Code	Grant Title	General Ledger Expenditures	Account Payable Expenditures	Total
010	ICB Program	10,316.65	0.00	10,316.65
018	Extended Medical Transp Program	35,723.17	0.00	35,723.17
800	Grant 800, CVTD Urban CARES ACT	0.00	579,990.00	579,990.00
K01	Grant K01, Head Start Maintenance	0.00	0.00	0.00
K02	Grant K02, Head Start Maintenance FY23-24	4,542.64	0.00	4,542.64
L02	Program L02, Link Road Facility FY 22-23	0.00	0.00	0.00
L03	Program L03, Link Road Facility FY 23-24	121,951.13	8,565.83	130,516.96
M05	Grant M05, Mobility Urban 5310-2023-	10,374.62	0.00	10,374.62
M06	Grant M06, Mobility Rural 5310-2023-00049	28,247.03	0.00	28,247.03
P03	Grant P03, RPTCP 2024-CVTD-00015	18,636.68	0.00	18,636.68
R03	Grant R03, CVTD Rural FY 22-23	(43,031.40)	43,031.40	0.00
R04	Grant R04, CVTD Rural FY 23-24	476,812.43	149,975.93	626,788.36
U03	Grant U03, CVTD Urban FY 22-23	(81,197.90)	81,197.90	0.00
U04	Grant U04, CVTD Urban FY 23-24	<u>893,502.90</u>	<u>287,395.13</u>	<u>1,180,898.03</u>
	Report Total	<u>1,475,877.95</u>	<u>1,150,156.19</u>	<u>2,626,034.14</u>

CVTD
Reconcile Cash Accounts

Summary

Cash Account: 1115000 First Financial Transit District Bank Acct

Reconciliation ID: CVTD Reconciliation December 2023

Reconciliation Date: 12/31/2023

Status: Open

Bank Balance	568,252.53
Less Outstanding Checks/Vouchers	0.00
Plus Deposits in Transit	0.00
Plus or Minus Other Cash Items	0.00
Plus or Minus Suspense Items	<u>0.00</u>
Reconciled Bank Balance	568,252.53
Balance Per Books	<u>568,252.53</u>
Unreconciled Difference	<u><u>0.00</u></u>

Click the Next Page toolbar button to view details.

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Checks/Vouchers

Document Number	Document Date	Document Description	Document Amount	Payee
25804	11/21/2023	System Generated Check/Voucher	27,676.00	AngelTrax
25806	11/21/2023	System Generated Check/Voucher	6,557.65	ENGINE PRO MACHINE LLC
25807	11/21/2023	System Generated Check/Voucher	251.93	FLORES TIRE & AUTO
25811	11/21/2023	System Generated Check/Voucher	866.25	MELODY'S SOUTHWEST CONSORTIUM
25815	11/21/2023	System Generated Check/Voucher	70.16	Unifirst Holding Inc
25816	11/28/2023	System Generated Check/Voucher	385.00	American and Sales and Service, INC
25817	11/28/2023	System Generated Check/Voucher	266.56	ATMOS ENERGY
25818	11/28/2023	System Generated Check/Voucher	119.54	ATMOS ENERGY
25819	11/28/2023	System Generated Check/Voucher	27,642.32	City of San Angelo-Transit
25820	11/28/2023	System Generated Check/Voucher	3,619.00	CONSTANCIO TIRE AND FLEET
25821	11/28/2023	System Generated Check/Voucher	79.86	CTWP
25822	11/28/2023	System Generated Check/Voucher	3,998.46	ENGINE PRO MACHINE LLC
25823	11/28/2023	System Generated Check/Voucher	10,800.00	Fentress Engineering LLC
25824	11/28/2023	System Generated Check/Voucher	65.00	FLORES TIRE & AUTO
25825	11/28/2023	System Generated Check/Voucher	2,983.30	G&G AUTOMOTIVE
25826	11/28/2023	System Generated Check/Voucher	62.99	Napa Auto Parts
25827	11/28/2023	System Generated Check/Voucher	747.17	O'REILLY'S AUTO PARTS, INC.
25828	11/28/2023	System Generated Check/Voucher	11,727.01	TML INTERGOVERNMENTAL RISK POOL
25829	11/28/2023	System Generated Check/Voucher	70.16	Unifirst Holding Inc
25830	11/28/2023	System Generated Check/Voucher	360.00	WEST TEXAS REHABILITATION CENTER
25831	12/5/2023	System Generated Check/Voucher	2,479.96	AT&T MOBILITY
25832	12/5/2023	System Generated Check/Voucher	50.00	AUTOMATIC FIRE PROTECTION, INC.
25833	12/5/2023	System Generated Check/Voucher	626.74	BRUCKNER TRUCK SERVICE
25834	12/5/2023	System Generated Check/Voucher	45.00	BUG EXPRESS
25835	12/5/2023	System Generated Check/Voucher	2,101.00	CONSTANCIO TIRE AND FLEET
25836	12/5/2023	System Generated Check/Voucher	590.31	Model 1 Commercial Vehicles dba Creative Bus Sales

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Checks/Vouchers

Document Number	Document Date	Document Description	Document Amount	Payee
25837	12/5/2023	System Generated Check/Voucher	14,127.81	ENGINE PRO MACHINE LLC
25838	12/5/2023	System Generated Check/Voucher	427.92	FLORES TIRE & AUTO
25839	12/5/2023	System Generated Check/Voucher	7,222.38	G&G AUTOMOTIVE
25840	12/5/2023	System Generated Check/Voucher	240.00	HAY,WITTENBURG,DAVIS,C... & BALE L.L. P.
25841	12/5/2023	System Generated Check/Voucher	123.99	Napa Auto Parts
25842	12/5/2023	System Generated Check/Voucher	943.19	O'REILLY'S AUTO PARTS, INC.
25843	12/5/2023	System Generated Check/Voucher	120.00	SAV-A-LIFE SKILLS
25844	12/5/2023	System Generated Check/Voucher	18,855.62	WEX BANK
25845	12/5/2023	System Generated Check/Voucher	2,520.00	TELEPHONE PROFESSIONAL COMMUNICATION INC
25846	12/5/2023	System Generated Check/Voucher	5.00	TEXAS DEPARTMENT OF PUBLIC SAFETY
25847	12/5/2023	System Generated Check/Voucher	765.13	TXU ENERGY RETAILS COMPANY LLC
25848	12/5/2023	System Generated Check/Voucher	210.18	TXU ENERGY RETAILS COMPANY LLC
25849	12/5/2023	System Generated Check/Voucher	143.38	Unifirst Holding Inc
25850	12/12/2023	System Generated Check/Voucher	488.97	Alpha Batteries Plus, LLC
25851	12/12/2023	System Generated Check/Voucher	986.00	CONSTANCIO TIRE AND FLEET
25852	12/12/2023	System Generated Check/Voucher	950.00	Double Barrel Fabrication Inc
25853	12/12/2023	System Generated Check/Voucher	3,701.18	ENGINE PRO MACHINE LLC
25854	12/12/2023	System Generated Check/Voucher	347.84	G&G AUTOMOTIVE
25855	12/12/2023	System Generated Check/Voucher	465.00	HOME MOTORS, INC.
25856	12/12/2023	System Generated Check/Voucher	490.00	J AND C BODY SHOP
25857	12/12/2023	System Generated Check/Voucher	233.46	O'REILLY'S AUTO PARTS, INC.
25858	12/12/2023	System Generated Check/Voucher	140.32	Unifirst Holding Inc
25859	12/12/2023	System Generated Check/Voucher	1,280.00	WBF TINTING...UNDER THE SON, LLC
Cleared Checks/Vouchers			159,028.74	

