

**Central Texas Rural Transit District
Title VI/Nondiscrimination Plan
Civil Rights Act of 1964**

June 2023



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1. Title VI/Nondiscrimination Plan Approval and Revision Log

Approval of

The Central Texas Rural Transit District Title VI/Nondiscrimination Plan

Whereas, Central Texas Rural Transit District is a Political Subdivision providing rural transportation and is a recipient of Federal Transit Administration (FTA) and Texas Department of Transportation (TxDOT) funding and;

Whereas, Central Texas Rural Transit District desires to comply with Title VI of the Civil Rights Act of 1964 (42 USC20000d, 23 CFR200.9 49CFR Part 21) as delineated in the U.S. Department of Transportation's FTA Circular 4702.1B and related statutes, Federal-Aid Highway Act of 1973, Age Discrimination Action of 1975, Section 504 of the Rehabilitation Act of 1973, and The Americans with Disabilities Act of 1990.

Whereas, the Board of Directors of Central Texas Rural Transit District wishes to authorize approval of the plan developed to comply with necessary provisions of the Civil Rights Act.

Now therefore be it hereby resolved by the board of Directors for Central Texas Rural Transit District as follows:

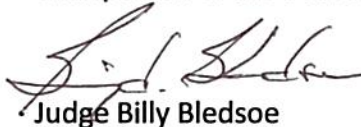
1. The General Manager/CEO is authorized to implement components of the plan in order to meet federal requirements.
2. The General Manager/CEO is authorized to implement policies that may be necessary to comply with the subsequent revisions or interpretations to the Civil Rights Act.

Passed and adopted by the Board of Directors of Central Texas Rural Transit District on this 8th day of June 2023.

Signed by:



Judge Whitley May
Chairperson of the Board of Directors



Judge Billy Bledsoe
Secretary/Treasurer of the Board of Directors

Title VI Plan Revision Log

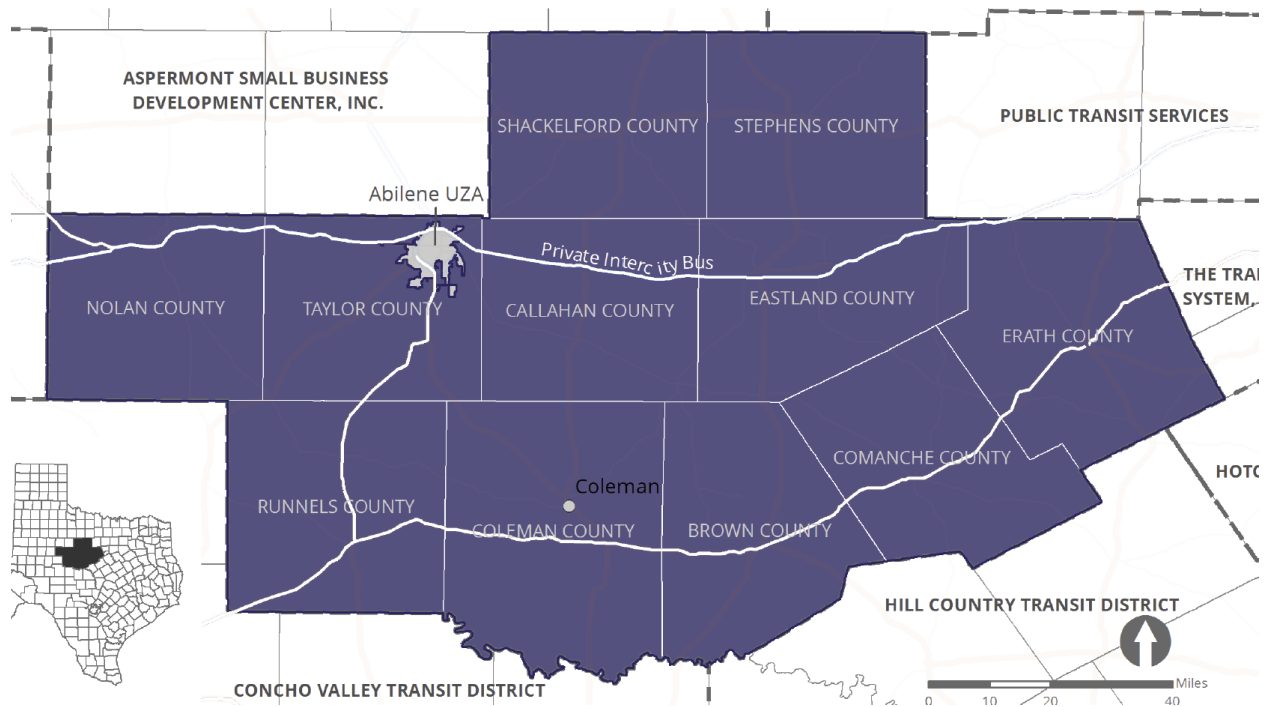
Date Month/Day/Year	Section Revised	Summary of Revisions
6/8/23	Order of plan, additions to plan, Title VI procedures revised.	Revised the order the plan is presented in and verbiage. Added an organizational chart and additional statues throughout policy of nondiscrimination. Revised the Title VI complaint procedures such as: The Title VI coordinators investigation period, notifying complainant of received complaint and jurisdiction, notification of closure or finding to complainant, procedures the complainant has to amend coordinators determination, and complaint form.
6/11/23	Overall update, no specific/major sections.	Updated Authorities listed on policy statement, added location of complaint procedures/form in procedures section.

2. Description of Organization and Services Provided

Central Texas Rural Transit District (DBA City and Rural Rides) is a political subdivision of the State of Texas. CTRTD administration is headquartered in Coleman and Early Texas. The district administers various transit related services including Rural Public Transportation. The 5311 Rural Public Transportation service operated by Central Texas Rural Transit District provides demand response service, curb-to-curb and door-to-door service is available upon advance request. All areas are served by ADA accessible vehicles, and the condition of fleet is equivalent in CTRTD service area.

The district has 63 employees and operates 59 revenue service vehicles. (These numbers are subject to change.)

CTRTD provides transportation services in the following 11 counties: Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor Counties.



1. Policy Statement, Notice to the Public, and Organizational Chart

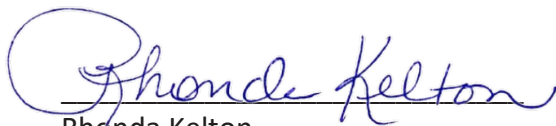
Policy Statement/Non-Discrimination Statement

Central Texas Rural Transit District (CTRTD) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 in accordance with Title VI regulations (49 CFR part 21) consistent with FTA Circular 4702.1B Since then additional statutes have prohibited discrimination based on sex (Federal-aid Highway Act of 1973), age (The discrimination Act of 1975), and disability (Section 504 of the Rehabilitation Act of 1973 and Americans with Disabilities Act of 1990.) Title VI Requirements and Guidelines for Federal Transit Administration be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any CTRTD sponsored program or activity. CTRTD further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. CTRTD will integrate into their programs and activities in the Policy Guidance concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70FR 74087). CTRTD's Title VI Coordinator or equivalent is responsible for initiating and monitoring Title VI activities, assuring the preparation of required reports.

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, sex, age, or disability 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 (please refer to 42 USC2000d, 23 CFR 200.9, 49 CFR part 21 and FTA C 4702.1B).

- A. Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq.
- B. Federal Transit Laws, Title 49, United States Code, Chapter 53
- C. 49 CFR 1.51
- D. 49 CFR part 21
- E. 28 CFR 42.402 et seq.
- F. Federal-Aid Highway Act of 1973
- G. Discrimination Act of 1975
- H. Rehabilitation Act of 1973, Section 504
- I. Americans with Disabilities Act



Rhonda Kelton
Title VI Coordinator
Central Texas Rural Transit District

Date: June 8, 2023

Central Texas Rural Transit District Notice to the Public

Notice to the Public-The following notice is posted on the CTRTD website at www.cityandruralrides.com, CTRTD Administrative Office's reception desk, public meeting rooms, as well as attended community events.

