

Title VI and LEP Plan Agency

Name: Heart of Texas Council of Governments RTD

Date Adopted: 05/25/2023

Description of service

HOTCOG/RTD utilizes three employees, 16 temporary drivers thru Total Placement Temporary Agency and twenty two ADA accessible vehicles in a purchase of service program to provide curb to curb demand response service in Bosque, Falls, Freestone, Hill and Limestone Counties 6 am to 6 pm Monday through Friday. HOTCOG/RTD administers 5311 non-urbanized public transportation.

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on 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 a n y program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Heart of Texas Council of Governments RTD (HOTRTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

This plan was developed to guide HOTRTD in its administration and management of Title VI-related activities.

Title VI Coordinator Contact information

Rep Pledger
Transportation Manager
Heart of Texas Council of Governments / Rural
Transit District 1514 S. New Road
Waco, Texas 76711

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the HOTRTD offices and on their revenue vehicles. Additional information relating to nondiscrimination obligation can be obtained from the HOTRTD Transportation Manager.

Title VI information shall be disseminated to HOTRTD employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the HOTRTD policy statement, and of their Title VI responsibilities in their daily work and duties. During the New Employee Orientation, new employees shall be informed of the provisions of Title VI, and HOTRTD's expectations to perform their duties accordingly.

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

III. Record Keeping

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

IV. Title VI Complaint Procedures How to file a Complaint

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

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with HOTRTD at the following address:

HOTCOGRTD
Attention: Transportation Manager
1514 S New Road
Waco, TX 76711

NOTE: HOTRTD encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

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 HOTRTD will be directly addressed by HOTRTD. HOTRTD shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. HOTRTD shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days (Appendix D). Additionally, HOTRTD will notify its Public Transportation Coordinator (PTC) by email or fax of any Title VI-related complaints within 10 working days of receipt of the complaint. 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.

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

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

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Texas Department of Transportation
TXDOT-PTN
125 E. 11th Street
Austin, TX 78701-2483

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

Please see Appendix J for Spanish

Transit-related TVI investigations, Complaints and Lawsuits

Please see example table in Appendix H

V. Public Participation

HOTRTD will work with HOTCOG staff to identify targeted minorities and LEP populations within the service area. HOTCOG staff will supply demographic information to the lowest census level possible within the region to identify specifically what minority populations exist within the HOTRTD service area. HOTRTD will identify the appropriate locations to disseminate information to the identified populations (e.g., church, neighborhood gathering space) to seek comment, interest in new service or service revisions and/or extensions. HOTRTD will document and maintain on file all activities related to Title VI outreach. This plan and documentation will be made available at TXDOT’s and or the FTA’s request.

HOTRTD will coordinate with the other stakeholders in the Regional Transportation Coordination Council to ensure that HOTRTD is included in regional planning efforts and that regional planning efforts include outreach to targeted populations within the HOTRTD service area.

HOTRTD will provide a summary to TXDOT of all outreach efforts upon request or prior to future submittals and review upon request.

HOTRTD recognizes that future funding for new or revised service requires documentation of the above efforts.

Regional Transportation Coordination

HOTRTD is the lead agency for Regional Transportation Coordination in the HOTCOG Region. Coordination meetings are held at least quarterly with multiple stakeholders and other interested parties, with representatives of the following agencies/groups regularly attending: Heart of Texas Council of Governments, Waco Metropolitan Planning Organization, Rural Planning Organization, Heart of Texas Workforce Board, Texas Department of Aging and Disability Services, Heart of Texas Region Mental Health & Mental Retardation Center, Heart of Texas Independent Living Center, Area Agency on Aging of the Heart of Texas, Veterans Administration, Representative for colleges and/or universities, Representative for emergency management coordinators, Representative for urban transportation systems, Representative for rural transportation systems, Bosque County representative, Falls County representative, Freestone County representative, Hill County representative, Limestone County representative and McLennan County representative.

Executive Board Meetings

The HOTCOG Board of Directors holds meetings every month and the public is invited to attend and given the opportunity to make comments.

The HOTRTD governing board consists of Elected officials from our five-county region.

Public Meetings

When a new service is proposed information will be disseminated to the neighborhoods affected and public meetings will be scheduled.

Minority Representation on Governing, Planning, and Advisory Bodies

HOTRTD will make presentations to community groups and organizations, as invited in its five-county region.

