

**CENTRAL TEXAS RURAL
TRANSIT DISTRICT
TITLE VI PROGRAM
CIVIL RIGHTS ACT OF 1964**

June 2020



Revision Board approved 6.8.17, 6.11.20

POLICY STATEMENT

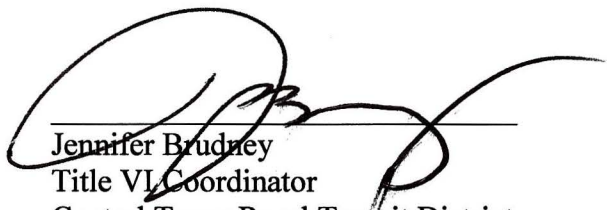
Central Texas Rural Transit District (CTRTD) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 in accordance with Title VI regulations (49 CFR part 21) consistent with FTA Circular 4702.1B 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, or national original, 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.



Jennifer Brudney
Title VI Coordinator
Central Texas Rural Transit District

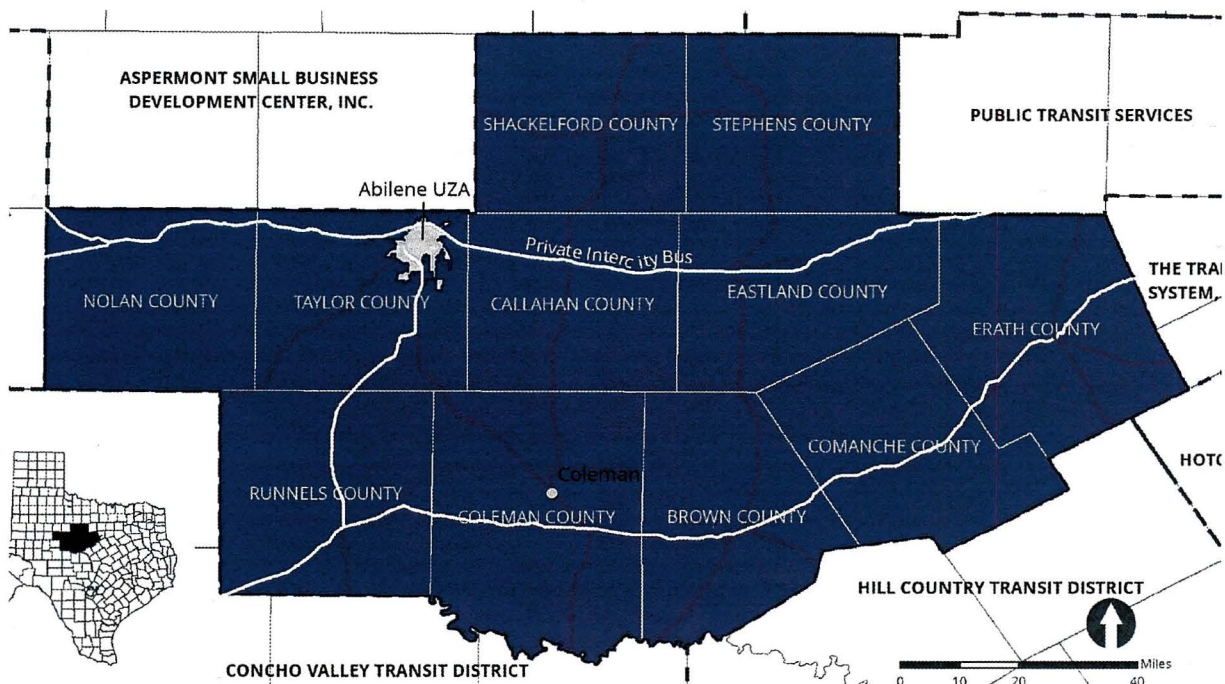
Date: June 11, 2020

DESCRIPTION OF ORGANIZATION AND SERVICES PROVIDED

Central Texas rural Transit District (dba City And Rural Rides) is a political sub-division of the State of Texas headquartered in Coleman, 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 is demand response, door-to-door service. All areas served by ADA accessible vehicles, and the condition of fleet is equivalent in all areas served.

The District has 53 employees and operates 62 revenue service vehicles.

The area where service is provided include the following 11 counties: Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and Rural Taylor Counties.



TITLE VI PROCEDURES

CTR TD developed this 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. CTR TD has developed all of the necessary procedures and processes to be in compliance with Title VI regulations, including a complaint process and a Title VI notice to the public.

CTR TD's Board of Directors reviewed and approved the Title VI Program. A copy of the resolution approving the program is provided in Appendix D.

CHAPTER III-5: REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

The following notice is posted on the CTR TD website at www.cityandruralrides.com, posted at CTR TD Administrative Office reception desk, and in public meeting rooms. It is printed in Passenger Handbooks.

Notice to the Public of your Rights under Title VI

Central Transit Rural Transit District (CTRTRD) hereby gives public notice that it is CTRTRD'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, or national origin, 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 CTRTRD. Any such complaint must be in writing or by phone and filed with CTRTRD 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 325.625.4491ext. 227, 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, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

This notice is to be posted in the offices of CTRTRD, on CTRTRD website (www.cityandruralrides.com) and on all transit vehicles. For more information contact CTRTRD Title VI Coordinator at 1.800.710.2277, 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 Titulo VI

Central Rural de tránsito Transit 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, 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 Titulo 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 325.625.4491ext. 227, 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, región VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

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, 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

CHAPTER III-6: REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

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

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, or national origin, as prohibited by Title VI nondiscrimination provisions by CTRTD, 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 CTRTD's web-site: www.cityandruralrides.com. 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. Complaints will be reviewed for:

- a. Allegations involving discrimination based on race, color, or national origin;
- 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.