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Deposits

Document Number	Document Date	Document Description	Document Amount	Deposit Number
CRT12212324	12/1/2023	Bus Fare 12/01/2023	249.10	
CRT43951080	12/1/2023	SAFERIDE EMSC 2023-12-01	12,351.32	
CRT12212325	12/4/2023	FTA Echo 3335144754 Grant U04 12/04/2023	108,343.00	
CRT12212327	12/4/2023	Bus Fare 12/04/2023	303.52	
CRT12212389	12/4/2023	Bag Adjustment 12/04/2023 & 10/25/2023	0.02	
CRT12212329	12/5/2023	Token Transit 12/05/2023	230.00	
CRT12212330	12/5/2023	ASU ACH 10056169 extra shuttle trip 11/06/2023 12/05/2023	164.32	
CRT12212331	12/5/2023	Bus Fare 12/05/2023	431.05	
CRT12212332	12/5/2023	Catholic Outreach CK# 2003 bus passes 12/05/2023	185.00	
CRT12212333	12/5/2023	Central High School CK# 38996 bus passes 12/05/2023	75.00	
CRT12212335	12/5/2023	Oak Grove charter Ck# 174 12/05/2023	250.00	
CRT43951079	12/5/2023	AMR EMSC 2023-12-05	554.30	
CRT12212336	12/6/2023	Bus Fare 12/06/2023	231.30	
CRT12212337	12/6/2023	Edwards charter cash 12/06/2023	500.00	
CRT12212338	12/6/2023	Hume charter 04/1/23 ck# 484616	812.50	
CRT43951089	12/6/2023	SAFERIDE EMSC 2023-12-06	5,166.97	
CRT12212342	12/7/2023	A smith charter cash 12/07/2023	250.00	
CRT12212343	12/7/2023	D taylor charter ck# 1214429	500.00	
CRT12212344	12/7/2023	Rust Street CK# 8286 bus passes 04/28/2023	200.00	
CRT12212345	12/7/2023	Bus Fare 12/07/2023	264.35	
CRT12212346	12/7/2023	Remote deposit 12/07/2023	4,833.63	
CRT43951088	12/7/2023	AMR EMSC 2023-12-07	3,695.90	
CRT12212347	12/8/2023	Bus Fare 12/08/2023	279.73	
CRT12212348	12/8/2023	D Taylor charter additional services12/08/2023 cash	125.00	
CRT12212349	12/8/2023	D Young charter 12/08/2023 cash	250.00	
CRT12212352	12/11/2023	SA clubhouse charter cash 12/11/2023	250.00	
CRT12212353	12/11/2023	Bus Fare 12/11/2023	226.45	
CRT12212350	12/12/2023	Token Transit 12/12/2023	398.00	
CRT12212354	12/12/2023	T Augustin charter ck#5335 12/12/2023	500.00	
CRT12212355	12/12/2023	Bowie school charter CK#4703589 12/12/2023	250.00	
CRT12212356	12/12/2023	Bus Fare 12/12/2023	433.33	
CRT43951081	12/12/2023	AMR EMSC 2023-12-12	953.20	
CRT12212363	12/13/2023	F gonzalez charter cash 12/13/2023	250.00	
CRT12212364	12/13/2023	N perrine charter cash 12/13/2023	250.00	

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Deposits

Document Number	Document Date	Document Description	Document Amount	Deposit Number
CRT12212365	12/13/2023	A villarreal charter cash 12/13/2023	250.00	
CRT12212366	12/13/2023	Bus Fare 12/13/2023	324.19	
CRT12212368	12/14/2023	Bus Fare 12/14/2023	198.28	
CRT12212369	12/14/2023	J Cruz & shwapin charter cash 12/14/2023	500.00	
CRT12212370	12/14/2023	Meza Charter Cash 12/14/2023	250.00	
CRT12212371	12/14/2023	Nunez charter cash 12/14/2023	250.00	
CRT12212374	12/14/2023	Remote Deposit 12/14/2023	16,773.68	
CRT43951082	12/14/2023	AMR EMSC 2023-12-14	777.70	
CRT43951083	12/14/2023	SAFERIDE EMSC 2023-12-14	876.68	
CRT12212377	12/15/2023	ASU ACH 10056343 Nov 2023 Ram Tram 12/15/2023	6,800.64	
CRT12212378	12/15/2023	Bus Fare 12/15/2023	238.78	
CRT12212380	12/18/2023	Annex rental cash 12/18/2023	150.00	
CRT12212381	12/18/2023	D Conway charter check#0535911505 12/18/2023	250.00	
CRT12212382	12/18/2023	Downtown Stroll charter ck# 004808 12/18/2023	200.00	
CRT12212384	12/18/2023	N Sosa charter CK#239673 12/18/2023	250.00	
CRT12212385	12/18/2023	Bus Fare 12/18/2023	182.95	
CRT43951090	12/18/2023	SAFERIDE EMSC 2023-12-18	5,886.04	
CRT12212379	12/19/2023	Token Transit 12/19/2023	331.00	
CRT12212386	12/19/2023	Lighthouse CK# 10833 bus passes 12/19/2023	400.00	
CRT12212387	12/19/2023	A moreland charter Cash 12/19/2023	250.00	
CRT12212388	12/19/2023	Bus Fare 12/19/2023	352.81	
CRT43951084	12/19/2023	AMR EMSC 2023-12-19	2,462.90	
CRT12212390	12/20/2023	L Counts cash & Flores ck#503 charters 12/20/2023	500.00	
CRT12212391	12/20/2023	Dupree ck#484726 charter 12/20/2023	250.00	
CRT12212393	12/20/2023	Bus Fare 12/20/2023	215.16	
CRT43951085	12/20/2023	SAFERIDE EMSC 2023-12-20	2,341.08	
CRT12212392	12/21/2023	FTA Echo 69086116 U04 12/21/2023	137,628.00	
CRT12212414	12/21/2023	Bus Fare 12/21/2023	219.83	
CRT12691010	12/21/2023	CVTD Remote Deposit 12/21/2023	73,793.52	
CRT43951087	12/21/2023	AMR EMSC 2023-12-21	402.75	
CRT12691007	12/22/2023	CVTD CR Bus Fare 12-22-23	138.28	
CRT12691009	12/26/2023	CVTD CR Token Transit 12-26-23	290.00	
CRT12691011	12/26/2023	CVTD CR Bus Fare 12-26-23	304.48	
CRT12481007	12/27/2023	Bus Fare 12-27-23	185.92	
CRT43951086	12/27/2023	AMR EMSC 2023-12-27	5,384.55	
CRT12212401	12/28/2023	Bus Fare 12/28/2023	240.84	
CRT43951091	12/28/2023	SAFERIDE EMSC 2023-12-28	4,321.20	

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Deposits

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Deposit Number</u>
CRT12212402	12/29/2023	Bus Fare 12/29/2023	249.12	
CRT12212403	12/29/2023	Deposit 12/29/2023	8,470.57	
Cleared Deposits			416,647.94	

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1115000 First Financial Transit District Bank Acct

Reconciliation ID: CVTD Reconciliation December 2023

Reconciliation Date: 12/31/2023

Status: Open

Cleared Other Cash Items

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>
013	12/4/2023	bag adjustment	(0.01)
JVT12212658	12/13/2023	Record funds transferred to CVCOG Nov 2023	(436,460.81)
JVT12212665	12/15/2023	Bag adjustment12/15/2023	(1.00)
JVT12212674	12/18/2023	Bag adjustment 12/18/2023	(0.25)
JVT12212691	12/29/2023	Bag adjustment 12/29/2023	<u>(0.25)</u>
Cleared Other Cash Items			<u><u>(436,462.32)</u></u>

CVTD
Reconcile Cash Accounts

Summary

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Bank Balance	30,962.34
Less Outstanding Checks/Vouchers	0.00
Plus Deposits in Transit	0.00
Plus or Minus Other Cash Items	0.00
Plus or Minus Suspense Items	<u>0.00</u>
Reconciled Bank Balance	30,962.34
Balance Per Books	<u>30,962.34</u>
Unreconciled Difference	<u><u>0.00</u></u>

Click the Next Page toolbar button to view details.

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Deposits

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Deposit Number</u>
CRT12212326	12/1/2023	ICB Deposit 12/01/2023	455.71	
CRT12212328	12/4/2023	ICB Deposit 12/04/2023	840.92	
CRT12212334	12/5/2023	ICB Deposit 12/05/2023	154.95	
CRT12212341	12/7/2023	ICB Deposit 12/078/2023	348.78	
CRT12212351	12/11/2023	ICB Deposit 12/11/2023	460.94	
CRT12212362	12/13/2023	ICB Deposit 12/13/2023	63.96	
CRT12212367	12/14/2023	ICB Deposit 12/14/2023	221.95	
CRT12212376	12/15/2023	ICB Deposit12/15/2023	41.00	
CRT12212383	12/18/2023	ICB Deposit 12/18/2023	244.00	
CRT12691008	12/26/2023	CVTD CR ICB Deposit 12-26-23	70.00	
CRT12481006	12/27/2023	ICB Deposit 12-27-23	71.00	
CRT12212397	12/29/2023	ICB Deposit 12/29/2023	49.00	
Cleared Deposits			3,022.21	

CVTD
Reconcile Cash Accounts

Detail

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation December 2023
Reconciliation Date: 12/31/2023
Status: Open

Cleared Other Cash Items

Document Number	Document Date	Document Description	Document Amount
JVT12212697	12/11/2023	Correct amount on CRT12212351 12/11/2023	0.05
Cleared Other Cash Items			0.05

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Petty Cash
Account 1198

Description	Amount	
Greyhound Box Petty Cash Added 7/27/18	100.00	JVT42363399
Fare Box Petty Cash Added 4/30/19	50.00	JVT11942499
	<u>150.00</u>	*

*Funds for petty cash account is to remain at \$150 at all times
(Petty Cash box is reconciled every Monday. Reconciliation forms are scanned
to the trans drive titled "petty cash safe logs")

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable, FTA/TxDOT Urban
Account 1241

