



Concho Valley Transit

Title VI Plan

Title VI of the Civil Rights Act of 1964

Effective 2020 - 2023

Adopted date

February 2020



A PROGRAM OF THE CONCHO VALLEY COUNCIL OF GOVERNMENTS

TABLE OF CONTENTS

Introduction	3
Overview of Services	4
I. Policy Statement and Authorities	5
II. Nondiscrimination Assurances to CVCOG	6
III. Plan Approval Document	7
IV. Organization and Title VI Program Responsibilities	8
V. Procedures for Notifying the Public of Title VI Rights and How to File a Complaint	11
VI. Access for Limited English Proficient (LEP) Persons	17
VII. Requirements of Transit Providers	23

APPENDICES

A. Employee Annual Education Form	26
B. Acknowledgement of Receipt of Title VI Plan	27
C. Concho Valley Transit Title VI Notice to Public	28
D. Title VI Complaint Form (English and Spanish)	29
E. Investigations, Lawsuits, and Complaints Document	34
F. Summary of Outreach Efforts	35
G. Minority Representation on Committees/Boards by Race	36

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 CVCOG

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 2020-2023. 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

2-12-20

DATE

Judge Steve Floyd, 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.cvttd.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. 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 2010 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 (2013-2017)

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 2013-2017 ACS Census).

Information from the 2013-2017 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%
Loatian	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, McCulloch, Menard, 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

At this time, there is no set budget for language assistance expenses.

CVT has not requested additional grant funding for language assistance however, we will research for future grant opportunities in this area.

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 Brail. 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

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.”

CVT does not have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

SEE APPENDIX G – TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE.

IX. REQUIREMENTS OF TRANSIT PROVIDERS

Requirements and Guidelines for Fixed Route Transit Providers

The requirements apply to all providers of fixed route public transportation (also referred to as transit providers) that receive Federal financial assistance, inclusive of States, local and regional entities, and public and private entities.

Transit providers that are sub recipients will submit the information to their primary recipient (the entity from whom they directly receive transit funds) every three (3) years on a schedule determined by the primary recipient. The requirements are scaled based on the size of the fixed route transit provider. CVT *is not* a sub-recipient.

REQUIRED: Service Standards and Policies

- Service Standards
 - Vehicle load, Vehicle headway, On-time performance, Service availability
- Service Policies
 - Transit amenities, Vehicle assignment

CVT is required to plan and deliver transportation services in an equitable manner. This means the distribution of service levels and quality is to be equitable between minority and low-income populations and the overall population. CVT has reviewed its services and policies to ensure that those services and benefits are provided in an equitable manner to all persons.

Service Standards

The agency has set standards and policies that address how services are distributed across the transit system service area to ensure that that distribution affords users equitable access to these services. As shown in the following maps, the agency's routes [explain how routes service low income and minority areas]. The agency's demand responsive services are available to all callers on a first-come first service basis, without regard for race, color or national origin.

The following system-wide service standards are used to guard against service design or operations decisions from having disparate impacts. All of CVT's services meet the agency's established standards; thus, it is judged that services are provided equitably to all persons in the service area, regardless of race, color or national origin.

- **Vehicle load** - Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at its maximum load point. The standard for maximum vehicle load varies among bus types due to customer demand, all of CVT's services meet this standard.
- **Vehicle headway** - Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given route. A shorter headway corresponds to more frequent

service. The standard for vehicle headways is 30-60 mins. All of CVT's services meet this standard.

- **On-time performance** - On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." The standard for on-time performance is 90%, all of CVT's services meet this standard.
- **Service availability** - Service availability is a general measure of the distribution of routes within a transit provider's service area or the span of service. The standard for service availability is ¾ of a mile and all of CVT's services meet this standard.

Service and Operating Policies

CVT's service and operating policies also ensure that operational practices do not result in discrimination on the basis of race, color, or national origin.

- **Distribution and Siting of Transit Amenities** - Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. CVT has a policy to ensure the equitable distribution of transit amenities across the system. This policy applies to seating (i.e., benches, seats), bus shelters and canopies, (c) provision of information, Intelligent Transportation Systems (ITS), waste receptacles (including trash and recycling). Passenger amenities are sited based on the agreement between CVT and TxDOT.
- **Distribution and Siting of Fixed Facilities** - CVT shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Facilities include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Facilities do not include bus shelters and transit stations, power substations, etc. are evaluated during project development of the NEPA process.
- **Vehicle assignment** - Vehicle assignment refers to the process by which transit vehicles are placed into service and on routes throughout the system. CVT assigns vehicles with the goal of providing equitable benefits to minority and low-income populations. Vehicles are assigned with regard to service type (fixed-route, demand-response, or a hybrid type) and ridership demand patterns (routes with greater numbers of passengers need vehicles with larger capacities). For each type of assignment, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The Safety and Operations Manager(s) reviews vehicle assignments monthly to ensure that vehicles are indeed being rotated and that no single route or service always has the old or new vehicles. Vehicles are placed on route by service demand requirements, age of bus, and mileage on bus as dictated by the operations management team.

Monitoring Title VI Complaints

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during

this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the annual grant application (ATP) for submission to TxDOT.

Fare and Service Changes

CVT follows its adopted written policy for the public comment process for major service reductions and fare increases. With each proposed service or fare change, CVT considers the relative impacts on, and benefits to, minority and low-income populations, including LEP populations. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service.

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, gender, age, or disability, 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.

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, género, edad o discapacidad, 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.



2801 W. Loop 306 – Suite A
 San Angelo, TX 76904
 Tom Green County

Phone 325.947.8729
Fax 325.227.6852
Email cvtdinfo@cvcog.org
Web site www.cvtd.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, 2801 W. Loop 306, Suite A, San Angelo, Texas 76904. 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.	
9. Why do you believe these events occurred?	

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



2801 W. Loop 306 – Suite A
 San Angelo, TX 76904
 Tom Green County

Phone 325.947.8729
Fax 325.227.6852
Email cvtdinfo@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, 2801 W. Loop 306, Suite A, 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. _____</p> <p><input type="checkbox"/> Administración Federal de Carreteras de los EE.UU. _____</p> <p><input type="checkbox"/> Administración de Transporte Federal de los EE.UU. _____</p> <p><input type="checkbox"/> Oficina de Programas de Cumplimiento de Contratos, Federales de los EE.UU. _____</p> <p><input type="checkbox"/> Comisión para la Igualdad de Oportunidades en el Empleo de los EE.UU. _____</p> <p><input type="checkbox"/> Tribunal Federal O Estatal de los EE.UU. _____</p> <p><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

- 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
- 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.
- Employing different meeting sizes and formats.
- Coordinate with community organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- 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.
- 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.

Appendix G

Minority Representation on Committees/Boards by Race

CVT does not have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

Committee	Black or African American	White/Caucasian	Latino/Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other *Note	Totals
Citizens Advisory Committee (CAC)								
% of CAC Committee								
Citizens Advisory Committee on Accessible Transportation (CACAT)								
% of CACAT Committee								