Notice to the Public of your Rights under Title VI Nondiscrimination Statement

Central Transit Rural Transit District (CTRTD) hereby gives public notice that it is CTRTD's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with CTRTD. Any such complaint must be in writing or by phone and filed with the CTRTD Title VI Coordinator within one hundred and 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 1-800-710-2277. You may file a complaint by calling 325-625-4491 ext. 905, or 1-800-710-2277, via email to carrmgrs@cityandruralrides.com, or by mail to: P.O. Box 712, Coleman, Texas 76834. 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 with the Federal Transit Administration, of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave. SE Washington DC, 20590. Federal Highway Administration – Texas Division, 300 E. 8th St. Austin, Tx 78701.

This notice is to be posted in the offices of CTRTD, on CTRTD website (www.cityandruralrides.com) and on all transit vehicles. For more information contact CTRTD Title VI Coordinator at 1-800-710-2277 ext. 905, via email at carrmgrs@cityandruralrides.com, or by mail to: P.O. Box 712, Coleman, Texas 76834.

If information is needed in another language, contact 1-800-710-2277

Si necesita información en otro idioma, Contacta con 1-800-710-2277

Aviso al public de sus derechos bajo el Título VI
Declaración de no discriminación

Central Rural de tránsito District (CTRTD) se da aviso público que es política de CTRTD para asegurar la completa conformidad con el título VI de la ley de derechos civiles de 1964, la ley de restauración de los derechos civiles de 1987 y relacionados con los estatutos y reglamentos en todos los programas y actividades. Título VI exige que ninguna persona en los Estados Unidos de América, por motivos de raza, color u origen nacional, sexo, edad o discapacidad se excluirá de la participación en, ser negada los beneficios de o se esté sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal.

Cualquier persona que crea que haber sido agraviadas por una práctica discriminatoria ilegal bajo el Título VI tiene derecho a presentar una queja formal con CTRTD. Cualquier denuncia debe ser por escrito o por teléfono y ante CTRTD título VI coordinador dentro de ciento ochenta 180 días siguientes a la fecha de la supuesta ocurrencia discriminatoria. Título VI formularios de queja de discriminación pueden obtenerse de esta oficina sin costo alguno al demandante llamando al 1-800-710*2277. Puede presentar una queja por llamando al 325-625-4491 ext. 905, o 1-800-710-2277, por correo electrónico a carrmgrs@cityandruralrides.com o por correo: P.O. Box 712, Coleman, Texas 76834.

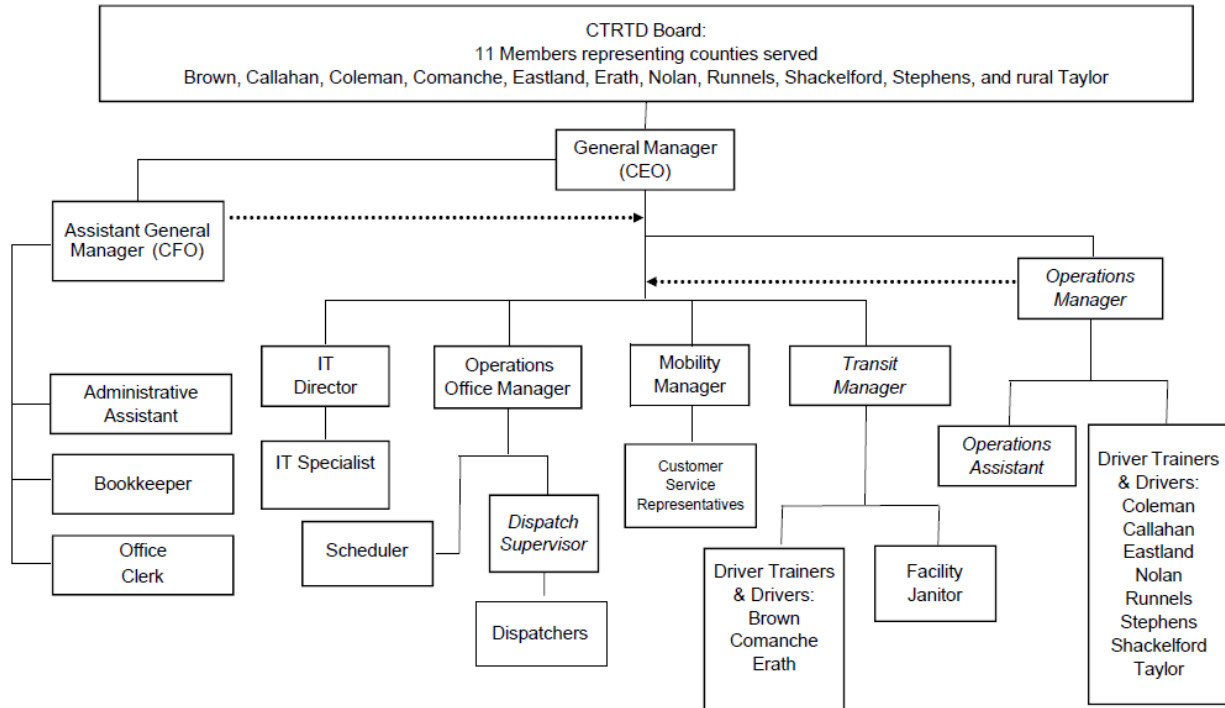
Una queja también puede presentarse directamente con el: Departamento de transporte de Texas, Attn: TxDOT-PTN, 125 11 Street, Austin, TX 78701-2483 o con la administración de tránsito Federal, Oficina de Derechos Civiles, Attn: Coordinador del Programa Título VI, Edificio Este, 5.º piso-TCR, 1200 New Jersey Ave. SE Washington DC, 20590. Administración Federal de Carreteras – División de Texas, 300 E. 8th St. Austin, Tx 78701.

Este aviso es para ser publicada en las oficinas de CTRTD, en CTRTD sitio web (www.cityandruralrides.com) y en todos los vehículos de tránsito. Para obtener más información póngase en contacto con CTRTD título VI Coordinador en 1-800-710-2277 ext. 905, por correo electrónico a carrmgrs@cityandruralrides.com o por correo: P.O. Box 712, Coleman, Texas 76834

If information is needed in another language, contact 1-800-710-2277

Si necesita información en otro idioma, Contacta con 1-800-710-2277

Organizational Chart



CTRTD’s current organization chart is attached, below is CTRTD Supervisor and Management team. This chart is subject to change.

J.R. Salazar, General Manager/CEO

Joe Guajardo, Assistant General Manager/CFO

Jennifer Brudney, Operations Manager

Rhonda Kelton, Transit Manager/Title VI Coordinator

Angela Rodriguez, Operations Office Manager

Travis Curry, Information Technology Director

Lexus Carroll, Mobility Manager

Megan Scott, Dispatch Supervisor.

4. Title VI Complaint Procedures and Complaint Form

CTRTRD developed the Title VI Program, as a transit provider, to specifically address the requirements of Chapter III and IV of the FTA Circular 4702.1B, Title VI Requirements and Guidelines for FTA Recipients. CTRTRD has developed all the necessary procedures and processes to be in compliance with Title VI regulations, and additional statutes including a complaint process and a Title VI notice to the public.

CTRTRD's Board of Directors reviewed and approved the Title VI Program. A copy of the resolution approving the program is provided in this plan.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, and additional statutes relating to any transportation or program or activity receiving federal financial assistance administered by CTRTRD or sub-recipients and contractors. The program is also conducted in accordance with FTA C 4702.1B. CTRTRD's Compliant Forms are provided in this plan.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Investigator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability as prohibited by Title VI nondiscrimination provisions by CTRTRD, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. Complaint procedures and complaint forms are available on CTRTRD's website: www.cityandruralrides.com and CTRTRD Administrative Office's reception desk.

The complainant must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s).
- b. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- c. Present a detailed description of the issues including name(s) and job(s).

Allegations received by fax or email will be acknowledged and processed, but a signed, original copy of the complaint with the identity(ies) of the complainant(s) and the intent is required to be mailed to CTRTD to be able to process it.