Customer Complaint Process

Citizens may call our Designated Complaint Line at 254-292-1837 to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to the relevant manager who researches the complaint and responds back to the citizen. HOTRTD complaint process was updated in 2023.

HOTRTD submits to the Texas Department of Transportation annually an application for funding. The application covers funding for planning, capital, and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period

VI. Limited English Proficiency (LEP) Analysis and Assistance Plan

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.

Plan Summary

The HOTCOG/RTD has developed this Limited English Proficiency Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to HOTCOG/RTD services as required by Executive Order 13166. This plan details procedures on how to identify a person who may need language assistance, ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available and information for future updates.

Evaluation

Four Factor Analyses

The U.S. Department of Transportation (DOT) issued its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons: 1) The number of proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient; 2) The frequency with which LEP persons 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. A brief description of the self-assessment undertaken in each of these areas follows.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service.

Spanish speakers are the primary LEP persons likely to be encountered by HOTCOG/RTD District staff. HOTRTD Transportation Manager examined the American Community Survey, US Census 2020, Table S1601 (next page) and was able to determine that approximately 17%, or 18,395 persons within HOTCOG/RTD's five county service area age 5 and older spoke a language other than English. The Hispanic population for the HOTCOG/RTD service area is 15.9%. There are no other major ethnic groups identified in our five-county region that may not speak the English language.

2. The frequency with which LEP persons encounter the program.

The HOTCOG/RTD staff have or could possibly have contact with three to four LEP people on a monthly basis. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As a public transportation provider, it is necessary to recognize this segment of the general population.

3. The nature and importance of the program, activity or service provided by the recipient to people's lives.

Public transportation is vital to many people's lives. Per the Department of Transportation's Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons, "Providing public transportation access to LEP persons is crucial. An LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

The Hispanic/Latino population is 7.1% of the overall population of our service area. Any lack of social, service, professional or leadership organization within the HOTCOG/RTD service area which would focus on outreach of the LEP persons could be detrimental to their quality of life.

4. The resources available to the recipient and costs.

HOTCOG/RTD has budgeted \$150.00 for Spanish informational pamphlets. Currently HOTCOG/RTD has in-house translators.

	Bosque County			Falls County			Freestone County			Hill County			Limestone County			Service Area Total			
Total Population ages 5 and older	17,440	16,283	18,608	33,962	21,933	108,226	14,942	13,358	16,077	28,644	17,776	90,797	85.7%	82.0%	86.4%	84.3%	81.0%	83.9%	
English Only	Estimated LEP population	Estimated LEP population	Estimated LEP population	Estimated LEP population	Estimated LEP population	Estimated LEP population	% LEP of County Population	% LEP of County Population	% LEP of County Population	% LEP of County Population	% LEP of County Population	Estimated LEP population	% LEP of Total Service Area Population	Estimated LEP population	% LEP of County Population	Estimated LEP population	% LEP of Total Service Area Population	Estimated LEP population	% LEP of Total Service Area Population
LEP Population:	2,292	2,925	2,531	5,318	4,157	17,223	13.1%	18.0%	13.6%	15.7%	19.0%	15.9%	0.0%	17,223	19.0%	15.9%	0.0%	17,223	15.9%
Spanish or Spanish Creole							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
French (incl. Patois, Cajun)							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
German							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Russian							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Other Slavic languages							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Other Indo-European languages	117	271	118	247	73	826	0.7%	1.7%	0.6%	0.7%	0.3%	0.8%	0.8%				0.3%		0.8%
Chinese							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Japanese							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Korean							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Mon-Khmer, Cambodian							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Vietnamese							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Asian and Pacific island language	74	26	0	121	143	364	0.4%	0.2%	0.0%	0.4%	0.7%	0.3%	0.3%				0.7%		0.3%
Hungarian							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
Arabic							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%
African languages							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%		0.0%

Source: American Community Survey, US Census 2020, Table S1601

LIMITED ENGLISH PROFICIENCY PLAN

Components of the Plan

There are five areas that comprise the HOTCOG/RTD'S LEP plan:

1. Identifying LEP persons who need language assistance.
2. Language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LEP plan.

Identifying LEP persons who need language assistance.

The Census 2020 data show that Spanish-speaking LEP persons are the primary group requiring language assistance. This information can also be used to identify the concentrations of LEP persons within our five-county service area.