Description		Amount			
Record Billing Dec-23 Billing		4,569.00	JVT43951587		
		-			
	FTA 2021-100-01 Y446	<u>4,569.00</u>			
Record Billing Dec-23 Billing		22,445.00	JVT43951586		
Record Billing Nov-23 Billing		187,252.00	JVT43951562	Pd 2/7/24	CRT12212524
	FTA 2023-005-01 Y495	<u>209,697.00</u>			
Record Billing Dec-23 Billing		123,750.00	JVT43951588		
	FTA 2024-023	<u>123,750.00</u>			
Record Billing Dec-23		6,910.00	JVT43951589		
Record Billing Sept-23, submitted 12/1/23		81,308.00	JVT43912004	Pd 1/2/24	CRT12212399
Record Billing Nov-23		127,450.00	JVT43912129		
Record Billing Oct-23		<u>115,920.00</u>	JVT43951514	Pd 1/2/24	CRT12212479
	Total Urban State-2023-00036	<u>331,588.00</u>			
	Total	<u><u>669,604.00</u></u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable, TXDOT Rural
Account 1242

Description	Amount			
Record Billing Oct-23	21,232.00	JVT43912038	CRT12212503	Pd 2/2/24
Record Billing Nov-23, submitted 01/15/24	60,957.00	JVT43912083	CRT12212521	Pd 2/7/24
Record Billing Dec-23, submitted 02/01/24	82,150.00	JVT43912124	CRT12212602	Pd 3/4/24
Total State Federal - 5311-2023-CVTD-00031	<u>164,339.00</u>			
Record Billing Aug-23, submitted 12/1/23	102,420.00	JVT43911998	CRT12212411	Pd 1/5/24
Record Billing Sept-23, submitted 12/5/23	50,497.00	JVT43912009	CRT12212496	Pd 2/1/24
Record Billing Oct-23	50,855.00	JVT43912037		
Record Billing Nov-23, submitted 01/15/24	56,497.00	JVT43912082		
Total State Federal - 5311-2022-CVTD-00100	<u>260,269.00</u>			
Record Billing Aug-23, submitted 12/1/23	20,572.00	JVT43911997	CRT12212412	Pd 1/5/24
Record Billing Sept-23, submitted 12/5/23	13,955.00	JVT43912008	CRT12212497	Pd 2/1/24
Record Billing Oct-23	5,308.00	JVT43912036	CRT12212502	Pd 2/2/24
Total Rural State-2022-CVTD-00131	<u>39,835.00</u>			
Record Billing Nov-23, submitted 01/15/24	38,946.00	JVT43912081	CRT12212522	Pd 2/7/24
Record Billing Dec-23, submitted 02/02/24	63,700.00	JVT43912125	CRT12212603	Pd 3/4/24
Total Rural State-2023-CVTD-00032	<u>102,646.00</u>			
Total	<u><u>567,089.00</u></u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable, TXDOT Mobility 5310
Account 1251

Description	Amount		
Record Nov-23 billing, Rural	3,608.00	JVT43912080	CRT12212541
Record Dec-23 billing, Rural 02/01/24	4547.00	JVT43912126	CRT12212549
Total 5310-2023-CVTD-00107	8,155.00		
Record Sept-23 billing, Urban, submitted 12/1/23	4,248.00	JVT43911994	CRT12212445
Record Oct-23 billing, Urban, submitted 12/26/23	6,840.00	JVT43951536	CRT12212447
Record Nov-23 billing, Urban, submitted 1/12/24	6,596.00	JVT43912079	CRT12212527
Record Dec-23 billing, Urban, submitted 02/01/24	4,554.00	JVT43912127	CRT12212542
Total 5310-2023-CVTD-00049	22,238.00		
Total	30,393.00		

Pd 2/15/24
Pd 2/16/24

Pd 1/16/24
Pd 1/16/24
Pd 2/8/24
Pd 2/15/24

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable, TXDOT Regional Planning RPTCP
Account 1281

Description		Amount		
Record Sept-23 billing		3,618.00	JVT43911993/2005	CRT12212398
Record Oct-23 billing		2,332.00	JVT43951533	CRT12212448
Record Nov-23 billing, submitted 01-12-2024		5,151.00	JVT443912084	CRT12212601
Record Dec-23 billing, submitted 02-01-2024		4,428.00	JVT43912123	CRT12212605
	RCTP-2024-CVTD-00015	<u>15,529.00</u>		
Total		<u><u>15,529.00</u></u>		

Pd 1/2/24

Pd 1/16/24

Pd 3/4/24

Pd 3/4/24

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable AMR Medical Transportation
Account 1300

Description	Amount	
Record AMR Invoice# 11132023	40.00	Paid: 1137.50 11/16, 1645.15 11/24
Record AMR Invoice# 12202023	2,356.45	Paid: 3732 12/27
Record AMR Invoice# 12262023	1,559.00	
Total	<u>3,955.45</u>	

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable Saferide Medical Transportation
Account 1306

Description	Amount
Record SARERIDE Inv Last of August	168.81 Paid: 931.15 9/18, 10785.14 9/22
Record SARERIDE Inv 12-08-2023	6343.98 Paid: 415.2 12/8
Record SARERIDE Inv 12-14-2023	1779.63 Paid: 4321.2 12/28
Record SARERIDE Inv 12-21-2023	6133.05
Total	<u>14,425.47</u>

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

AR - CV Council of Governments
Account 1311

Description		Amount			
Head Start Maintenance Dec-23		3,640.00	JVT43912051	Pd 1-12-2024	CRT12212450
Total Amount		<u>3,640.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Concho County
Account 1371

Description	Amount			
Record Yearly Membership FY 23-24	10,599.12	JVT43911091	*pd 10/26/23 & 1/12/2024	CRT12212228/CRT12212450
	-			
Total	<u>10,599.12</u>			

Note:
Concho County & City of Eden will split the membership dues

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

West Texas Counseling and Guidance
Account 1381

Description	Amount			
Record inv WTCG Dec-23	700.00	JVT43912069	CRT12212530	Pd 2/8/24
	<u>700.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Angelo State University
Account 1387

Description	Amount	
Record Invoice# ASU Military Appreciation 11-04-2023	328.64	JVT43911958
Record Invoice# ASU Addtl Svcs 11-28-2023	164.32	JVT43911961
Record Invoice# ASU Addtl Svcs Walmart Runs 01-08 thru 1-10-24	739.44	JVT43912030
Record Invoice# December 2023 Ram-Tram	4,791.36	JVT43912086
Total	<u>6,023.76</u>	

Pd 2/2/24	CRT12212515
Pd 1-22-24	CRT12212469
Pd 1-17-24	CRT12212458
Pd 1-22-24	CRT12212469

Area Agency on Aging
Account 1389

Description	Amount			
Record Dec-23 AAA Invoice	4,450.00	JVT43912074	Pd 2/29/24	CRT12212587
Total	<u>4,450.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

CV Foster Grandparent
Account 1390

Description	Amount			
Record Dec-23 FGP Invoice	255.50	JVT43912072	Pd 1/31/24	CRT12212501
Total	<u>255.50</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Accounts Receivable-General
Account 1391

Description	Amount			
Record Annex Invoice# October 18 2023-Annex	200.00	JVT43911884	Pd 1-19-2024	CRT12212467
Record Invoice# Dec-23 SMC	1,073.45	JVT43912070		
Record Invoice# Dec-23 BGCSA	1,190.00	JVT43912071	Pd 2-8-2024	CRT12212530
Total	<u>2,463.45</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

CV Senior Companion
Account 1393

Description	Amount			
Record SCP Billing Dec-23	251.00	JVT43912073	Pd 1-31-24	CRT12212501
Total	<u>251.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

CV Economic Development
Account 1394

Description	Amount			
Record R-5310 Rural Billing Dec-23	18,056.00	JVT43912076	Pd 1/31/24	CRT12212501
Record U-5310 Urban Billing Dec-23	35,784.00	JVT43912075	Pd 1/31/24	CRT12212501
Total	<u>53,840.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Bus Passes Receivable
Account 1396

Description	Amount			
Record Bus Pass Invoice# October 04 2023-FS	95.00	JVT43911913		
Record Bus Pass Invoice# November 09 2023-TDFPS	120.00	JVT43911950		
Record Bus Pass Invoice# November 30 2023-GW	300.00	JVT43911996		
Record Bus Pass Invoice# December 14 2023-ADACCV	45.00	JVT43912114	Pd 1-17-2024	CRT12212458
Record Bus Pass Invoice# December 27 2023-SER	30.00	JVT43912039	Pd 1-12-2024	
Record Bus Pass Invoice# December 28 2023-MHMR	1,020.00	JVT43912050	Pd 1-12-2024	CRT12212450
Total	<u>1,610.00</u>			