Allegations received by telephone will be put into writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to CTRTD for processing. CTRTD will notify their Public Transportation Coordinator by email or fax of any Title VI-related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

CTRTD will process all complaints that are completed and submitted in a timely manner. Once the complaint is received, CTRTD will review it to determine if CTRTD has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office. Complaints will be reviewed for:

- a. Allegations involving discrimination based on race, color, national origin, sex, age, or disability;
- b. Allegations involving a program or activity of a federal funding recipient, sub-recipient, or contractor;
- c. The complainant(s) acceptance of reasonable resolution based on CTRTD's administrative authority.

All Title VI complaints are to be sent to the Title VI coordinator. The Title VI coordinator of CTRTD has 10 days to investigate the complaint. If more information is needed to resolve the case, CTRTD may contact the complainant.

The complainant has 5 business days from the date of the letter to send the requested information to the Title VI coordinator. If the Title VI coordinator is not contacted by the complaint or does not receive the additional information within 5 business days from the request, CTRTD can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Title VI coordinator reviews the complaint, he/she will issue one of the two (2) letters to the complainant: A closure letter or letter of finding.

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 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 disagrees with CTRTD's response, the complainant may appeal against the response by submitting a written appeal to the General Manager/CEO within 30 days of receiving the closure letter or determination of finding.

If the complainant is dissatisfied with the response or resolution to the complaint, they may also file a complaint with the Texas Department of Transportation (TxDOT) or with the Federal Transit Administration (FTA) within 180 days of the alleged offense. Texas Department of Transportation Attn: TXTDOT-PTN, 125 E 11th Street, Austin, TX 78701-2483, Or Federal Transit Administration, Office of Civil Rights Attn: Title Vi Program Coordinator, East building, 5th floor-TCR, 1200 New Jersey Ave, SE Washington DC, 20590.

Title VI Complaint Form

Central Texas Rural Transit District (CTRTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, sex, age, or disability as provided by Title VI of the Civil Rights Act of 1964, as amended and additional statues. Title VI complaints must be filed within 180 days from the date of the alleged discrimination. CTRTD Title VI Complaint Procedure is available on CTRTD

website (www.cityandruralrides.com) and CTRTD Administrative offices. The following information is necessary to assist CTRTD in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator for CTRTD by calling 1-800-710-2277. The completed form must be returned to Central Texas Rural Transit District, P.O. Box 712, Coleman, Texas 76834.

Section I:	
Name:	
Address:	
Primary Telephone:	
Alternate Telephone:	
Email Address:	
Accessible Requirements:	
Format: Large Print <input type="checkbox"/>	Audio Tape <input type="checkbox"/>
TDD <input type="checkbox"/>	Other <input type="checkbox"/>
Section II:	
Are you filing this complaint on your own behalf?	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
If you answered "Yes" to this question, go to Section III.	
if you answered "No" to this question please supply the name and relationship of the person whom you are filing the complaint for:	
Please explain why you have filed for a third party:	
Please confirm that you have obtained permission of the aggrieved party to file on their behalf. Yes <input type="checkbox"/> No <input type="checkbox"/>	

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"/> State Agency:
<input type="checkbox"/> Federal Court:	<input type="checkbox"/> Local Agency:
<input type="checkbox"/> State Court:	
Please provide information for a contact person at the agency/court where the complaint was filed.	
Name and 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

If information is needed in another language, contact 1-800-710-2277

Si necesita información en otro idioma, Contacta con 1-800-710-2277

Formulario de queja del Título VI

Central Texas Rural Tránsito District (CTRTD) se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios por motivos de raza, color y origen nacional, sexo, edad o discapacidad según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada y estatutos adicionales. Las quejas del Título VI deben presentarse dentro de los 180 días a partir de la fecha de la presunta discriminación. El procedimiento de reclamación del título VI del CTRTD está disponible en el sitio web del CTRTD (www.cityandruralrides.com)

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con el Coordinador del Título VI para CTRTD llamando al 1-800-710-2277. El formulario completo debe devolverse al Distrito de Tránsito Rural del Centro de Texas, P.O. Box 712, Coleman, Texas 76834.

Sección I:
Nombre:
Dirección:
Teléfono principal:
Teléfono alternativo:
Dirección de correo electrónico:
Requisitos accesibles: Formato: Cinta de audio <input type="checkbox"/> de letra grande <input type="checkbox"/> TDD <input type="checkbox"/> Otros <input type="checkbox"/>
Sección II:
¿Está presentando esta queja en su propio nombre? Sí <input type="checkbox"/> No <input type="checkbox"/>
Si respondió "Sí" a esta pregunta, vaya a la Sección III.
Si respondió "No" a esta pregunta, proporcione el nombre y la relación de la persona para la que está presentando la queja:

Por favor, explique por qué ha presentado una solicitud para un tercero:

Confirme que ha obtenido permiso de la parte agraviada para presentar una demanda en su nombre. Sí No

Sección III:

Creo que fui discriminado en base a (Marque todo lo que corresponda)

Raza Color Origen nacional Sexo Edad Discapacidad

Fecha de la presunta discriminación (mes, día, año) : _____

Sírvanse describir la presunta discriminación. Explique lo que sucedió y quién cree que fue responsable. Describa a todas las personas involucradas y los nombres y cargos de los empleados de CTRTD, si están disponibles, así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte posterior de este formulario.

Sección IV:

¿Ha presentado anteriormente una queja del Título VI ante esta agencia?

Sí No

Sección V:

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

Sí No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal: Agencia Estatal:

Tribunal Federal: Agencia local:

Tribunal Estatal:

Sírvase proporcionar información para una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre y Título:

Agencia:

Dirección:

Teléfono:

Sección VI:

Nombre de la queja de la agencia es contra:

Persona de contacto:

Título:

Número de teléfono:

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma y fechas requeridas a continuaciones

Fecha de firma

Si necesita información en otro idioma, llame al 1-800-710-2277
Si necesita información en otro idioma, Contacta con 1-800-710-2277

5. Title VI Investigations, Complaints, and Lawsuits

CTRTRD maintains a log of all Title VI investigations, complaints, and lawsuits pertaining to transit related activities. This must include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by CTRTRD in response to the investigation, lawsuit, or complaint. Any Title VI complaints or lawsuits must be included with the Title VI submission to FTA.

There were no transit-related Title VI investigations, complaints, or lawsuits filed against CTRTRD in the past three (3) years, see chart below.

	Date (Month, Day, Year)	Summary (Included basis of complaint: Race, color, national origin, sex, age, or disability.)	Status	Action(s) Taken
Investigations				
1.	Zero (0)			
2.				
3.				
Lawsuits				
1.	Zero (0)			
2.				
3.				
Complaints				
1.	Zero (0)			
2.				
3.				

6. Public Participation Policy and Outreach Activities

CTRTRD serves as the public transportation provider for eleven (11) counties: Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor Counties. The public participation plan emphasizes the importance of public involvement in the transportation planning process. It is the intent of CTRTRD to provide every opportunity for the involvement of citizens, staff, and elected officials in the transportation planning process. Recognizing the importance of public involvement, CTRTRD implements

the procedures outlined to ensure that the public is fully informed about transportation issues and allowed reasonable public access to transportation plans and project documents, also allowing the public has adequate opportunities to express their opinions and concerns regarding transportation issues in an orderly manner and appropriate forum.

CTRTRD provides the public with an opportunity to participate during all phases of the transportation planning process, including any changes being implemented by the transportation agency. Public participation shall be available through the following formats: Public notification, public meetings, public comment, project solicitation, and the City and Rural Rides website.

This plan shall be reviewed periodically in terms of its effectiveness of the public involvement in the transportation planning process. The CTRTRD Board of Directors approves revisions to the public participation plan.

Environmental Justice

Title VI of the 1962 Civil Rights Act (42 U.S.C. 2000d-1) and additional statutes states that “No person in the United States shall, on the grounds of race, color, or national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to the discrimination under any program or activity receiving federal financial assistance.

President Bill Clinton’s Executive Order issued on Environmental Justice in 1999 further amplifies Title VI by providing that “each federal agency shall make achieving Environmental Justice part of its mission by identifying, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.” The Executive Order requires all federal agencies to establish internal policies to meet the requirements of Environmental Justice.