Higher percentages of LEP persons can also be identified more accurately by census tracts. Identifying concentrations of LEP persons helps to ensure that they receive the necessary language assistance measures.

There are also several measures that can be taken to identify persons who may need language assistance:

- When open houses or public meetings are held, set up a sign-in table, and have a staff member greet and briefly speak to each attendee, to informally gauge his/her ability to speak and understand English.
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings.
- Survey bus or transit drivers and other front-line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP persons.

Language assistance measures

Documents that are determined to be vital will be translated into Spanish. Vital documents are defined as those documents without which a person would be unable to access services.

HOTCOG/RTD will implement the following LEP procedures. The creation of these steps is based on the relatively low percentage of persons speaking other languages or not speaking English at least "well," and the lack of resources available in the HOTCOG/RTD service area:

- When an interpreter is needed, in person or on the telephone, and the HOTCOG/RTD staff has exhausted the above options, staff will first attempt to determine what language is required. Staff will use the telephone interpreter service – Language Line Services at <http://www.language.com>, on the Language Line home page. The staff will select the "Need an Interpreter Now" link and follow the directions to receive and access a code.

Training staff

It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP plan. Properly training staff is a key

element in the effective implementation of the LEP plan.

There are three primary groups of staff members who are critical to the LEP plan: Transportation Manager, temporary agency drivers and dispatchers, and HOTCOG RTD staff. Temporary Agency bus or transit drivers have the most frequent contact with LEP persons through daily interaction with passengers. As well as temporary agency dispatchers also have frequent contact with LEP people, either in-person or by telephone. These two groups are most likely to encounter LEP people and thus to provide language assistance. LEP training for both groups occur during their initial departmental training. Additionally, this training is included in a bi-annual staff meeting held for all bus or transit staff. Training topics for these two groups held in January and June of each calendar year include:

- Understanding the Title VI LEP responsibilities
- What language assistance services HOTCOG/RTD offers
- Specific procedures to be followed when encountering an LEP person.

The Transportation Manager is also crucial in implementing LEP policy. The Transportation Manager or designee ensure that copies of the LEP plan are distributed to all temporary and permanent transportation staff, and also ensure that staff understands Title VI responsibilities. A summary of the LEP plan is addressed during new employee orientation.

All HOTCOG/RTD staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the HOTCOG/RTD staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities.
- What language assistance services the HOTCOG/RTD offers.
- Use of LEP “I Speak Cards”.
- How to use the Language Line interpretation and translation services.
- Documentation of language assistance requests.
- How to handle a Title VI and/or LEP complaint.

Providing notice to LEP persons - Outreach Techniques

However, the following are a few options that HOTCOG/RTD will incorporate for LEP outreach:

- If a staff member knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements and agenda will be printed in an alternative language, based on known LEP populations in our five-county service area.
- When running a general public meeting notice, staff will insert a clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available.” for example: “Un traductor del idioma espanol estará disponible,” this means “A Spanish translator will be available.”
- Key print materials, including but not limited to schedules, maps and brochures will be translated and made available at the HOTCOG/RTD office located at 1514 S. New Road, Waco, TX 76711 or by calling (254) 292-1800 to request a copy, on board all HOTCOG/RTD vehicles, and the community when a specific and concentrated LEP populations is identified.

Monitoring and updating the LEP plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to

consider whether new documents and services need to be made accessible for LEP persons, and to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. At a minimum, HOTCOG/RTD will follow the Title VI Program update schedule for the LEP plan. Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of the LEP persons?
- What is the current LEP population in the HOTCOG/RTD Region?
- Has there been a change in the types of languages where services are needed?
- Have available resources, such as technology, staff and finances change?
- Were any complaints received?
- Do staff members understand the LEP plan policies and procedures?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints to determine if services are accessible to Spanish speakers. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons. Special consideration will be given to the LEP plan when service enhancements funded through the HOTCOG/RTD are implemented, to ensure that LEP persons are aware of these services. Census data will also be reviewed as it becomes available to determine changes in the LEP population.