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
ANGELO AUTO GLASS	I075295	50.00	0.00	0.00	0.00	0.00	50.00	R04
Total ANGELO AUTO GLASS		50.00	0.00	0.00	0.00	0.00	50.00	
ATMOS ENERGY	3043372857 11-23	84.38	0.00	0.00	0.00	0.00	84.38	R04
		107.40	0.00	0.00	0.00	0.00	107.40	U04
	4019946371 11-23	59.94	0.00	0.00	0.00	0.00	59.94	R04
		76.28	0.00	0.00	0.00	0.00	76.28	U04
Total ATMOS ENERGY		328.00	0.00	0.00	0.00	0.00	328.00	
AUTOMATIC FIRE PROTECTION, INC.	81291223	22.00	0.00	0.00	0.00	0.00	22.00	R04
		28.00	0.00	0.00	0.00	0.00	28.00	U04
Total AUTOMATIC FIRE PROTECTION, INC.		50.00	0.00	0.00	0.00	0.00	50.00	
AUTOTECHS	41775	840.46	0.00	0.00	0.00	0.00	840.46	R04
	41875	99.40	0.00	0.00	0.00	0.00	99.40	R04
		0.60	0.00	0.00	0.00	0.00	0.60	U04
Total AUTOTECHS		940.46	0.00	0.00	0.00	0.00	940.46	
Bowles Heating and Cooling, INC	i5831							R04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		156.37	0.00	0.00	0.00	0.00	156.37	
		199.02	0.00	0.00	0.00	0.00	199.02	U04
	i5895	19.80	0.00	0.00	0.00	0.00	19.80	R04
		25.20	0.00	0.00	0.00	0.00	25.20	U04
Total Bowles Heating and Cooling, INC		400.39	0.00	0.00	0.00	0.00	400.39	
BUG EXPRESS	79915	19.80	0.00	0.00	0.00	0.00	19.80	R04
		25.20	0.00	0.00	0.00	0.00	25.20	U04
Total BUG EXPRESS		45.00	0.00	0.00	0.00	0.00	45.00	
City of San Angelo-Transit	61193	63.05	0.00	0.00	0.00	0.00	63.05	R04
		21,471.74	0.00	0.00	0.00	0.00	21,471.74	U04
	61361	76.61	0.00	0.00	0.00	0.00	76.61	R04
		18,165.78	0.00	0.00	0.00	0.00	18,165.78	U04
Total City of San Angelo-Transit		39,777.18	0.00	0.00	0.00	0.00	39,777.18	
CONSTANCIO TIRE AND FLEET	332152							R04
		235.00	0.00	0.00	0.00	0.00	235.00	
	496855	24.07	0.00	0.00	0.00	0.00	24.07	R04
								U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		210.93	0.00	0.00	0.00	0.00	210.93	
	496858							U04
		35.00	0.00	0.00	0.00	0.00	35.00	
	496886							U04
		235.00	0.00	0.00	0.00	0.00	235.00	
	496887							U04
		235.00	0.00	0.00	0.00	0.00	235.00	
	496890							R04
		576.30	0.00	0.00	0.00	0.00	576.30	
		5.70	0.00	0.00	0.00	0.00	5.70	U04
	496896							U04
		482.00	0.00	0.00	0.00	0.00	482.00	
	725594							U04
		366.00	0.00	0.00	0.00	0.00	366.00	
	752682							U04
		<u>697.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>697.00</u>	
Total CONSTANCIO TIRE AND FLEET		3,102.00	0.00	0.00	0.00	0.00	3,102.00	
Cory Morris dba HOT Rock Chip Repair LLC dba HOT Auto Tint	1							R04
		273.35	0.00	0.00	0.00	0.00	273.35	
		<u>1.65</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>1.65</u>	U04
Total Cory Morris dba HOT Rock Chip Repair LLC dba HOT Auto Tint		275.00	0.00	0.00	0.00	0.00	275.00	
CTWP	1525019							R04
		35.14	0.00	0.00	0.00	0.00	35.14	
		<u>44.72</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>44.72</u>	U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Total CTWP		79.86	0.00	0.00	0.00	0.00	79.86	
DELL MARKETING L.P.	10716550060	2,827.00	0.00	0.00	0.00	0.00	2,827.00	R04
		<u>3,598.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>3,598.00</u>	U04
Total DELL MARKETING L.P.		6,425.00	0.00	0.00	0.00	0.00	6,425.00	
Elite Automotive	1161	<u>20.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>20.00</u>	R04
Total Elite Automotive		20.00	0.00	0.00	0.00	0.00	20.00	
ENGINE PRO MACHINE LLC	17967	3,819.86	0.00	0.00	0.00	0.00	3,819.86	U04
	18081	2,892.78	0.00	0.00	0.00	0.00	2,892.78	U04
	18096	2,161.08	0.00	0.00	0.00	0.00	2,161.08	U04
	18112	783.07	0.00	0.00	0.00	0.00	783.07	R04
		334.97	0.00	0.00	0.00	0.00	334.97	U04
	18113	600.00	0.00	0.00	0.00	0.00	600.00	U04
	18116	560.46	0.00	0.00	0.00	0.00	560.46	R04
		5.54	0.00	0.00	0.00	0.00	5.54	U04
	18119	1,143.06	0.00	0.00	0.00	0.00	1,143.06	U04
	18127	3,480.55	0.00	0.00	0.00	0.00	3,480.55	R04
		<u>36.94</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>36.94</u>	U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
	18133							U04
		4,882.46	0.00	0.00	0.00	0.00	4,882.46	
	18134							R04
		97.24	0.00	0.00	0.00	0.00	97.24	
								U04
		123.76	0.00	0.00	0.00	0.00	123.76	
	18136							R04
		97.24	0.00	0.00	0.00	0.00	97.24	
								U04
		123.76	0.00	0.00	0.00	0.00	123.76	
	18145							U04
		652.50	0.00	0.00	0.00	0.00	652.50	
	18146							R04
		3.08	0.00	0.00	0.00	0.00	3.08	
								U04
		3.92	0.00	0.00	0.00	0.00	3.92	
	18156							R04
		566.00	0.00	0.00	0.00	0.00	566.00	
	18161							R04
		2,303.47	0.00	0.00	0.00	0.00	2,303.47	
								U04
		<u>24.44</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>24.44</u>	
Total ENGINE PRO MACHINE LLC		24,696.18	0.00	0.00	0.00	0.00	24,696.18	
Fentress Engineering LLC	907							U04
		1,800.00	0.00	0.00	0.00	0.00	1,800.00	
	925							U03
		<u>10,200.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>10,200.00</u>	
Total Fentress Engineering LLC		12,000.00	0.00	0.00	0.00	0.00	12,000.00	
FLORES TIRE & AUTO	21236							R04
		641.88	0.00	0.00	0.00	0.00	641.88	

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
	21269	477.98	0.00	0.00	0.00	0.00	477.98	R04
	21270	1.76	0.00	0.00	0.00	0.00	1.76	R04
		5.24	0.00	0.00	0.00	0.00	5.24	U04
	21306	229.95	0.00	0.00	0.00	0.00	229.95	R04
Total FLORES TIRE & AUTO		1,356.81	0.00	0.00	0.00	0.00	1,356.81	
G&G AUTOMOTIVE	68435	2,486.22	0.00	0.00	0.00	0.00	2,486.22	U04
	68981	1,503.15	0.00	0.00	0.00	0.00	1,503.15	U04
Total G&G AUTOMOTIVE		3,989.37	0.00	0.00	0.00	0.00	3,989.37	
HEART OF TEXAS HEALTHCARE SYSTEM	INV228	95.00	0.00	0.00	0.00	0.00	95.00	R04
Total HEART OF TEXAS HEALTHCARE SYSTEM		95.00	0.00	0.00	0.00	0.00	95.00	
HOME MOTORS, INC.	14971	155.00	0.00	0.00	0.00	0.00	155.00	U04
	15056	155.00	0.00	0.00	0.00	0.00	155.00	U04
Total HOME MOTORS, INC.		310.00	0.00	0.00	0.00	0.00	310.00	
J AND C BODY SHOP	JC11292023	4,535.60	0.00	0.00	0.00	0.00	4,535.60	U04
	JC12122023	2,414.12	0.00	0.00	0.00	0.00	2,414.12	R04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		<u>593.76</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>593.76</u>	U04
Total J AND C BODY SHOP		7,543.48	0.00	0.00	0.00	0.00	7,543.48	
JIM BASS FORD, INC.	2272463	8.76	0.00	0.00	0.00	0.00	8.76	U04
	2272648	<u>313.33</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>313.33</u>	U04
Total JIM BASS FORD, INC.		322.09	0.00	0.00	0.00	0.00	322.09	
MELODY'S SOUTHWEST CONSORTIUM	2024424	60.00	0.00	0.00	0.00	0.00	60.00	R04
		<u>75.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>75.00</u>	U04
Total MELODY'S SOUTHWEST CONSORTIUM		135.00	0.00	0.00	0.00	0.00	135.00	
Model 1 Commercial Vehicles dba Creative Bus Sales	XA107003698-01	<u>105.97</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>105.97</u>	U04
Total Model 1 Commercial Vehicles dba Creative Bus Sales		105.97	0.00	0.00	0.00	0.00	105.97	
O'REILLY'S AUTO PARTS, INC.	1613-203849	63.31	0.00	0.00	0.00	0.00	63.31	R04
		80.57	0.00	0.00	0.00	0.00	80.57	U04
	1613-204876	7.04	0.00	0.00	0.00	0.00	7.04	R04
								U04