During the adoption of transportation plans, policies, and programs, it is CTRTRD’s policy to ensure fair and full participation in the transportation planning process by all citizens who may be potentially affected.

Public outreach to low-income and minority populations will be made by maintaining a distribution mailing list of community organizations and leaders, inviting them to public meetings and asking for their assistance in the distribution of information. Public notices for adoption of new or major updates will be placed in newspapers and on the radio, as well as on social media and CTRTD website and CTRTD vehicles, to reach maximum extent of the low-income, minority, and citizens in the area. In addition to gain public involvement, CTRTD management meets with community organizations to ensure that all people are aware of CTRTD services.

Public Participation Process

General Guidelines

CTRTD Public Participation Plan (PPP) is intended to provide direction for the public participation activities carried out by CTRTD. This policy also contains CTRTD vision, goals, objectives, and techniques utilized for inviting public participation.

1. CTRTD shall Provide timely information about transportation issues and processes to citizens, local governments, affected public agencies, representatives of transportation agencies, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways, representatives of the disabled, and other interested parties and segments of the community affected by transportation plans, programs, and projects, when applicable.
2. CTRTD shall Provide reasonable public access to technical and policy information used in the development of appropriate transportation plans and projects. CTRTD will also, conduct public meetings in the locations that transportation programs are being considered.
3. CTRTD shall Give adequate public notice of public participation activities and allow time for public to review and comment on key decision points.
4. CTRTD shall Respond to all applicable public input. When significant written and

oral comments are received on the draft transportation plan resulting from the public participation process, a summary, analysis, and report on the disposition of comments shall be made part of the final plan.

5. CTRTD shall Provide a public comment period of no less than 30 calendar days prior to adoption of any policy changes, new plans, or changes in service.

6. CTRTD shall Coordinate its Public Participation Process with statewide Public Participation Processes wherever possible to enhance public consideration of the issues, plans and programs, and reduce redundancies and costs.

7. CTRTD management shall Periodically review the Public Participation Process to ensure it provides full and open access to all. If CTRTD locates Portions of the process that are found not to meet the needs of the constituency it will be revised.

Vision, Goals, and Policies

Vision: CTRTD shall provide the public with information on the transportation planning services and project development to create the opportunity for the public to participate in a convenient and timely manner. The following goals and policies have been established to enhance public participation.

Goal 1: CTRTD shall actively engage in the transportation planning process according to the policies contained in Federal and State law as well as in the Public Participation Plan.

A. CTRTD shall maintain a database of contacts to include at a minimum the following:

- Elected Officials
- Local Government Staff
- State Department of Transportation Key Planning Staff
- Public Transit Agency
- Local Media

B. CTRTD shall electronically send and/or mail meeting announcements (invitations) to groups likely to be interested in upcoming transportation planning activities.

C.-CTRTD shall employ visualization techniques, when possible, to depict transportation plans. Examples of visualization techniques may include charts, graphs, tables, computer simulations, photo manipulation, static maps, and power point presentations.

Goal 2: CTRTD shall ensure the public is informed of on-going transportation related activities.

A. CTRTD shall make all publications and work products available to the public via the Internet, within the staff office, and posters in all CTRTD vehicles.

B. CTRTD Staff shall be available to provide general and project-specific information at a central location during normal business hours and after hours at the request of groups with reasonable notice.

Goal 3: CTRTD shall encourage the participation of all citizens in the transportation planning process.

A. CTRTD shall identify the Target audience for each planning study conducted including residents, business, property owners, and those traditionally underserved and underrepresented populations, including but not limited to, low income, minority households, and those within the study area.

B. CTRTD shall host public meetings at various times, in locations that are accessible to the public.

C. CTRTD shall provide an additional opportunity for public comments. If the final changes differ significantly from the version that was initially made available for public comment.

Goal 4: CTRTD shall strive to continuously improve public participation.

A. CTRTD shall continuously evaluate public participation techniques, according to the procedures contained in this Public Participation Plan.

B. CTRTD management shall review The Public Participation Plan to ensure all pertinent state and federal guidelines are included.

Goal 5: CTRTD shall participate in public participation activities for individual transportation improvement projects from the planning phase through construction.

A. CTRTD shall actively assist TXDOT, local governments, and transportation agencies in the development and implementation of public participation techniques for planning and other studies.

B. CTRTD shall keep local elected officials and the CTRTD Board of Directors apprised of projects in their jurisdictions. CTRTD will help coordinate communication, as requested and/or as needed, between TXDOT and local governments through the various project stages.

Public Participation Techniques

Public Participation is an ongoing activity of CTRTD. An effective public participation plan is characterized by techniques and procedures that enable citizens to become well informed. This section contains descriptions of public participation tools which CTRTD currently uses or proposes to use in the future. These tools are as follows:

Consultation

Description: CTRTD will consult with appropriate agencies and officials responsible for other planning activities that are affected by transportation within the CTRTD region. This consultation will include contact with the appropriate State, local, and private agencies responsible for planned growth, economic development, environmental protection, airport operations, freight movements, land use management, natural resources, and historic preservation. CTRTD maintains an open consultation policy, whereby any private citizen or entity responsible for transportation in the CTRTD region may contact CTRTD to be included in the consultation process.

Activities: CTRTD will host public hearings and meetings as well as meet with CTRTD staff.

Display Ads

Description: CTRTD shall display ads to promote meetings that are not regularly scheduled, such as public meetings. They shall be published in the Public Meetings section of local newspapers and displayed on CTRTD vehicles.

Activities: CTRTD will display advertisements to project specific meetings, workshops, hearings, or other appropriate meetings.

Direct Mailings and E-mails

Description: CTRTD shall utilize Direct Mailings and/or E-mails to announce upcoming meetings, activities, or to provide information. CTRTD shall direct information to a targeted area, group of people, advocacy groups, the media or to the overall general public.

Activities: CTRTD will utilize direct mail and/or email to project specific meetings, workshops, open houses, small-area studies, planning studies, and/or major activities.

Transportation Website

Description: CTRTD website can be found at www.cityandruralrides.com. This site provides information regarding upcoming public meetings, CTRTD Policies, and Regional Coordination. The site also provides links to neighboring transit websites. CTRTD hosts a Facebook page at: www.facebook.com/CityAndRuralRides. CTRTD host a Twitter page at: <https://twitter.com/CARRtransit> CTRTD internet sites are utilized to provide information regarding services, upcoming public meetings, and job openings.

Activities: CTRTD shall utilize our internet sites to promote regular and/or special meetings, planning studies, publications, and work products.

Public Informational Meetings

Description: CTRTD will host public meetings that are open to the public and informal. CTRTD shall have project team members interacting with individuals in a one-on-one or group basis. Short presentations may be given at these meetings. CTRTD purpose of public informational meetings is to provide project information to the public and solicit public comment.

Activities: CTRTD will host public informational meetings regarding changes in service, fare structure, planning studies, project priority process, and other major CTRTD activities.

Public Notices

Description: CTRTD has a running calendar of events and meetings on the website. CTRTD shall provide public notices utilizing the tools of this plan, such as displaying ads, CTRTD internet sites, and direct mailing/email.

Activities: When CTRTD host Regular meetings or other public meetings CTRTD will provide public notices in a timely manner to encourage public participation.

Small Group Meetings

Description: When conducting projects such as planning studies, CTRTD will host meetings that are held with small groups who have an interest in the project. Meetings could include but are not limited to, homeowners, neighborhood associations, civic groups, special interest groups, or other groups affected or interested parties.

Activities: When conducting Planning studies and other CTRTD activities, CTRTD will host meetings with small groups pertaining to the specific project.

Visualization

Description: CTRTD recognizes that an important element in public participation is to provide the public, when possible, with visual or written descriptions of the

transportation projects. Through visual imagery, the complex features of the proposed transportation plans, policies, and programs can be portrayed at a better level of understanding, scale, and from different points of view. To this end, CTRTD will try to utilize various visual design techniques such as: sketches, drawings, artist renderings, photography, aerial photography, mapping, simulated photos, videos, computer modeled images, interactive geographical information system (GIS), GIS-based scenario planning tools, photo manipulation, and computer simulation.