Future considerations for the LEP plan include:

- Providing all or part of the website in Spanish
- Translating other brochures into Spanish
- Provide group travel training to LEP persons by working with bilingual staff

This plan outlines five key areas of an effective LEP strategy:

- Identifying LEP persons who need language assistance, primarily through Census data.
- Language assistance measures, including written and oral language services, and responding to LEP persons on the telephone, in writing and in person;
- Training staff, including transit drivers, dispatchers and management employees;
- Providing notice to LEP persons through both oral and written communications; and
- Monitoring and updating the LEP plan through a variety of means.

Dissemination of the Limited English Proficiency Plan

HOTCOG/RTD's Notice of Rights under Title VI to the public will be posted at the Heart of Texas Council of Governments, on all HOTCOG/RTD vehicles and in selected printed materials. Any person, including social service, non-profit and law enforcement agencies and other community partners with internet access will be able to access the plan. Copies of the LEP Plan will be provided, on request to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to the HOTCOG/RTD Transportation Manager.

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 HOTRTD 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 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 HOTRTD 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.

Your signature

Print your name

Date

Appendix C

Heart of Texas Council of Governments / Rural Transit District

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires 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.” If you feel you have been discriminated against in transportation services, please provide the following information in order to assist us in processing your complaint and send it to:

Donnis Cowan
Director of Health and Human Services
Heart of Texas Council of Governments/Rural Transit District
1514 S. New Road
Waco, Texas 76711

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: Home: _____ Cell: _____

E-Mail: _____

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

Race

Color

National Origin

Income

Other Please identify: _____

What was the date of the alleged discrimination? _____

Please note that allegations which occurred more than 180 days in the past are beyond the statute of limitations for investigation.

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it:

Please list all witnesses' names and address and/or phone numbers:

What type of corrective action would you like to see taken?

Have you filed this complaint with any other federal, state or local agency; or with any federal or state court?

Yes No

If yes, please check all that apply:

Federal Agency State Agency Local Agency

Federal Court State Court

Please provide information about a contact person at the agency and/or court where the complaint was filed. If the complaint has been filed with multiple agencies / courts, please identify contact on additional sheets.

Name: _____

Agency or Court: _____

Address: _____

City, State, Zip Code: _____

Phone: _____

E-mail: _____

Please attach any documents you have which support the allegation. Then date and sign the form and mail it to:

Rep Pledger
Transportation Manager
Heart of Texas Council of Governments / Rural Transit District 1514 S.
New Road
Waco, Texas 76711

If information is needed in another language, contact (254) 292-1800.
Si se necesita información en otro idioma, comuníquese con (254) 292-1800

Your Signature

Print Your Name

Date

Within 7 days of receipt of the complaint the Heart of Texas Council of Governments / Rural Transit District will notify you acknowledging receipt and that we have initiated an investigation. Every effort will be made to complete our investigation and to notify you of the results within 60 days of receipt, if not sooner. Should additional time or information be required to complete the investigation, the staff will contact you within 60 days upon receipt of the complaint

Heart of Texas Council of Governments / Rural Transit District

Titule Forma de Queja de VI

Titule VI de los 1964 Derechos Civiles Actúa requiere que “no persona en Estados Unidos irá, en el motivo de carrera, del color, ni de origen nacional, es excluido de la participación en, es negado los beneficios de, o es sujeto a la discriminación bajo cualquier programa o la actividad que reciben ayuda financiera federal”. Si usted se siente que ha sido discriminado en contra en servicios de transporte, proporciona por favor la información siguiente para ayudarnos a procesar su queja y enviarlo a:

Donnis Cowan
Director of Health and Human Services
Heart of Texas Council of Governments/Rural Transit District 1514
S. New Road
Waco, Texas 76711

Imprima por favor claramente:

Nombre: _____

Dirección: _____

La ciudad, el Estado, el Código postal: _____

Número telefónico: Número telefónico de casa: _____

Número celular cell: _____

El Número de teléfono para dejar algún recado: _____

Correo electrónico: _____

La persona discriminó en contra: _____

La dirección de persona discriminó en contra: _____

La ciudad, el Estado, el Código postal: _____

Indique por favor por qué usted cree la discriminación ocurrida:

Carrera

Color

Origen nacional

Ingresos

Otro Identifique por favor: _____

Cuál fue la fecha de la discriminación pretendida? _____

Por favor nota que alegaciones que ocurrieron más de 180 días en el pasado están más allá de la estatua de limitaciones para la investigación.

Qué tipo de acción correctiva le hace quiere ver tomado?

