

Title VI Plan

Zapata County Transportation Department

RESOLUTION

A RESOLUTION APPROVING THE ZAPATA COUNTY'S TITLE VI PROGRAM AND AUTHORIZING ITS SUBMISSION TO TXDOT

WHEREAS, Section 601 of the Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds race, color, or national origin, be excluded from participation in, be denied of, or be subjected to discrimination under any program or activity receiving Federal financial assistance; and

WHEREAS, the City of Zapata, Texas is a recipient of Federal financial assistance through TXDOT, an operation administration within the United States Department of Transportation;

WHEREAS, the United States Department of Transportation has issued Title VI implementing regulations and guidelines to recipients on the requirements of Title VI; and

WHEREAS, the Federal Transit Administration (FTA) has provided additional guidance to its recipients to document their compliance with the Title VI on the transit-related aspects of the town of Zapata County's activities; and

WHEREAS, Zapata County Transportation Department, has presented to the Commissioner's Court its Title VI Program documenting its compliance with the Title VI regulations on the transit-related aspects of its activities;

NOW, THEREFORE, BE IT RESOLVED by the City Commission of Zapata, Texas:

THAT Zapata County, Texas continues to be committed to operating its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act; and

THAT Zapata County Commissioner's Court has approved the Title VI Program presented by the Zapata County Transportation Department for Zapata County transit-related activities; and

THAT Zapata County Transportation Director is authorized to submit the Zapata County Title VI Program as directed by the Federal Transit Administration.

PASSED AND APPROVED on *January 22, 2018*



Joseph Rathmell, Zapata County Judge

Title VI Plan Table of Contents

The Zapata County Transportation Program Title VI plan includes the following elements:

1. Plan Approval and Revision Log
2. Description of Service
3. Policy Statement
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6. Complaint Form
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Section 1: Title VI Plan Approval

Title VI Plan
Adopted on: _____

Adopted by: _____

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions

Section 2: Description of Organization and Service Provided

Within this section please include:

- 1. A general introduction/summary of your organization**
- 2. The type of service you provide; such as fixed-route, deviated route, or demand response service**
- 3. The number of transit-related employees and the number of revenue service vehicles**
- 4. The area where service is provided; include a service area map, if available**

Introduction: Zapata County Transportation services were developed to provide safe and efficient Transportation to the general public and to persons with special needs as specified by Americans with Disabilities Act (ADA) and as defined by contracts into which Zapata County Transportation may enter from time to time. At the present time, there is one driver and three vehicles that are being used for these services.

Services provided: Zapata County Transportation is demand response. On Mondays/Wednesdays/Fridays transportation is provided locally. On Tuesdays/Thursdays, transportation is provided for out of town trips. These trips include medical appointments and recreational trips.

Section 3: Title VI Policy Statement

Policy Statement

The Zapata County Transportation Program, as a recipient of Federal Transit Administration (FTA) grant dollars through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

TITLE VI Notice to the Public

The Zapata County Transportation Program's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

The Zapata County Transportation Program

- ✓ The Zapata County Transportation Program operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Zapata County Transportation Program.
- ✓ For more information on the Zapata County Transportation Program civil rights program, the procedures to file a complaint, or to file a complaint contact Rosalinda Gonzalez, Program Director, or our administrative office at 604 Del Mar, Zapata, Tx, 78706. For more information, call our office -956-765-4590.
- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

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

If further information is needed in another language, contact Rosalinda Gonzalez at 956-765-4590.

Si necesita informacion en otro idioma favor de comunicarse con Rosalinda Gonzalez al 956-765-4590.

Zapata County opera sus programas y servicios, sin distincion de raza, color y origen nacional, segun el Titulo VI de la Ley VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una practica discriminatoria ilegal bajo el Titulo VI, puede presentar un queja con Zapata County Transportation.

Para obtener mas informacion sobre el programa y servicios puede llamar al 956-765-4590.

Un delandante puede presentar una queja directamente a Texas Department of Transportation, Attn: TxDot-PTN-125, E. 11th Street, Austin, Tx. 78701-2483.

Title VI Complaint Procedure

The Zapata Co. Transportation Title VI Complaint Procedure is made available in the following locations:
(check all that apply)

Public office

Reception areas

Meeting rooms

Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Other, _____

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Zapata Co. Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: 7th and Del. Zapata, Texas.

Zapata Co. Transportation investigates complaints received no more than 180 days after the alleged incident. The Zapata Co. Transportation Department will process complaints that are complete.

Once the complaint is received, the Zapata Co. Transportation will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (15) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Zapata Co. Transportation has 15 days to investigate the complaint. If more information is needed to resolve the case, Zapata Co. Transportation may contact the complainant.

The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, Zapata Co. Transportation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 20 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 956-765-4590. (This statement should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.) Si necesita informacion en otro idioma, pongase en contacto con Rosalinda Gonzalez, 956-765-4590.

Title VI Complaint Form

Zapata Co. Transportation Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

Hard copy in the central office

Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Other, _____

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			

Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
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 Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

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

Signature and date required below

Signature Date

Please submit this form in person at the address below, or mail this form to:

Zapata County Transportation
P.O. Box 489
Zapata, Texas 78076
7th and Del Mar
956-765-4590

Zapata County

Formulario de Quejas por Motivo de Discriminacion

Envie el formulario completo a:
Zapata County Transportation
7th and Del Mar
Zapata, Texas 78076

Apellido:

Nombre:

Direccion domiciliary(ciudad, estado, codigo postal):

Numero de telefono:

Correro Electronico:

Metodo preferido de contacto: Telefono Correro Electronico Otro

Raza _____

Color _____

Edad _____

Sexo _____

Origen Nacional _____

Impedimento _____

Por favor indica el motive por hacer una queja: _____

Fecha aproximada del presunto acto de discriminación. Indique por favor la fecha más temprana de la discriminación y la fecha más reciente de la discriminación.