Activities: CTRTD will Provide a visual representation, when possible, of planning studies and other CTRTD activities.

Guidelines and Summary of CTRTD Public Participation Policy

Program	Public Meetings	Comment Period	Accessibility
Changes in Service	Minimum of 1, Depending on the service area.	30 Days	CTRTD website, CTRTD social media, CTRTD vehicles,
5311	As Requested	21 Days	CTRTD Website, CTRTD Social Media, Print

Note: The comment period begins following the first full day of the announcement and expires after the specified comment period, i.e. 15, 30, or 45 days.

Evaluation Methods, Performance Goals, and Improvement Strategies

CTRTRD recognizes that public participation in the transportation planning arena is important; therefore, the effectiveness of public participation tools used need to be evaluated and adjusted to ensure maximum notification and participation of the intended audience.

Surveys are an easy tool that can be employed electronically, in person, or by mail to capture and evaluate citizens’ responses. It also allows CTRTRD to analyze how effective this specific tool was utilized to encourage public participation and gain further insight into new methods that can be used to garner increased public participation.

Public Outreach Activities

Below is a chart of the public outreach and involvement activities conducted by CTRTRD since the last Title VI Plan submission on June 11, 2020.

Event Date	Present Staff Members	Activity	Communication Method	Notes
5/13/20	Regional Coordinator and Mobility & Transit Manager	Teleconference – Zoom meeting due to COVID – 5/13/20	Email notices and word of mouth.	Discussion of how to fill transportation gaps, share in cross-referrals of consumers. The committee is well-represented across race, color, and national origin in terms of those who attend as well as those whom they represent.
2/12/20	Regional Coordinator and Mobility & Transit Manager	Regionally Coordinated Transportation Planning Group	E-blast and word of mouth invitations to all social service agencies in region.	Share brochures in Spanish/English, description of services, discussion of how to fill transportation gaps, share in cross-referrals of consumers. The committee is well-represented across race, color and national origin in terms of those who attend as well as those whom they represent. Mobility & transit Manager is acting Mobility Manager for RCTP Region 7. To assist in

				people in the area to help with transportation and to issue information about CARR service.
6/5/20	Mobility & Transit Manager	Virtual Public Meeting	Email notice, Website, Facebook, Newspaper, PSA radio announcements, & Posters on all vehicles	Review Title VI Policies and proposed changes to policies and review Proposed schedule changes to transit services in all counties. Accept public comments from participants.
1/21/23	Mobility & Transit Manager	Resource Network Seminar - Sweetwater	Email notices and word of mouth.	Share brochures in Spanish/English, description/discussion of services. Recommendation/feedback from the public.
3/12/22 3/18/23	Mobility Manager	Wheels that Move the World – Brownwood	Email notices and the host advertised on social media.	Community Event of “Vehicles that keep the world moving”
9/1/22	Mobility Manger – Mobility & Transit Manager	Brownwood Business Expo	Email notices, the host advertised on social media and radio.	Community event to promote business services. Discussed services, shared brochures in Spanish/English.
11/9/22 2/8/23	Mobility Manager and Transit Manager	Regional coordinated Transportation Planning, Region 7	Email notices to all agencies in the region.	Description of services, New services/changes CARR wishes to implement, discussion of how to fill transportation gaps, share in cross-referrals of consumers.
10/18/22 10/19/22 1/18/23 3/22/23	Mobility Manager	D.R.I.V.E Safe Coalition Meetings. 10/19/22- 3/22/23 – via zoom	Email notices to all related agencies.	Distributed English & Spanish transportation brochures at in person meeting, visited with attendees about transit related services and safety.
4/6/22	Mobility Manager	Nolan County Child Abuse Awareness Funfair	Email notices to community.	Distributed English & Spanish brochures, cards, and discussed the transportation services available.
9/15/22	CTR TD	Heroes Unmasked Event - Brownwood	CTR TD advertised event on vehicles.	Staff of CTRTD were unable to attend but advertised event on vehicles and by word of mouth.
8/30/22	Mobility Manager	CRCG Meeting – Comanche	Email notices.	Distributed English & Spanish brochures, business cards, and discussed transportation services.
10/11/22	Mobility Manager and Transit Manager	Nolan County Health Fair	Email Notices	Community event for available resource, discusses services and

				handed out brochures in English and Spanish, and business cards.
3/21/23	Mobility Manager and Transit Manager	Hendrick Medical Health Resource Fair - Brownwood	Email Notices	Community event for available resources, discussed services and handed out brochures in English and Spanish, and business cards.
12/2/22 12/12/22 12/12/22	Mobility Manager and Transit Manager	Texas Department of Transportation 5310 Virtual Public Workshop. Attended Dallas & Forth Worth, Brownwood & Waco, and Brownwood & San Angelo.	Email Notices, advertised on CTRTD vehicles, and internet sites.	The public was invited to discuss transportation needs and available services. Discussion of services provided, transportation issues in the area, how each area is working on the transportation issues.
10/31/22	Transit Manager, Dispatch Manager, and IT Manager	Trunk or Treat - Coleman	Email Notices, Telephone	Community event, handed out brochures in English and Spanish, and business cards.
3/20/23	Mobility Manager and Transit Manager	Coleman Co & Runnels Co Public Meeting – Coleman	CTRTD Vehicles, Newspapers, CTRTD internet sites, Direct Email to groups.	Handed out brochures in English and Spanish, business cards, discussed services and proposed changes. Public feedback/input.
3/21/23	Mobility Manager and Transit Manager	Brown Co & Comanche Co Public Meeting - Brown	CTRTD Vehicles, Newspapers, CTRTD Internet sites, Direct Email to groups.	Handed out brochures in English and Spanish, business cards, discussed services and proposed changes. Public feedback/input.
3/22/23	Mobility Manager and Transit Manager	Erath Co & Comanche Co Public Meeting - Erath	CTRTD Vehicles, Newspapers, CTRTD internet sites, Direct Email to groups.	Handed out brochures in English and Spanish, business cards, discussed services and proposed changes. Public feedback/input.
3/23/23	Mobility Manager and Transit Manager	Eastland Co, Stephens Co, Shackelford Co, Callahan Co Public Meeting – Eastland	CTRTD Vehicles, Newspapers, CTRTD internet sites, Direct Email to groups.	Handed out brochures in English and Spanish, business cards, discussed services and proposed changes. Public feedback/input.
3/24/23	Mobility Manager and Transit Manager	Nolan Co & Taylor Co Public Meeting - Nolan	CTRTD Vehicles, Newspapers, CTRTD internet sites, Direct Email to groups.	Handed out brochures in English and Spanish, business cards, discussed services and proposed changes. Public feedback/input.
1/12/23	Mobility Manager	Military Partnership Meeting – Betty Hardwick Center Abilene	Email Notices	Discussed the need for transportation in Taylor and Rural Taylor Counties, discussed services CTRTD can provide to address need.
8/30/23	Mobility Manager	CRCG Meeting – Comanche	Email Notices	Discussed services, handed out brochures in English and Spanish, and business cards.

4/9/22	Mobility Manager	Erath Count Senior Citizens Recourse Fair	Email Notices	Discussed service available to the community. Handed out brochures in Spanish and English, and business cards.
1/3/23	Mobility Manager	Erath County – Texas Harris Methodist Hospital, Afford a care2urgent care, Accell health, Public Library, U.S. Renal Care, Dublin family medicine, Accell Health – DeLeon.	Outreach in community.	Went to all facilities listed and distributed flyers in English and Spanish, business cards, and a brief description of services.
1/3/23	Mobility Manager	Comanche County Medical Center	Outreach in the community.	Visited facility and distributed flyers in English and Spanish, business cards, flyers, and brief description of services.
1/5/23	Mobility Manager	Rural Taylor Counties – Public outreach. Lawn – Highway grocery. Tuscola – Southhall Chiropractic. Potosi – Dollar General. Merkel – Public library. Wylie – Dollar General.	Outreach in community.	Visited locations listed and distributed brochures, flyers, and business cards in English and Spanish, and a brief description of services.
1/10/23	Mobility Manager	Nolan County – Public Library, RPMH Rural Health Clinic, Fresenius Kidney Care, Health Department/Family Planning/Post Office, City Hall, Senior Nutrition activities program. Roscoe – City Hall, and post office.	Outreach in the community.	Visited locations listed and distributed brochures, flyers, and business cards in English and Spanish, and a brief description of services.