CVTD
Aged Payables by Due Date
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From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		8.95	0.00	0.00	0.00	0.00	8.95	R04
	1613-205050	27.54	0.00	0.00	0.00	0.00	27.54	U04
		13.43	0.00	0.00	0.00	0.00	13.43	R04
	1613-208105	8.49	0.00	0.00	0.00	0.00	8.49	U04
		290.18	0.00	0.00	0.00	0.00	290.18	R04
	1613-208133	38.65	0.00	0.00	0.00	0.00	38.65	U04
		49.19	0.00	0.00	0.00	0.00	49.19	U04
	6032-224754	5.25	0.00	0.00	0.00	0.00	5.25	U04
	6032-224770	10.88	0.00	0.00	0.00	0.00	10.88	U04
	6032-224786	278.20	0.00	0.00	0.00	0.00	278.20	U04
	6032-224792	(20.00)	0.00	0.00	0.00	0.00	(20.00)	U04
	6032-224925	8.35	0.00	0.00	0.00	0.00	8.35	U04
		10.63	0.00	0.00	0.00	0.00	10.63	R04
	6032-225474	8.49	0.00	0.00	0.00	0.00	8.49	U04
	6032-225931	(70.00)	0.00	0.00	0.00	0.00	(70.00)	
Total O'REILLY'S AUTO PARTS, INC.		819.15	0.00	0.00	0.00	0.00	819.15	
Passio Technologies	CINV-038704	303.50	0.00	0.00	0.00	0.00	303.50	U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Total Passio Technologies		303.50	0.00	0.00	0.00	0.00	303.50	
Q's PRINTING & DESIGN, INC.	63082							U04
		<u>235.47</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>235.47</u>	
Total Q's PRINTING & DESIGN, INC.		235.47	0.00	0.00	0.00	0.00	235.47	
SOUTHERN TIRE MART	4930040153							R04
		<u>168.12</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>168.12</u>	
Total SOUTHERN TIRE MART		168.12	0.00	0.00	0.00	0.00	168.12	
TML INTERGOVERNMENTAL RISK POOL	1479 12012023							L03
		2,179.72	0.00	0.00	0.00	0.00	2,179.72	
		3,076.13	0.00	0.00	0.00	0.00	3,076.13	R04
		<u>6,471.16</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>6,471.16</u>	U04
Total TML INTERGOVERNMENTAL RISK POOL		11,727.01	0.00	0.00	0.00	0.00	11,727.01	
TXU ENERGY RETAILS COMPANY LLC	052003577682							R04
		76.93	0.00	0.00	0.00	0.00	76.93	
		97.92	0.00	0.00	0.00	0.00	97.92	U04
	055753079520							R04
		326.32	0.00	0.00	0.00	0.00	326.32	
		<u>415.32</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>415.32</u>	U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Total TXU ENERGY RETAILS COMPANY LLC		916.49	0.00	0.00	0.00	0.00	916.49	
Unifirst Holding Inc	2910024951	7.37	0.00	0.00	0.00	0.00	7.37	L03
		28.31	0.00	0.00	0.00	0.00	28.31	R04
		36.01	0.00	0.00	0.00	0.00	36.01	U04
	2910025368	7.39	0.00	0.00	0.00	0.00	7.39	L03
		27.62	0.00	0.00	0.00	0.00	27.62	R04
		35.15	0.00	0.00	0.00	0.00	35.15	U04
	2910025763	7.39	0.00	0.00	0.00	0.00	7.39	L03
		27.62	0.00	0.00	0.00	0.00	27.62	R04
		35.15	0.00	0.00	0.00	0.00	35.15	U04
Total Unifirst Holding Inc		212.01	0.00	0.00	0.00	0.00	212.01	
WEST TEXAS REHABILITATION CENTER	51810	90.00	0.00	0.00	0.00	0.00	90.00	R04
		270.00	0.00	0.00	0.00	0.00	270.00	U04
	52081	90.00	0.00	0.00	0.00	0.00	90.00	R04
		360.00	0.00	0.00	0.00	0.00	360.00	U04
Total WEST TEXAS REHABILITATION CENTER		810.00	0.00	0.00	0.00	0.00	810.00	

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 12/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
WEX BANK	94007156	11,620.99	0.00	0.00	0.00	0.00	11,620.99	R04
		<u>1,750.54</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>1,750.54</u>	U04
Total WEX BANK		<u>13,371.53</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>13,371.53</u>	
Report Total		<u><u>130,610.07</u></u>	<u><u>0.00</u></u>	<u><u>0.00</u></u>	<u><u>0.00</u></u>	<u><u>0.00</u></u>	<u><u>130,610.07</u></u>	

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

AP Owed to CVCOG
Account 2112

<u>Date</u>	<u>Description</u>	<u>\$ Amount</u>
12/1/2023	Beginning Balance	436,460.81
12/13/2023	Less Payment Received	(436,460.81)
	Less Link Road Allocation	(31,955.07)
	Grant 010-Expenses paid by CVCOG	2,170.15
	Grant 018-Expenses paid by CVCOG	6,413.27
	Grant 825-Expenses paid by CVCOG	-
	Grant K02-Expenses paid by CVCOG	2,201.74
	Grant L03-Expenses paid by CVCOG	26,829.15
	Grant M05-Expenses paid by CVCOG	4,875.42
	Grant M06-Expenses paid by CVCOG	4,882.15
	Grant P03-Expenses paid by CVCOG	4,428.43
	Grant R04-Expenses paid by CVCOG	112,635.01
	Grant U04-Expenses paid by CVCOG	217,727.65
Total Amount owed to CVCOG		350,207.90
MIP		350,207.90
Variance		-

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue -Charter Payments
Account 2914

<u>Description</u>	<u>\$ Amount</u>	
Goodfellow Community Tour 12-17-23	375.00	JVT43951529 CRT12212403
Total	<u>375.00</u>	

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue - Insurance Payments
Account 2915

<u>Date</u>	<u>Description</u>	<u>\$ Amount</u>	<u>VIN #</u>	<u>CR#</u>	<u>Notes</u>
9/14/2023	TML ck 09082954 AU200065	7,622.02	2690	CRT12212084	
		-			
	Balance remaining on Vehicle 15-14	<u>7,622.02</u>			
9/27/2023	TML ck09083873 AU199942	7,885.11	2614	CRT12212117	
12/31/2023	Recognize TML Funds J&C 11292023 Dec-23	<u>(4,535.60)</u>	2614	JVT43951545	
	Balance remaining on Vehicle 17-10	<u>3,349.51</u>			
11/9/2023	TML ck09086511 AU204329	1,304.10	6424	CRT12212279	
12/21/2023	TML ck90880888 AU204329 - Supplemental	<u>1,203.78</u>	6424	CRT12691010	
	Balance remaining on Vehicle 15-03	<u>2,507.88</u>			
12/7/2023	TML ck09087616 AU205157	4,333.63	5948	CRT12212346	
		-			
	Balance remaining on Vehicle 13-03	<u>4,333.63</u>			
Total for Vehicles		<u>17,813.04</u>			

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Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue County Membership Dues
Account 2917

Description	Amount	
Coke County	11,922.68	pay mo
Concho County	21,198.25	annual pymnt
Crockett County	14,858.24	pay mo
Irion County	6,332.04	pay mo
Kimble County	6,050.68	pay mo
McCulloch County	19,050.72	pay mo
Menard County	15,324.23	annual pymnt
Reagan County	20,025.40	pay mo
Schleicher County	13,718.92	pay mo
Sterling County	4,559.68	pay mo
Sutton County	12,565.32	pay mo
Funds Recognized as Revenue	<u>(118,335.24)</u>	
Total Rural Program	<u>27,270.92</u>	
Tom Green County	54,480.22	
Funds Recognized as Revenue	<u>-</u>	
Total Urban Program	<u>54,480.22</u>	
Grand Total Dues Reserved	<u><u>81,751.14</u></u>	

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue - AMR
Account 2919

Description	Amount
Recorded AMR invoices as of Sept-23	89,104.75
Write-off YTD	-
Overpayments	-
Total AMR	<u>89,104.75</u>
Funds Recognized as Revenue	<u>(73,464.20)</u>
Total Funds Recognized	<u>(73,464.20)</u>
Grant Total Unearned Revenue	<u><u>15,640.55</u></u>

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue -Bus Passes
Account 2920

Description	Amount			
Record Bus Pass Invoice# October 04 2023-FS	95.00	JVT43911913		
Record Bus Pass Invoice# November 09 2023-TDFPS	120.00	JVT43911950		
Record Bus Pass Invoice# November 30 2023-GW	300.00	JVT43911996		
Record Bus Pass Invoice# December 14 2023-ADACCV	45.00	JVT43912114	Pd 1-17-2024	CRT12212458
Record Bus Pass Invoice# December 27 2023-SER	30.00	JVT43912039	Pd 1-12-2024	CRT12212450
Record Bus Pass Invoice# December 28 2023-MHMR	1,020.00	JVT43912050	Pd 1-12-2024	CRT12212450
Total	<u>1,610.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue - Saferide Medical Transportation
Account 2922

Description	Amount
Recorded Saferide invoices as of Dec-23	104,979.34
Total Saferide	<u>104,979.34</u>
Funds Recognized as Revenue	<u>(69,476.96)</u>
Total Funds Recognized	<u>(69,476.96)</u>
Grant Total Unearned Revenue	<u><u>35,502.38</u></u>