Ha archivado esta queja con cualquier otro federal, el estado o agencia local; o con federal o el tribunal del estado?

Sí No

Si sí, verifica por favor todo que aplica:

Agencia federal Indique Agencia Agencia loca
 Tribunal federal Indique el Tribunal

Proporcione por favor información sobre una persona de contacto en la agencia y/o el tribunal donde la queja fue archivada. Si la queja ha sido archivada con multiples agencias/los tribunales, identifican por favor contactos en hojas adicionales.

Nombre: _____

La agencia o Corteja: _____

Dirección: _____

La ciudad, el Estado, el Código postal: _____

Teléfono: _____

Correo electrónico: _____

Conecte por favor cualquier documento que usted tiene que apoya la alegación. Estonces feche y firme esta forma y el correo en:

Rep Pledger
Transportation Manager
Heart of Texas Council of Governments / Rural Transit
District 1514 S. New Road
Waco, Texas 76711

If information is needed in another language, contact (254)292-1800.

Si se necesita información en otro idioma, comuníquese con (254) 292-1800

Su Firma

Imprima sun ombre

Fecha

Dentro de 7 días de recibo de la queja, el Heart of Texas Council of Governments / Rural Transit District le notificará reconociendo recibo y que hemos iniciado una investigación. Cada esfuerzo será hecho para competir nuestra investigación y para notificarle de información es requerido a completar los resultados dentro de 60 días de recibo, si no más pronto. Deba tiempo adicional o la investigación, el personal le contactará dentro de 60 días tras la recepción de la queja.

APPENDIX D

Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jane Doe
1234 Main St.
Waco, TX 76711

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against HOTRTD alleging Title VI violation.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 254-292-1873, or write to me at 1514 S New Road, Waco, TX 76711.

Sincerely,

Name
Title VI Coordinator

APPENDIX E

Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jane Doe
1234 Main St.
Waco, TX 76711

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the HOTRTD alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Name
Title VI Coordinator

APPENDIX F

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jane Doe
1234 Main St.
Waco, TX 76711

Dear Ms. Doe:

The matter referenced in your complaint of _____(date) against HOTRTD alleging Title VI violations has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

HOTRTD has analyzed the materials and fact pertaining to your case for evidence of the agency's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from HOTRTD, and/or 2) file a complaint externally with the Texas Department of Transportation and/or the Federal Transit Administration at

Texas Department of Transportation
TXDOT-PTN
125 E. 11th Street
Austin, TX 78701-2483

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

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Name
Title VI Coordinator

APPENDIX G

Public of Rights Under Title VI

Heart of Texas Council of Governments

- Heart of Texas Council of Governments (HOTCOG) and its subcontractors operates its transportation 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 HOTCOG.
- For more information on the HOTCOG's civil rights program, and the procedures to file a complaint, contact 254-292-1800; email transportation@hot.cog.org; or visit our administrative office at 1514 South New, Waco, TX 76711.
For public notices, please visit www.HOTCOG.org/administration/public-notices/
- A complainant may 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 by filing a complaint with the 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, contact (254)292-1800.
- Si se necesita información en otro idioma, comuníquese con (254) 292-1800

APÉNDICE G
Derechos de Público bajo el Título VI

Heart of Texas Council of Governments

- El Consejo de Gobiernos de Heart of Texas (HOTCOG) y sus subcontratistas gestionan sus programas y servicios de transporte con respecto a la raza, al color y al origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ella o él ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el HOTCOG
- Para más información sobre el programa de derechos civiles de HOTCOG, Y los procedimientos para presentar una queja, contacto 254-292-1800; correo electrónico; transportation@hot.cog.org; O visite la oficina administrativa en 1514 South New, Waco, TX 76711. Para avisos públicos, por favor visite; www.HOTCOG.org/administration/public-notices/
- Un denunciante puede presentar una denuncia directamente ante el:
Texas Department of Transportation, Attn:
TXDOT-PTN, 125 E. 11th Street
Austin, TX 78701-2483

O

Administración Federal de Tránsito mediante la presentación de una queja ante la:
Oficina de Derechos Civiles
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC 20590

Si se necesita información en otro idioma, comuníquese con (254)292-1800

APPENDIX H

Please note this a blank example of the table that HOTRTD will use to document any Transit-related TVI investigations, Complaints and Lawsuits