7. Language Assistance Plan (LEP)

Improving Access for People with Limited English Proficiency

Plan Components

Central Texas Rural Transit District - CTRTD has developed this Limited English Proficiency plan to help identify reasonable steps for providing language assistance and access to our service for persons with limited English proficiency (LEP) As defined by Executive Order 13166, Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have limited ability to read, speak, write, or understand English. The Executive order 13166, titled Improving Access to Services for Person with Limited English Proficiency, indicated that differing treatments based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. This plan outlines how to identify a person who may need language assistance by completing a four (4) factor analysis, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

1. Identifying LEP individuals who need language assistance-

Research and field work completed in the four-factor analysis indicates that of the CTRTD regions total population of 238,638 people, the largest Minority population of 22.2 is represented by the Hispanic/Latino Population, and of the total population 68.8% Do not speak English proficiently.

2. Language assistance measures-

The following resources and vital documents will be used to provide language assistance:

Written language: Bilingual (Spanish) versions of the following information are available:

- CTRTD Transportation Services Brochure
- CTRTD Policies and Procedures.
- CTRTD website includes general information of services.
www.cityandruralrides.com

Oral language:

- CTRTD has a Language Line for Translation Services. (multiple languages.)
- CTRTD has Bilingual (Spanish) staff available to interpret information on an “as needed” basis.

Community Outreach:

- When CTRTD publishes Public Service Announcements they are published in English and Spanish.

3. Training CTRTD Staff-

CTRTD Employees and staff are likely to encounter LEP persons. Employees such as: Bus operators, dispatchers, supervisors, administrative, and management.

Training on CTRTD’s responsibilities to serve LEP persons is implemented by the following means:

- Orientation and initial training for new bus operators, as well as ongoing training of information on providing service to LEP persons.
- All CTRTD employees such as: Dispatchers, supervisors, administrative, and management staff will take part in training on providing service to LEP persons.

4. Providing Notice to LEP Persons-

CTRTD incorporates a variety of methods to communicate with transit users and the public. These methods include: General information of services printed in English and Spanish, notices inside of CTRTD vehicles printed in English and Spanish, and our administrative offices, CTRTD website, customer service phone line, news releases, advertising, community meetings, and participation in local events. CTRTD will use these methods to notify LEP persons of the availability of language assistance, and when applicable the availability or translated documents. Doing so, allows CTRTD employees to ensure meaningful access to our programs and activities are available to Limited English Proficient persons.

5. Monitoring and Updating the LEP Plan-

CTRTRD will monitor and update the LEP Plan by analyzing changes throughout its service are by:

- Periodically reviewing Census information and other demographic information that is available locally, through the state, or on a national level relating to LEP persons;
- Input from stakeholders that service LEP persons;
- Outreach efforts that include, public meetings and community events;
- Coordinate with Regional Coordination efforts in the region;
- Surveys conducted periodically to assess the needs of LEP persons;
- Update the LEP plan as necessary due to changes in the services we provide, to ensure access to our services for LEP persons; and
- Availability of new resources.

Four Factor Analysis Methodology –

Central Texas Rural Transit District (CTRTRD) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, 42 U.S.C, et seq, which seeks to improve access to services for persons with limited English proficiency. The purpose is to ensure that no person shall, on the ground of race, color, national origin, sex, age, or disability be excluded from participation in, be denied benefits of, or be subjected to discrimination under and program activity receiving federal assistance. CTRTRD ensures to fulfill an equal opportunity and equal access to all Limited English Proficient Persons. In reviewing the delivery systems, efforts shall be made to determine if any program system limits participation to a significant proportion of the population it services related to language barrier.

CTRTRD has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

Factor 1: The number and proportion of LEP persons eligible to be served or likely to be encountered by the program recipient.

Factor 1– Step 1: Examine prior experiences with LEP individuals.

CTRTRD's Rural Transportation Programs serve a diverse region covering Brown, Callahan, Coleman, Comanche, Eastland Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor Counties. In the region, as a whole the minority population makes up about 29 percent of the population, and Hispanics are the largest minority with 22.2 percent of the total minority population. Black persons account for 2.5 percent of the population and 3.2 percent are of other races. (U.S. Census 2020)

CTRTRD service area – Total Population

Race and Hispanic Origin	Brown County 38,095	Callahan County 13,708	Coleman County 7,684	Comanche County 13,594	Eastland County 17,725	Erath County 42,545	Nolan County 14,738	Runnels County 9,900	Shackelford County 3,105	Stephens County 9,101	Taylor County 143,208	Average of Service Area
White Alone, Percent (2020)	70.0	84.3	78.3	67.7	77.0	70.5	55.2	61.2	84.1	68.7	61.0	70.7
White Alone, Percent (2015)	74.7	89.1	80.1	72.6	82.2	77.6	60.4	65.1	87.7	75.7	67.0	75.6
Black or African American, Alone Percent (2020)	3.5	0.9	1.9	0.3	1.9	2.8	4.2	1.3	.6	2.6	7.7	2.5
Black or African American, Alone Percent (2015)	3.4	1.0	2.9	0.2	1.7	1.1	4.4	1.6	0.4	2.0	7.0	2.3
American Indian and Alaska Native Alone, Percent (2020)	0.4	0.5	0.5	0.4	0.2	0.5	0.4	0.4	.2	0.4	0.4	0.4
American Indian and Alaska Native Alone, Percent (2015)	0.5	0.5	.01	0.3	0.5	0.5	0.3	0.4	0.2	0.5	0.4	0.4
Asian Alone, Percent (2020)	0.7	0.4	0.4	0.3	0.5	0.8	0.7	0.2	0.5	0.7	2.0	0.6
Asian Alone, Percent (2015)	0.4	0.4	0.4	0.2	0.3	0.6	0.4	0.2	0.3	0.3	1.5	0.5
Native Hawaiian and Other Pacific Islander Alone, Percent (2020)	0.7	.05	Z	0.02	.09	.03	.01	.06	Z	.01	0.1	0.1
Native Hawaiian and Other Pacific Islander Alone, Percent (2015)	0.04	.05	.01	.03	.04	.03	Z	Z	.03	.01	0.8	0.2
Two or More Races, Percent (2020)	3.4	4.0	3.1	2.8	3.2	3.3	2.9	2.7	2.8	3.1	4.3	3.2
Two or More Races, Percent (2015)	1.3	1.4	1.0	0.8	0.8	0.9	1.0	0.5	1.3	0.6	1.9	1.0
Hispanic or Latino, Percent (2020)	21.6	9.5	15.5	28.5	16.6	21.8	36.3	33.9	11.7	24.2	24.3	22.2
Hispanic or Latino, Percent (2015)	19.6	7.8	15.9	25.8	14.4	19.2	33.5	32.0	10.0	20.8	22.1	20.1
White Alone, Not Hispanic or Latino, Percent (2020)	78.5	90.5	84.5	71.6	83.5	78.3	63.7	66.1	88.3	75.8	75.7	77.9
White Alone, Not Hispanic or Latino, Percent (2015)	80.4	92.4	83.0	74.2	85.6	80.8	66.4	68.0	89.9	79.1	77.9	79.9

Universe: Total Population DEC Redistricting Data – 2020 Census

CTRTRD’s Transit Operation staff report daily interactions with LEP persons, particularly speaking Spanish as their primary language. The information needed relates to the use of transit services include, but not limited to: scheduling trips, Activating their will call, general information of services, fare information, etc.