Concho Valley Transit District
Balance Sheet Reconciliation
December 31, 2023

Unearned Revenue - CVCOG Link Rd
Account 2927

Description	Amount
Record YTD CVCOG invoice	11,666.68
Total	<u>11,666.68</u>
Funds Recognized as Revenue	<u> </u>
Total Funds Recognized	<u> </u>
Grant Total Unearned Revenue	<u><u>11,666.68</u></u>

SCHEDULE OF REVENUES BY SOURCE
September 1, 2023 - August 31, 2024
CV Transit District

Grant No	Grant Name	Federal	ARP and CARES	State Administered Federal	State	Toll Credits	Program Income	Transit Charter	Transit Medical	Sale of Equipment	CVEDD Vendor	Pass Thru	FGP/SCP/Aging Vendor	TML Ins	Local Revenue	COSA & Counties	Total Revenue	Total Expenditures	Excess Revenue over Expenditures	Notes
010	ICB Program	-	-	-	-	-	837.22	-	1,576.33	-	-	8,755.31	-	-	-	-	11,168.76	10,316.65	852.11	
018	Extended Medical Transp Program	-	-	-	-	-	-	-	35,723.17	-	-	-	-	-	-	-	35,723.17	35,723.17	-	
800	CVTD Urban CARES ACT FY 19-20	579,990.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	579,990.00	579,990.00	-	
K02	Grant K01, Head Start Maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	7,247.50	-	7,247.50	4,542.64	2,704.86	excess revenue
L03	Link Road Facility	-	-	-	-	-	-	-	-	-	-	-	-	-	130,516.94	-	130,516.94	130,516.96	(0.02)	
M05	Mobility Urban 5310-2023-00107	-	-	8,155.00	-	1,631.00	-	-	888.62	-	-	-	-	-	-	-	10,374.62	10,374.62	-	
M06	Mobility Rural 5310-2023-00049	-	-	22,238.00	-	4,448.00	-	-	1,561.03	-	-	-	-	-	-	-	28,247.03	28,247.03	-	
P03	Grant P03, RPTCP 2024-CVTD-00015	-	-	15,529.00	-	3,106.00	-	-	1.68	-	-	-	-	-	-	-	18,636.68	18,636.68	-	
R03	CVTD Rural FY 22-23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00	-	
R04	CVTD Rural FY 23-24	-	-	322,188.00	121,999.00	-	-	1,625.00	20,363.11	-	54,990.00	-	258.00	-	660.00	118,335.24	640,328.35	626,788.36	13,539.99	
U04	CVTD Urban FY 23-24	583,987.00	-	-	331,588.00	-	39,289.70	15,025.00	68,331.33	-	100,667.00	-	22,255.00	-	45,081.62	-	1,206,324.65	1,180,898.03	25,326.62	excess revenue
		1,163,977.00	-	30,393.00	453,497.00	9,185.00	40,126.92	16,650.00	128,145.27	-	155,657.00	8,755.21	22,513.00	-	183,506.06	118,335.24	2,668,457.70	2,626,034.14	42,423.56	

13,539.99 Rural verification with Grant Detail
25,326.62 Urban verification with Grant Detail
3,556.95 Local verification with Grant Detail
42,423.56

CONCHO VALLEY TRANSIT DISTRICT September 2023 through August 2024															Less Previous Request			BUDGET		Variance
URBAN PROGRAM		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL						
TOTAL EXPENSE		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Request		BUDGET		Variance	
		-	-	211,760.89	281,456.50	382,135.80	305,544.84	-	-	-	-	-	-	1,180,898.03	-		4,766,132.82		3,585,234.79	
Urban - 5307	Grant U04	URB 1901 (07)																		
STATE-U-2023-00036	STATE	Period 9/1/23 thru 08/31/2024																		
Preventative Maint	11.7A.00	2,365.00	2,608.00	6,366.00	4,302.00	-	-	-	-	-	-	-	-	15,641.00	-		60,362.00		44,721.00	
Operating	30.09.01	78,943.00	3,866.00	230,530.00	2,608.00	-	-	-	-	-	-	-	-	315,947.00	-		315,947.00		-	
TOTAL		-	-	81,308.00	6,474.00	236,896.00	6,910.00	-	-	-	-	-	-	331,588.00	-		376,309.00		44,721.00	
FTA TX-2020-175-00 Y403	Grant U04	Grant Award started September 2019																		
Operations	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	853,147.00		853,147.00		-	
ADA	11.7C.00	-	-	-	-	-	-	-	-	-	-	-	-	-	270,171.00		270,171.00		-	
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	212,629.00		212,629.00		-	
Lease Yards	11.46.05	-	-	-	-	-	-	-	-	-	-	-	-	-	96,000.00		96,000.00		-	
Acquire Mobile Surv/Security Equip	11.42.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
Bus Support Equip/Facilities Engineer &Design	11.41.02	-	-	-	-	-	-	-	-	-	-	-	-	-	-		200,000.00		200,000.00	
TOTAL	CFDA 20.507	-	-	-	-	-	-	-	-	-	-	-	-	-	1,431,947.00		1,631,947.00		200,000.00	
FTA TX-2021-100-01	Grant U04	Grant Award started September 2021																		
Operations	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	900,000.00		900,000.00		-	
ADA	11.7C.00	-	-	-	-	-	-	-	-	-	-	-	-	-	120,000.00		120,000.00		-	
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	351,813.00		351,813.00		-	
Lease Yards	11.46.05	-	-	-	-	-	-	-	-	-	-	-	-	-	53,760.00		53,760.00		-	
Acquire Bus Passenger Shelters	11.32.10	-	-	-	-	-	-	-	-	-	-	-	-	-	29,010.00		62,520.00		33,510.00	
Eng/Design Yards & Shops	11.41.05	-	-	-	4,569.00	-	-	-	-	-	-	-	-	-	-		14,713.00		10,144.00	
TOTAL	CFDA 20.507	-	-	-	4,569.00	-	-	-	-	-	-	-	-	-	4,569.00		1,454,901.00		1,503,124.00	
FTA TX-2023-005-01	Grant U04	Grant Award started September 2022																		
Operations	30.09.01	65,921.00	100,187.00	139,683.00	5,234.00	-	-	-	-	-	-	-	-	311,025.00	838,284.00		1,149,309.00		-	
ADA	11.7C.00	32,960.00	27,008.00	22,105.00	-	-	-	-	-	-	-	-	-	82,073.00	313,802.00		395,875.00		-	
Prev Maint	11.7A.00	9,462.00	10,433.00	25,464.00	17,211.00	-	-	-	-	-	-	-	-	62,570.00	154,311.00		347,200.00		130,319.00	
Lease Yards	11.46.05	-	-	-	-	-	-	-	-	-	-	-	-	-	53,760.00		67,200.00		13,440.00	
Acquire Mobile Surv/Security Equip	11.42.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-		19,793.00		19,793.00	
TOTAL	CFDA 20.507	108,343.00	137,628.00	187,252.00	22,445.00	-	-	-	-	-	-	-	-	455,668.00	1,360,157.00		1,979,377.00		163,552.00	
FTA TX-2024-023	Grant U04	Grant Award started September 2023																		
Operations	30.09.01	-	-	-	104,499.00	-	-	-	-	-	-	-	-	104,499.00	-		1,289,371.00		1,184,872.00	
ADA	11.7C.00	-	-	-	19,251.00	-	-	-	-	-	-	-	-	19,251.00	-		210,053.00		190,802.00	
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-		346,951.00		346,951.00	
Lease Yards	11.46.05	-	-	-	-	-	-	-	-	-	-	-	-	-	-		53,760.00		53,760.00	
Acquire Bus Passenger Shelters	11.32.10	-	-	-	-	-	-	-	-	-	-	-	-	-	-		29,010.00		29,010.00	
Acquire Mobile Surv/Security Equip	11.42.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
TOTAL	CFDA 20.507	-	-	-	123,750.00	-	-	-	-	-	-	-	-	123,750.00	-		1,950,150.00		1,826,400.00	
Total Government Funding		-	189,651.00	144,102.00	424,148.00	33,924.00	-	-	-	-	-	-	-	915,575.00	4,247,005.00		7,440,907.00		2,278,327.00	
OTHER REVENUE		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
Organization Program Revenue		-	1,155.00	2,650.00	2,345.00	1,515.00	-	-	-	-	-	-	-	7,665.00	-		15,000.00		7,335.00	
Program Revenue		-	8,378.97	8,975.24	7,603.51	6,516.98	-	-	-	-	-	-	-	31,474.70	-		95,000.00		63,525.30	
Charter		-	3,087.50	1,500.00	2,550.00	7,887.50	-	-	-	-	-	-	-	15,025.00	-		40,000.00		24,975.00	
Building Lease		-	56.00	434.00	266.00	84.00	-	-	-	-	-	-	-	840.00	-		1,600.00		760.00	
Sale of Equipment		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
TML Insurance		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
Ram Tram		-	8,031.62	7,132.26	6,800.64	5,530.80	-	-	-	-	-	-	-	27,495.32	-		65,000.00		37,504.68	
Advertising		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
County Rev Match		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-		-	
Other/Local		-	3,474.05	4,662.42	5,646.38	2,963.45	-	-	-	-	-	-	-	16,746.30	-		39,000.00		22,253.70	
Tom Green		-	-	-	-	-	-	-	-	-	-	-	-	-	-		54,480.22		54,480.22	
COSA Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-		400,964.60		400,964.60	
Medical		-	-	68,481.33	-	-	-	-	-	-	-	-	-	68,481.33	-		452,000.00		383,518.67	
CVEDD		-	756.00	29,120.00	35,007.00	35,784.00	-	-	-	-	-	-	-	100,667.00	-		210,000.00		109,333.00	
FGP		-	272.00	490.00	353.50	255.50	-	-	-	-	-	-	-	1,371.00	-		2,500.00		1,129.00	
Area Agency on Aging		-	4,747.50	5,870.00	5,500.00	4,450.00	-	-	-	-	-	-	-	20,567.50	-		45,000.00		24,432.50	
SCP		-	110.00	80.50	-	126.00	-	-	-	-	-	-	-	316.50	-		1,300.00		983.50	
TOTAL OTHER REVENUE		-	30,068.64	129,395.75	66,072.03	65,113.23	-	-	-	-	-	-	-	290,649.65	-		1,421,844.82		1,131,195.17	
Total Urban Excess/(Shortage)		-	7,958.75	(7,958.75)	108,084.23	(206,507.61)	-	-	-	-	-	-	-	25,326.62	-		(150,386.00)		-	
		-	-	-	-	0	-	-	-	-	-	-	-	-	-		-		-	
		-	-	-	-	-	-	-	-	-	-	-	-	100%	-		-		-	
MATCH		-	-	-	-	-	-	-	-	-	-	-	-	Total Match	-		Match Required		Excess Available	



CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

RURAL PROGRAM															Less Previous Request		BUDGET	Variance
TOTAL EXPENSE		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL				
		124,303.68	139,025.37	212,902.30	150,557.01	-	-	-	-	-	-	-	-	626,788.36	-	2,058,103.81	1,431,315.45	
Rural 5311 2023	-	Suffix																
Temp SAF Revenue	SAF	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL	CFDA 20.509	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Rural 5311	Grant R04	Suffix	Period: 09/1/2023 thru 8/31/2024															
5311-2023-CVTD-00031	SAF	-																
Operating	30.09.01	-	-	-	31,610.00	57,550.00	-	-	-	-	-	-	-	89,160.00	-	677,558.00	588,398.00	
Administrative	11.79.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	111,271.00	62,565.00	
Preventative Maint	11.7A.00	-	-	5,969.00	10,805.00	9,699.00	-	-	-	-	-	-	-	26,473.00	-	87,164.00	60,691.00	
TOTAL	CFDA 20.509	-	-	21,232.00	60,957.00	82,150.00	-	-	-	-	-	-	-	164,339.00	-	875,993.00	711,654.00	
Rural	Grant R04	Suffix	Period: 09/1/2023 thru 08/31/2024															
STATE-R-2023-00032	State	-																
Administrative	11.79.00	-	-	3,816.00	4,635.00	3,725.00	-	-	-	-	-	-	-	12,176.00	-	27,818.00	15,642.00	
Preventative Maint	11.7A.00	-	-	1,492.00	2,701.00	2,425.00	-	-	-	-	-	-	-	6,618.00	-	21,791.00	15,173.00	
Operating	30.09.01	-	-	-	31,610.00	57,550.00	-	-	-	-	-	-	-	89,160.00	-	435,999.00	346,839.00	
TOTAL		-	-	5,308.00	38,946.00	63,700.00	-	-	-	-	-	-	-	107,954.00	-	485,608.00	377,654.00	
Rural 5311	Grant R03	Suffix	Period: 9/1/22 thru 8/31/2023															
5311-2022-CVTD-00100	SAF	-																
Administrative	11.79.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Preventative Maint	11.7A.00	-	-	757.00	-	-	-	-	-	-	-	-	-	757.00	124,056.00	83,986.00	124,056.00	
Operating	30.09.01	-	-	49,740.00	50,855.00	56,497.00	-	-	-	-	-	-	-	157,092.00	499,421.00	84,743.00	-	
TOTAL	CFDA 20.509	-	-	50,497.00	50,855.00	56,497.00	-	-	-	-	-	-	-	157,849.00	707,463.00	656,513.00	66,880.00	
Rural	Grant R03	-	RUR 1902 (07)															
STATE-R-2022-00131	STATE	-	Period: 09/1/22 t															
Preventative Maint	11.7A.00	-	-	3,432.00	-	-	-	-	-	-	-	-	-	3,432.00	20,996.00	24,428.00	-	
Project Admin	11.79.00	-	-	10,523.00	-	-	-	-	-	-	-	-	-	10,523.00	33,969.00	44,492.00	-	
Operating	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	434,237.00	434,237.00	-	
TOTAL		-	-	13,955.00	-	-	-	-	-	-	-	-	-	13,955.00	489,202.00	503,157.00	-	
Total Government Funding		-	-	64,452.00	77,395.00	156,400.00	145,850.00	-	-	-	-	-	-	444,097.00	-	1,196,665.00	2,796,950.00	
OTHER REVENUE		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Program Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Charter	-	-	-	-	1,625.00	-	-	-	-	-	-	-	-	1,625.00	-	1,625.00	-	
Other/Local	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11,001.00	11,001.00	
Advertising	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sale of Equipment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
County Overage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Building Lease	-	-	-	44.00	341.00	209.00	66.00	-	-	-	-	-	-	660.00	-	1,100.00	440.00	
County Rev Match	-	-	-	58,700.68	32,363.64	27,270.92	-	-	-	-	-	-	-	118,335.24	-	363,797.70	245,462.46	
Medicaid	-	-	-	-	9,737.73	10,625.38	-	-	-	-	-	-	-	20,363.11	-	20,363.11	-	
CVEDD	-	-	-	999.00	17,538.00	18,397.00	18,056.00	-	-	-	-	-	-	54,990.00	-	59,422.00	4,432.00	
FGP	-	-	-	4.00	5.00	-	-	-	-	-	-	-	-	9.00	-	18.00	9.00	
SCP	-	-	-	104.00	20.00	-	125.00	-	-	-	-	-	-	249.00	-	492.00	243.00	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL OTHER REVENUE		-	-	59,851.68	61,630.37	56,502.30	18,247.00	-	-	-	-	-	-	196,231.35	-	457,818.81	261,587.46	
Total Rural Excess/(Shortage)		-	-	-	-	13,539.99	-	-	-	-	-	-	-	13,539.99	-	-	-	



CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

ED PROJECTS			SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
	5310	-																
5310-2023-00107	Grant M05	Suffix	Period: 9/11/2023 thru 8/31/2024															
Mobility Management-U	11.7L.00	A2	-	-	3,608.00	4,547.00	-	-	-	-	-	-	-	-	8,155.00	-	84,000.00	75,845.00
TD Credits	TDCs	-	-	-	722.00	909.00	-	-	-	-	-	-	-	-	1,631.00	-	19,800.00	18,169.00
Medical Funds		-	-	-	260.20	328.42	-	-	-	-	-	-	-	-	588.62	-	4,580.97	3,992.35
TOTAL	CFDA 20.513	-	-	-	4,590.20	5,784.42	-	-	-	-	-	-	-	-	10,374.62	-	123,380.97	113,006.35
5310-2023-00049	Grant M06	Suffix	Period: 09/1/2023 thru 8/31/2024															
Mobility Management-Rural	11.7L.00	A1	4,438.00	6,650.00	6,596.00	4,554.00	-	-	-	-	-	-	-	-	22,238.00	-	66,000.00	43,762.00
TD Credits	TDCs	-	888.00	1,330.00	1,319.00	911.00	-	-	-	-	-	-	-	-	4,448.00	-	13,200.00	8,752.00
Medical Funds		-	74.44	682.82	475.62	328.15	-	-	-	-	-	-	-	-	1,561.03	-	4,284.00	2,722.97
TOTAL	CFDA 20.513	-	5,400.44	8,662.82	8,390.62	5,793.15	-	-	-	-	-	-	-	-	28,247.03	-	83,484.00	55,236.97
Total Medical Funds Required		-	-	74.44	682.82	735.82	656.57	-	-	-	-	-	-	-	2,149.65	-	8,864.97	6,715.32

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

CAPITAL PROJECTS			SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	Grant B03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Rural																
BBF 5339-D-2022-00069			Period: 4/10/2023 thru 3/31/2025															
Replace Vans	11.12.15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	227,192.00	227,192.00
TD Credits	TDCs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	45,438.00	45,438.00
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	CFDA 20.526	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	272,630.00	272,630.00
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	Grant B04	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Rural																
BBF 5339-D-2022-00178			Period: 11/6/2023 thru 8/31/2025															
Construction Maintenance Facility	11.43.02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	900,000.00	900,000.00
Construction Maintenance Facility	11.43.02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,600,000.00	3,600,000.00
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	CFDA 20.526	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4,500,000.00	4,500,000.00
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	Grant 797	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Urban																
TX-2020-068-00			Period: 5/10/2020 thru 12/31/2024															
Bus-Rolling Stock	11.12.03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	399,202.00	399,202.00
TD Credits	TDCs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	79,841.00	79,841.00
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	CFDA 20.526	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	479,043.00	479,043.00
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	Grant B02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Urban																
TX-2022-053-00			Period: 7/29/2022 thru 12/31/2024															
Bus Replacement	11.12.03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	500,616.00	500,616.00
TD Credits	TDCs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	75,093.00	75,093.00
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	CFDA 20.526	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	575,709.00	575,709.00
	-	TDCs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	24,133.00	24,133.00
	-	CFDA 20.526	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	599,842.00	599,842.00
Total Medical Funds Required		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