¿Cómo es que fue discriminado? Sírvase describir, en sus propias palabras, el acto de presunta discriminación. Relate lo que ocurrió y quién fue la persona responsable del acto y cómo trataron a otras personas diferentemente. Utilice las hojas adicionales, en caso de necesidad.

La ley prohíbe también la venganza contra cualquier persona para oponer la discriminación de la persona que tomo acción o a una persona participando en la investigación de una queja de discriminación. Si usted se siente que lo han amenazado, a parte de la discriminación alegada arriba, por favor explique las circunstancias abajo. Describa la acción que usted tomó.

Por favor escriba el nombre(s) e información de contacto para cualquier persona (testigos, empleados del compañero, supervisores, u otros) que podamos contactar para obtener información adicional y clarificar o justificar su alegación(es). Utilice las hojas adicionales, en caso de necesidad.

	<u>nombre</u>	<u>dirección domiciliar</u>	<u>número de teléfono</u>
1)			
2)			
3)			
4)			

¿Qué acciones ha tomado usted o su representante para resolver esta queja? Incluya por favor las fechas de su representación u otras fechas que sean aplicables.

Action:	Date:
<input type="checkbox"/> Administración Federal de Carreteras de los EE.UU	_____
<input type="checkbox"/> Departamento de Transporte de los EE.UU.	_____
<input type="checkbox"/> Otros Agencias Federales de los EE.UU.	_____
<input type="checkbox"/> Tribunal Federal de los EE.UU.	_____
<input type="checkbox"/> Otros	

Favor de proporcionar cualquier información adicional y/o fotografías que sean pertinente a la investigación.

Explique que medidas o acción a tomado en el presunto acto de discriminación.

No podemos aceptar una queja sin firma. Favor de incluir su firma y la fecha a continuación:

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Zapata County Transportation maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

 x There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Zapata Co. Transportation will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by Zapata County Transportation since the last Title VI Program submission are summarized in the table below.

Enter specific Public Participation activities in the table below.

Event Date	Zapata Co. Transportation Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
1003/2016/	Sixto Vidal	Route infor.	Social media	

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, Zapata Co. Transportation is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Zapata County Transportation Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, Zapata Co. Transportation conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, Zapata Co. Transportation will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program. Identifies and assesses the frequency Zapata Co. Transportation staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus
- (b) Participation in public meetings
- (c) Customer service interactions

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how Zapata County Transportation program and services impact the lives of person's within the community. Zapata County Transportation will specify the community organizations that serve LEP persons, if available.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods Zapata County Transportation uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Zapata County Limited English Proficiency Analysis Plan

Purpose

The purpose of this LEP Plan is to meet Federal Transit Administration's (FTA) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination in the basis of race, color or national origin. As a recipient of FTA funds, Zapata County has pledged to take reasonable steps to provide meaningful access and who have a limited ability to read, speak, write or understand English. The FTA refers to these persons as Limited English Proficient LEP persons.

Contents

This plan contains:

**Language assistance measures;
Staff training plan;
Methods for notifying LEP persons about available language assistance; and
Monitoring, evaluating and updating plan.**

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a limited English proficient person and may be entitled to language assistance with respect to (Zapata County) services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another and or translation, which means the written transfer of a message from one language into another.

Although there is a very low percentage in Zapata County of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

The Zapata County Staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English. The following resources will be available to accommodate LEP persons:

Volunteer interpreters for the Spanish language are available and will be provided within a reasonable time period.

Language interpretation will be accessed for all other languages through a telephone interpretation service.

Staff Training

**Information on the Title VI Policy and LEP responsibilities.
Description of language assistance services offered to the public.
Use of the "I Speak" cards.
Documentation of language assistance requests.
How to handle a potential Title VI/LEP complaint.**

Translation of Documents

Due to the very small local LEP population, Zapata County does not have formal outreach procedure in place. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, Zapata County will assist the client in whatever way possible.

Monitoring

Monitoring and updating the LEP Plan-Zapata County will update the LEP Plan as required.

**Translating key documents in Spanish;
Arranging for availability of oral translators;
Posting notices in appropriate languages informing LEP persons of changes.**

This Limited English Proficiency Plan will be available at the Zapata County Transportation Department located at 604 Delmar, Zapata, Texas 78076, phone number 956-765-4590/ fax number 956-765-9697.

This plan will be available at no cost in English, or if requested to be provided in another language, it shall be provided at no cost to the requester.

“I Speak” Language Identification Card

<input type="checkbox"/>	Mark this box if you read or speak English	English
<input type="checkbox"/>	Marque esta casilla si lee o habla español	Spanish
<input type="checkbox"/>	Kos lub voj no yog koj paub thiab hais lus Hmoob	Hmong
<input type="checkbox"/>	如果说中国在方框内打勾	Chinese
<input type="checkbox"/>	Xin flaùnh daáu vaøo oâ naøy neáu quyù vò bieát floïc vaø noui fiöðïc Vieät Ngöð.	Vietnamese
<input type="checkbox"/>	당신이한국어말할경우이 상자를표시	Korean
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
<input type="checkbox"/>	Отметить этот флажок, если вы говорите по-русски	Russian
<input type="checkbox"/>	Означите ову кућницу ако говорите српски	Serbian
<input type="checkbox"/>	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
<input type="checkbox"/>	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.len.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Encounter Date	Encounter Location	Encounter Type	Encounter Description	Encounter Outcome	Encounter Notes	Encounter Status

Minority Representation Information

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
Name of committee 1	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

Zapata County does not have a non-elected transit related board.