Factor 1- Step 2: Become familiar with data from the U.S. Census

The table below list the data of languages spoken in the rural areas of CTRTRD’s service area:

	Total Population:	Speak English “Very Well”	Speak English “Less than very well”	Percent “Very Well” of Total Language Sub-Group	Percent “Less than very well” of Each Language Population
	238,638				
Speak Only English:	134,605				
Speak Spanish:	35,702	34,519	7,333	82.5 %	17.5 %
Speak other Indo-European Languages:	2,885	2,751	134	95.4 %	4.6 %
Speak Asian and Pacific Island Languages:	2,523	2,046	450	82.0 %	18.0 %
Speak Other Languages:	860	622	250	71.3 %	28.7 %

Source: B16004 – 2021: ACS - 5 Year Estimates - Census

The most significant Non-English Language populations speak Spanish, totaling 35,705 persons. Out of those persons, 82.5% speak English “very well” and 17.5 % speak English “less than very well.”

Factor 1 - Step 2.A: Identify the geographic boundaries of the area that your agency serves.

CTRTRD serves the rural communities of Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor Counties.

Factor 1 - Step 2.B: Obtain Census data on the LEP population in your service area.

The chart in Factor 1 – Step 2.A contains the Census data on English Proficiency for the rural communities in CTRTD Region, listing population by language of origin and the number of those speaking English “very well” or “less than very well.”

Factor 1- Step 2C: Analyze the data you have collected.

- Non-proficiency is determined by adding those who speak English in any category other than well.
- A total of 8,167 persons are identified with limited English Proficiency.
- Amount the Spanish speaking population 7,333 persons are not proficient with English.
- For Asian or Pacific Island Languages 450 persons are not English proficient.
- For Indo European, 134 persons are not proficient with English.
- For other languages, 250 persons are not proficient with English.

Of the total rural population 238,638, 68.8% are persons with limited English proficiency. The largest group, Being Spanish speaking of 7,333 persons.

Factor 1 -Step 2.D: Identify any concentrations of LEP person within your service area.

Factor 1 – Step 2.C. Compares language proficiency among the rural communities CTRTD services. The chart below summarizes the numbers of LEP persons by language category in each area.

	Brown	Callahan	Coleman	Comanche	Eastland	Erath	Runnels	Nolan	Shackleford	Stephens	Taylor
Total Population	38,092	13,756	7,321	13,480	17,467	43,943	9,720	14,594	3,024	8,942	146,718
English	84.47 %	91.53%	86.04%	78.09%	86.73%	85.22 %	83.48%	75.35 %	93.06%	84.47%	81.93%
Spanish	15.53 %	6.95%	13.96%	20.46%	12.65%	13.03 %	15.84%	23.33 %	6.46%	14.43%	13.49%
Indo-European	0.42%	1.07%	0.08%	1.03%	0.36%	1.25%	0.57%	0.56%	0%	0.47%	1.54%
Asian/Pacific Islander	0.67%	0.44%	0.24%	0.37%	0.15%	0.79%	0.07%	0.18%	0.45%	0.32%	2.06%
Other	0%	0%	0%	0.04%	0.11%	0%	0%	0.58%	0%	0.32%	0.97%
Total Number LEP persons	6,329	1,163	1,044	2,950	2,316	6,077	1,600	3,595	208	1,388	26,496
Total % LEP persons	16.6%	8.5%	14.3%	21.9%	13.3%	13.8%	16.5%	24.6%	6.9%	15.5%	18.1%

In CTRTD Service area, the majority of LEP person live in Brown and Erath County 16.6% or 6,329 persons of Brown County speak languages other than English. 13.8 or 6,077 persons of Erath County speak languages other than English.

Factor 1 -Step 3: Consult state and local sources of data.

The Texas Education Agency notes that of the English Language Learners which represent about 20% of the total student population. Over 120 languages are represented in Texas schools, over 90% are Spanish speakers, 1.6% speak Vietnamese, 1.2% speak Arabic, and the remaining 7.2% consist of other languages.

Factor 1 - Step 4: Community organizations that serve LEP persons.

CTRTD has currently associations with the, Texas workforce center, Cornerstone Community Action Agency, Area Agency on Aging (West Texas Cog), Erath County Senior Citizens, Disability in Action Incorporated, and Erath United Way all which provide services for persons speaking limited English.

Factor 2: The frequency with which LEP persons come into contact with the program:

Factor 2 -Step 1: Review the relevant programs, activities, and services you provide.

As identified in Factor 1, LEP Individuals inquire about, use, and are affected by the services that CTRTD provides on a daily basis. CTRTD has taken steps to ensure that its policies do not have the effect of excluding or limiting the participation of beneficiaries of transit services because of their race, color,

national origin, sex, age, or disability. Reasonable steps have been taken to provide services and information in appropriate languages other than English to ensure that LEP persons are effectively informed and can effectively participate and benefit from its programs. This includes Spanish speaking staff, and written literature. CTRTD will ensure that no recipient, applicant, or their representative shall be required to provide or pay for the services of a translator or interpreter. CTRTD shall, if necessary, identify and documents on recipient record the primary language or dialect of the recipients and needs for translation or interpretation services. CTRTD will make every effort to avoid the use of any person under the age of 18 years or any family member or friend of the recipient as an interpreter for essential communication with recipients. A family member or friend may be used as an interpreter if this is required by the recipient, the use of such person would not compromise the effectiveness of services or violate the recipient's confidentiality. The receipt will be advised that the interpreter is available free of any charge to the recipient.

Factor 2 – Step 2: Review information obtained from community organizations.

The West Central Texas Region, which includes 19 counties, created the mission to provide delivery of reliable, quality, and coordinated public transportation, by identifying barriers and areas to improve service – especially extending service range and hours, increased distribution of service information, better and increased coordination and cooperation amongst the regional transportation agencies and other transportation agencies that will benefit the region. One of the barriers identified was the lack of service information and resources on transit agencies by potential riders, whether the information was not easy to find, or unclear. The following is potential solutions and suggestions for improvement:

- Improve awareness of information sources, such as agencies that could benefit from public transportation;
- Improve information on available services, such as distributing information to a wider audience;
- Encourage sharing of information between, transportation providers, agencies, community, and businesses;
- Expand travel training

Factor 3 – The nature and importance of the program, activity, or service provided to the programs people:

Factor 3- Step 1: Identify your agency’s most critical services.

Using public transportation is important to LEP person as indicated from stakeholder meetings.

CTRTRD’s most critical services are:

- Rural Demand Response Services

Factor 3 – Step 2: Review input from community organizations and LEP persons.

If services, programs, or activities present a barrier to person of Limited English that can cause limited access for the individual to obtain crucial information and services such as: health care, education, employment.

CTRTRD crucial information that pertains to services includes, but is not limited to the following:

- Schedule information;
- Fare and payment information;
- General Transportation Information;
- System rules;
- Information on how to ride;
- Travel Training;
- Public service announcements; Such as: Public meetings, Transportation closures;
- Complaint procedures;
- Communication related to transit planning;
- Proposed changes and/or changes in service;

Factor 4: The resources available to the recipient for LEP outreach, and the cost associated with that outreach:

Factor 4– Step 1: Inventory language assistance measures provided by CTRTRD along with associated costs.

CTRTRD currently provides the following language assistance measures for LEP persons:

- CTRTRD has a Language Line that provides interpretations services for over 150 languages. It is available 24 hours a day, 7 days a week and conveniently available by dialing 1-866-874-3972.
- CTRTRD offers Translation services with bilingual (Spanish speaking) operations staff.
- CTRTRD Policies and Procedures and brochure are printed in Spanish and English.
- CTRTRD Policies and Procedures is available in Spanish and English on CARR website.
- CTRTRD Post Public Notices, such as public meetings, or transportation closure dates in Spanish and English, on CTRTRD vehicles, CTRTRD website, and Social Media.

The Cost of these measures have been less than 5,000 annually.

Factor 4-Step 2: Determine what, if any additional services can be implemented to provide meaningful access.

Due to the small size of our agency and limited resources, CTRTRD should focus its language measures on extending access for person speaking Spanish.

CTRTRD can implement this by changing the current procedures of when drivers are communicating with LEP persons.

Current Procedures: When the driver is in need of communication assistance, they contact CTRTRD dispatch department. Our dispatch department then contacts the language line, calls the driver, and communicates with the LEP person.

CTRTRD should implement a procedure change for drivers to be trained in contacting our language assistance line themselves. Doing so would require training for drivers but would minimize the steps of communication and provide meaningful communication to the LEP persons.