HOTRTD												
Transit-related TVI Investigation, Complaints and Lawsuits												
Number	Required information	Date Received	Letter of Acknowledgement	Client Name	Investigation	Complaint	Lawsuite	Notify PTC	Additional Information Requested	Written Response	Appeal	Complete
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												

***AT THIS TIME HOTCOG RTD HAS NOT RECEIVED ANY TITLE VI COMPLAINTS**

APPENDIX J

II. Procedimientos de Queja del Título VI Cómo presentar una queja

El demandante puede presentar una queja firmada por escrito hasta ciento ochenta (180) días a partir de la fecha de la supuesta discriminación. La queja debe incluir la siguiente información:

Su nombre, dirección postal y cómo comunicarse con usted (es decir, número de teléfono, dirección de correo electrónico, etc.)

Cómo, cuándo, dónde y por qué cree que fue discriminado. Incluya la ubicación, nombres e información de contacto de cualquier testigo.

Otra información que considere importante

Se puede usar el Formulario de Queja del Título VI (ver Apéndice C) para presentar la información de la queja. La queja puede ser presentada por escrito a HOTRTD en la siguiente dirección:

HOTCOGRTD
Attention: Gerente de Transportación
1514 S New Road
Waco, TX 76711

NOTA: HOTRTD alienta a todos los reclamantes a certificar todo el correo que se envía a través del Servicio Postal de Estados Unidos y/o asegurarse de que toda la correspondencia escrita puede ser rastreada fácilmente. Para las quejas presentadas originalmente por facsímil, una copia original firmada de la queja debe enviarse por correo al Coordinador del Título VI lo antes posible, pero no más tarde de 180 días desde la fecha alegada de la discriminación.

¿Qué sucede con la queja después de ser presentada?

Todas las quejas alegando discriminación basada en raza, color u origen nacional en un servicio o beneficio previsto por HOTRTD serán dirigidas directamente por HOTRTD. HOTD proporciona asimismo la asistencia adecuada a los denunciantes, incluidas las personas con discapacidad, o que tengan una capacidad limitada para comunicarse en inglés. HOTRTD hará todo lo posible para atender todas las quejas con eficacia y rapidez en una manera expeditivo.

Una carta de Reconocimiento de recibo de la queja será enviada por correo dentro de siete días (Apéndice D).

Adicionalmente HOTRTD notificará a su Coordinador de Transporte Público (PTC) por correo electrónico o fax de cualquier reclamación relacionada con el Título VI dentro de los 10 días laborables de la fecha del recibo de la queja. Tenga en cuenta que al responder a cualquier solicitud de información adicional, el hecho de que el reclamante no Presenta la información solicitada puede dar lugar al cierre administrativo de la queja.

¿Cómo se le notificará al demandante el resultado de la queja?

HOTRTD enviará una carta final de respuesta por escrito (ver Apéndice E o F) al demandante. En la carta notificando al demandante que la queja no está sustanciada (Apéndice F), El denunciante también es advertido de su derecho a 1) la apelación sera dentro de los siete días del calendario de la fecha del recibo para la decisión final por escrito de HOTRTD, Y / o 2) presentar una queja externa con el Departamento de Transporte y / o el (AFT) Administración Federal de Tránsito. Se hará todo lo posible para responder a las reclamaciones del Título VI dentro de los 60 días laborables de la fecha del recibo de dichas reclamaciones, o si no antes.

Adicionalmente en el proceso de queja descrito anteriormente, un reclamante puede presentar una queja de Título VI con las siguientes oficinas.

Texas Department of Transportation
TXDOT-PTN 125 E. 11th Street
Austin, TX 78701-2483

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

(Si se necesita información en otro idioma, contacte (254-292-1800))

Appendix J

HOTCOG Outreach

Date of Event	Staff Members Present	Activity	Summary of Outreach
9/7/2022	Transportation Manger	Freestone County Health Fair	Health checks and explanation of HOTCOG's services
9/20/2022	Transportation Manger	Hillsboro County Health Fair	Health checks and explanation of HOTCOG's services
9/22/2022	Transportation Manger	Bosque County Health Fair	Health checks and explanation of HOTCOG's services
9/27/2022	Transportation Manger	Limestone County Health Fair	Health checks and explanation of HOTCOG's services
9/29/2022	Transportation Manger	Falls County Health Fair	Health checks and explanation of HOTCOG's services