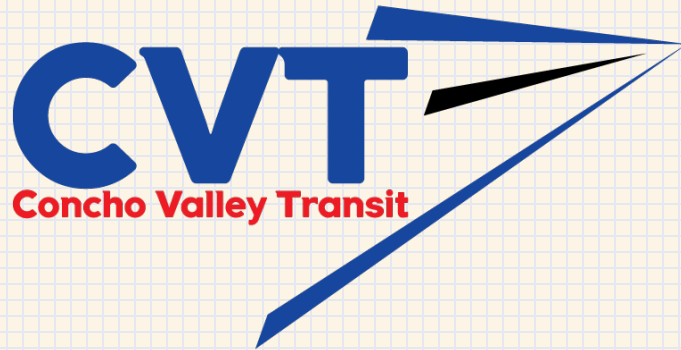
CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

ADDITIONAL SERVICES			SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
GREYHOUND SERVICES																		
ICB	MIP 010	Local	Period: 09/01/2023 thru 08/31/2024															
Services Program Income			426.24	359.98	51.00	-	-	-	-	-	-	-	-	-	837.22	-	5,000.00	4,162.78
Greyhound Lines Pass-Thru			1,700.94	1,920.42	2,111.59	3,022.26	-	-	-	-	-	-	-	-	8,755.21	-	50,000.00	41,244.79
Medical Funds			-	-	1,576.33	-	-	-	-	-	-	-	-	-	1,576.33	-	39,576.95	38,000.62
TOTAL			2,127.18	2,280.40	3,738.92	3,022.26	-	-	-	-	-	-	-	-	11,168.76	-	94,576.95	83,408.19
Extended Medicaid Transportation																		
Revenue Co Cash Match	MIP 018	Local	Period: 09/01/2023 thru 08/31/2024															
Medical Funds			9,954.89	11,767.56	7,587.45	6,413.27	-	-	-	-	-	-	-	-	35,723.17	-	107,061.79	71,338.62
TOTAL			9,954.89	11,767.56	7,587.45	6,413.27	-	-	-	-	-	-	-	-	35,723.17	-	107,061.79	71,338.62
Link Road Facility																		
Link Road Facility	MIP L03	Local	Period: 09/01/2023 thru 08/31/2024															
TOTAL			29,163.79	36,135.23	33,262.85	31,955.07	-	-	-	-	-	-	-	-	130,516.94	-	501,348.00	370,831.06
HeadStart Maintenance																		
HeadStart Maintenance	MIP K02	Local	Period: 09/01/2023 thru 08/31/2024															
TOTAL			552.50	975.00	2,080.00	3,640.00	-	-	-	-	-	-	-	-	7,247.50	-	20,712.00	13,464.50
-			552.50	975.00	2,080.00	3,640.00	-	-	-	-	-	-	-	-	7,247.50	-	20,712.00	13,464.50
-																		



CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

CARES ACT PROJECTS				SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
	-	Grant 800	-															-	-
TX-2020-096-00 Y364 CARES ACT	-	FED	-	Grant Award started June 2020															
Replacement >30ft		11.12.03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	949,900.00	949,900.00
Replacement <30ft		11.12.04	-	590,990.00	-	-	-	-	-	-	-	-	-	-	-	590,990.00	-	597,700.00	6,710.00
Replacement trolley		11.12.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	427,400.00	427,400.00	-
	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Acquire mobile surv/security		11.42.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	188,905.00	287,696.00	98,791.00
Acquire mobile surv/security		11.42.11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Acquire misc support equip		11.42.20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	99,805.00	100,000.00	195.00
Acquire misc support equip		11.42.20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,539.00	5,539.00	-
Preventative Maint		11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	185,891.00	185,891.00	-
Operations		30.09.08	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,684,686.00	1,684,686.00	-
Charter Revenue	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,125.00	2,125.00	-
Medical Funds (to cover rounding)	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,151.90	1,151.90	-
TOTAL		CFDA 20.507	-	-	-	-	-	-	-	-	-	-	-	-	-	590,990.00	2,595,502.90	4,242,088.90	1,055,596.00



Concho Valley Transit District Director's Report

FEBRUARY 2024

Director of Transit – Jeff York



Statistics - February

- Fixed Route Passengers: **16,728** (Up 28% from Feb 2023)
- ASU Ridership: **1,170** (Up 11% from Feb 2023)
- Goodfellow Ridership: **160** (Up 119% from Feb 2023)
- Rural Passengers: **1,677** (Up 0% from Feb 2023)
- Rural On Time Performance: 91%
- Demand Response Passengers: **4,518** (Up 12% from Feb 2023)
- Boys & Girls Club Ridership: **413**
- Demand Response On Time Performance: 88%



Rural Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	1842
October	1738
November	1544
December	1455
January	1282
February	1325
March	2049
April	1685
May	1692
June	1904
July	1627
August	2066
Total	20209

FY 2022-2023	
Month	# of Passengers
September	1934
October	2083
November	1906
December	1752
January	1808
February	1674
March	2339
April	2213
May	2275
June	1888
July	1705
August	2170
Total	23747

FY 2023-2024	
Month	# of Passengers
September	1790
October	2046
November	1919
December	1784
January	2010
February	1677
March	
April	
May	
June	
July	
August	
Total	11226

County Ridership Statistics - February

- Coke County: **130 Trips, 4,831 miles**
- Concho County: **94 Trips, 2,885 miles**
- Crockett County: **128 Trips, 10,295 miles**
- Irion County: **89 Trips, 2,465 miles**
- Kimble County: **65 Trips, 1,744 miles**
- Menard County: **39 Trips, 2,042 miles**
- McCulloch County: **585 Trips, 17,505 miles**
- McCulloch **On Demand**: **76 Trips**
- Reagan County: **60 Trips, 5,404 miles**
- Schleicher County: **58 Trips, 2,775 miles**
- Sterling County: **36 Trips, 1,833 miles**
- Sutton County: **69 Trips, 5,023 miles**
- Tom Green County (Rural): **253 Trips, 5,688 miles**

McCulloch County On Demand

FY 2023-2024	
Month <input type="text"/>	# of Passengers <input type="text"/>
September	45
October	93
November	75
December	94
January	27
February	76
March	
April	
May	
June	
July	
August	
Total	410

Urban Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	2638
October	2957
November	3129
December	3949
January	2993
February	2771
March	3546
April	4469
May	3410
June	4108
July	3306
August	4644
Total	41920

FY 2022-2023	
Month	# of Passengers
September	4045
October	4667
November	4414
December	5591
January	4487
February	4624
March	4787
April	4976
May	4265
June	4011
July	3781
August	4452
Total	54100

FY 2023-2024	
Month	# of Passengers
September	6338
October	4920
November	4448
December	5070
January	4189
February	4931
March	
April	
May	
June	
July	
August	
Total	29896

Fixed Route Comparison- February

FY 2021-2022

February			
Route #	AM Ridership	PM Ridership	Totals
Route 1	936	796	1732
Route 2	993	922	1915
Route 3	921	674	1595
Route 4	1454	1370	2824
Route 5	1176	1024	2200
Route 7	259	239	498
Total	5739	5025	10764

FY 2022-2023

February			
Route #	AM Ridership	PM Ridership	Totals
Route 1	1555	1338	2893
Route 2	1389	887	2276
Route 3	1207	924	2131
Route 4	1505	1445	2950
Route 5	1276	1197	2473
Route 7	310		310
Total	7242	5791	13033

FY 2023-2024

February			
Route #	AM Ridership	PM Ridership	Totals
Route 1	1904	1556	3460
Route 2	1998	1299	3297
Route 3	1250	1118	2368
Route 4	1832	2042	3874
Route 5	1666	1656	3322
Route 7	397		397
Total	9047	7671	16718

Fixed Route Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	12588
October	12431
November	12180
December	12376
January	10723
February	10764
March	13378
April	13631
May	12480
June	13983
July	13510
August	15831
Total	153875

FY 2022-2023	
Month	# of Passengers
September	14942
October	17469
November	15069
December	15463
January	14205
February	14161
March	16613
April	15793
May	17029
June	15118
July	14603
August	17905
Total	188370

FY 2023-2024	
Month	# of Passengers
September	18260
October	18469
November	17874
December	16297
January	16417
February	18058
March	
April	
May	
June	
July	
August	
Total	105375

Safety - February

- At Fault Accidents: 1
- Not At Fault Accidents: 0
- Employee Injuries: 0
- Safety Topics
 - March- Railroad Crossings & Title VI