Factor 4- Step 3: Analyze our budget:

Like most public agencies, CTRTRD has funding and staff constraints. CTRTRD will

continue to devote its available resources to improve access to our services for LEP persons. CTRTD will attempt to utilize additional resources to Change our current procedures and steps the driver takes when the driver is in need of communication assistance.

Factor 4 – Step 4: Consider cost effective practices for providing language services:

CTRTD can collaborate with many community organizations within the region to provide cost effective practices. CTRTD could partner with these agencies to provide:

- Translation assistance for LEP persons;
- Distribution of information;
- Education and outreach opportunities to help improve access for LEP persons; and
- Utilize translation resources provided by other local, regional, or state government agencies.

8. Minority Representation

CTRTD will actively encourage committee membership by all interested parties regardless of race, color, nation origin, sex, age, or disability. CTRTD does not currently have a non-elected transit related committee of council but does have the CTRTD Board of Directors.

Below is the minority representation table of CTRTD Board of directors:

Non-Elected committees	Caucasian	Hispanic/Latino	African American	Two or More Races
CTRTD does not have a non-elected transit related committee	N/A	N/A	N/A	N/A
CTRTD Board of Directors	Caucasian	Hispanic/Latino	African American	Two or More Races
	100%			

9. Providing Assistance to and Monitoring Subrecipients

Currently, CTRTD does not provide funding to subrecipients. Therefore, CTRTD is not responsible for monitoring subrecipients.

10. Title VI Equity Analysis

Transit agencies that receive federal assistance must complete a Title VI Equality Analysis, when building a new facility. The analysis is to compare the equity impacts of various siting alternatives and must occur before the selection of the preferred site. Currently, CTRTD has not built or have future plans for building a new facility. In the future if CTRTD determines to build a facility, CTRTD will follow guidelines and complete a Title VI Equity analysis.

11. Service and Policy Standards

Service Standards:

CTRTD provides demand response service curbside to curbside and door to door service upon advance request to the 11 counties within its service area.

Vehicle Standards:

CTRTD has a variety of vehicles. The seating capacity varies based upon the size of the transit vehicle. CTRTD has Transit vehicles ranging from Sedan's to Type XI buses. The seating capacity goes as low as 4 passenger seats in sedans, up to 30 passenger seats in the Type XI buses.

12. Title VI Assurance – Appendix A – B – C – D - E

Central Texas Rural Transit District Standard Title VI/Nondiscrimination Assurances DOT Order No. 1050.2A

Central Texas Rural Transit District (Herein referred to as the “Recipient”) Herby agrees that, as a condition to receiving Federal Financial assistance from the U.S. Department of Transportation (DOT) and/or The Federal Highway Administration (FHWA), is subject to and will comply with the following:

Statutory/Regulatory Authorities

Title VI of the Civil Rights Act of 1964 (42 U.S.C §2000d, 78 stat. 252) Prohibits discrimination on the basis of race, color, and national origin;

49 C.P.R Part 21 Entitled Nondiscrimination in Federally Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Right Act of 1964;

28 C.P.R Section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964;

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurance

In accordance with the Acts, The Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, The Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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.” For which the Recipient receives Federal Financial assistance form U.S. DOT, including the Federal Highway Administration.

The Civil Right Restoration Act of 1987 clarified the original intent of Congress, with respect of Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to included all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted U.S. DOT programs:

1. The Recipient agrees that each “activity, facility, or program” as defined in §§ 21.23(b) and 21.23(e) or 49 C.P.R § 21 will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, requests for proposals for work, or material subject to the Acts and the Regulations made in connections with all USDOT programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

“ The Texas Department of Transportation, In accordance with the provisions of the Title VI of Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C §2000d TO 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantage business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”

1. The recipient will insert the clauses Appendix A and E of this Assurance in every contract or agreement subject to the Act and the Regulations.

2. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or record a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.

3. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.

4. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.

5. The Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:

- For the Subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
- For the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.

- The period during which the property is used for a purposes for which the Federal financial assistance is extended, or for another purposes involving the provision of similar services or benefits; or
- The period during which the Recipient retains ownership or possession of the property.

7. The recipient will provide for such methods of administration for the programs as are found by the secretary of transportation or the official whom he/she delegates specific authority to give reasonable guarantee that is, other recipients, sub recipients, sub grantees, contractions, sub-contractors, consultants, transferees, successor in interest, and other participants of Federal assistant under such program will company with all requirements imposed or pursuant to the Acts, Regulations, and this Assurance.

- The Recipient agrees the United States has a right to seek Judicial enforcement with regard to any matter arising under the Acts, Regulations, and this Assurance.

By signing this assurance, the Recipient agrees to comply (and requires any sub-recipients, sub-grantees, contactors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the U.S. DOT access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigation conducted by the U.D. DOT. You must keep records, reports, and submit material for review upon request to the U.S. DOT, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance. The Recipient give this assurance in consideration of and for obtaining Federal grants, loan, contracts, agreements, property, and/or discounts, or other Federal Aid and Federal Financial assistance extended after the date here of to the recipients by the U.S. DOT under all Department of Transportation Programs. This assurance is binding in Texas, other recipients, subrecipients, sub grantees, contractors, sub-contractors, and their sub-contractors, transferees, successors in inters and any other participants in all Department of Transportation programs. The person(s) signing below is/are authorized to sign this assurance on behalf of the recipient.

J.R. Salazar



General Manager/CEO

Central Texas Rural Transit District

Appendix A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred as the “contractor”) agrees as follows:

Compliance with Regulations: The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally assisted programs of the USDOT, the FHWA, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

Nondiscrimination: The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.

Information and Reports: The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or FHWA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or FHWA, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or FHWA may determine to be appropriate, including, but not limited to:

- withholding payments to the contractor under the contract until the contractor complies; and/or
- cancelling, terminating, or suspending a contract, in whole or in part

Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Appendix B

Clauses for Deeds Transferring United States Property

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

Now therefore, the USDOT as authorized by law and upon the condition that TxDOT will accept title to the lands and maintain the project constructed thereon in accordance with all applicable federal statutes, the Regulations for the Administration of all DOT programs, and the policies and procedures prescribed by FHWA of the USDOT in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, USDOT, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of USDOT pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. §2000d to §2000d-4), does hereby remise, release, quitclaim and convey unto TxDOT all the right, title and interest of USDOT in and to said lands described in Exhibit A attached hereto and made a part hereof.

(Habendum Clause)

To have and to Hold D said lands and interests therein unto TxDOT and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on TxDOT, its successors and assigns.

TxDOT, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will 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 with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that TxDOT will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, CFR, USDOT, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the USDOT, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended[, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the USDOT and its assigns as such interest existed prior to this instruction.

(Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.

Appendix C

Clauses for Transfer of Real Property Acquired or Improved Under the Activity, Facility, or Program

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the Recipient pursuant to the provisions of Assurance 7(a):

A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add “as a covenant running with the land”) that:

1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.

B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Nondiscrimination covenants, the Texas Department of Transportation will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.

C. With respect to a deed, in the event of breach of any of the above Nondiscrimination covenants, the Texas Department of Transportation will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the Texas Department of Transportation and its assigns.

(Reverter Clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

Appendix D
Clauses for Construction/Use/Access to Real Property Acquired
Under the Activity, Facility, or Program

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by the Recipient pursuant to the provisions of Assurance 7(b):

A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subject to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in the Assurance.

B. With respect to (licenses, leases, permits, etc.) in the event of breach of any of the above Nondiscrimination covenants, the Texas Department of Transportation will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.

C. With respect to deeds, in the event of breach of any of the above Nondiscrimination covenants, the Texas Department of Transportation will there upon revert to and vest in and become the absolute property of the Texas Department of Transportation and its assigns.

(Reverter clauses and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose Title VI.)

Appendix E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

Pertinent Nondiscrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d et seq., 78 stat. 252) Prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601) Prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), Prohibits discrimination on the basis of sex;
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, prohibits discrimination based on race, creed, color, national origin, or sex;
- The Civil Rights Restoration Act of 1987, (PL 100-209), Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) prohibits discrimination on the basis of race, color, national origin, and sex;
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U .S.C. 1681 et seq).