A complaint may be dismissed if the Complainant requests the withdrawal of the complaint; fails to respond to repeated requests for additional information needed to process complaint; and/or cannot be located after reasonable attempts.

All Title VI complaints are to be sent to the Title VI Coordinator. The Title VI Coordinator will investigate the complaint. If the complaint is found to be valid, immediate measures will be taken to resolve the complaint. If the Title VI Coordinator finds the complaint to be invalid, it will be turned over to the General Manager. If the General Manager agrees with the Title VI Coordinator, the complainant will be notified that the complaint does not have merit.

If the complainant disagrees with CTRTD’s response, the complainant may appeal the response by submitting a written appeal to the General Manager/CEO.

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. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 125 E 11th Street, Austin, TX 78701-2483. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

A listing of Title VI complaints and/or lawsuits must be kept. 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 CTRTD in response to the investigation, lawsuit, or complaint. Any Title VI complaints or lawsuits must be included with the Title VI submission to FTA.

CHAPTER III-7: REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There were no transit-related Title VI investigations, complaints, and/or lawsuits in the past three (3) years.

	Date <i>(Month, Day, Year)</i>	Summary <i>(include basis of complaint: race, color, or national origin)</i>	Status	Action(s) Taken
Investigations				
1	None			
2				
3				
Lawsuits				
1	None			
2				
3				
Complaints				
1	None			
2				
3				

CHAPTER III-8: PROMOTING INCLUSIVE PUBLIC PARTICIPATION

CTRTD management meets with community organizations to make people aware of our services. All brochures and notices are printed in English and Spanish.

All notices are printed in English and Spanish and are placed in CTRTD offices, local newspapers, in buses, and on the District’s web-site www.cityandruralrides.com. CTRTD will hold public meetings in the evenings at our facilities, or at an accessible location. Written or oral comments will be taken at the meetings. Interpreters will be provided at public hearings and meetings, when requested.

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Central Texas Rural Transit District services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How CTRTD staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All CTRTD staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When CTRTD sponsors an informational meeting or event, an advanced public notice of the event will be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals).

Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

**CHAPTER III-9: REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS
CTRTRD LIMITED ENGLISH PROFICIENCY FOUR FACTOR ANALYSIS**

**Improving Access for People with
Limited English Proficiency (LEP)
Four Factor Analysis**

The 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. 2000d, et seq, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that 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 from FTA.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to public guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Central Texas Rural Transit District.

LEP Plan Summary

It shall be the policy and practice of Central Texas Rural Transit District to fulfill an equal opportunity and equal access to all Limited English Proficient (LEP) 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 relative to language barrier.

CTRTRD – City And Rural Rides has developed this Limited English Proficiency plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

Analysis Using Four Factor Framework

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 served or encountered in the eligible service population.

Task 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 24.4 percent of the population, and Hispanics make up the largest minority with 20.1 percent of the total minority population. Black

persons account for 2.5 percent of the population 1.8 percent of the population are made up of other races. (U.S. Census 2010)

People	Brown County, Texas	Callahan County, Texas	Coleman County, Texas	Comanche County, Texas	Eastland County, Texas	Erath County, Texas	Nolan County, Texas	Runnels County, Texas	Shackelford County, Texas	Stephens County, Texas	Taylor County, Texas	Totals Service Area Average %age
Race and Hispanic Origin												
White alone, percent, July 1, 2015, (V2015) (a)	92.8	95.2	93.5	96.3	94.4	94.4	91.3	93.6	95.8	94.5	86.3	93.5
White alone, percent, April 1, 2010 (a)	86.5	93.9	88.2	88.9	89.9	85.6	83.6	83.2	93.1	84.7	79.4	87.0
Black or African American alone, percent, July 1, 2015, (V2015) (a)	3.9	1.6	2.9	1.0	2.5	1.8	5.2	2.6	1.6	2.5	7.9	3.0
Black or African American alone, percent, April 1, 2010 (a)	3.6	1.0	2.2	0.4	1.8	1.2	4.7	1.8	0.9	2.1	7.4	2.5
American Indian and Alaska Native alone, percent, July 1, 2015, (V2015) (a)	0.8	0.7	1.3	1.2	1.1	1.4	1.0	1.6	0.6	1.2	1.0	1.1
American Indian and Alaska Native alone, percent, April 1, 2010 (a)	0.6	0.6	0.7	0.7	0.7	0.8	0.6	0.7	0.6	0.5	0.7	0.7
Asian alone, percent, July 1, 2015, (V2015) (a)	0.6	0.6	0.6	0.4	0.6	0.8	0.7	1.0	0.4	0.5	2.1	0.8
Asian alone, percent, April 1, 2010 (a)	0.4	0.4	0.4	0.3	0.3	0.7	0.4	0.2	0.3	0.3	1.6	0.5
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2015, (V2015) (a)	0.1	0.1	Z	Z	0.1	0.1	0.1	0.1	0.2	Z	0.1	0.1
Native Hawaiian and Other Pacific Islander alone, percent, April 1, 2010 (a)	Z	0.1	Z	Z	Z	Z	0.0	Z	Z	Z	0.1	0.0
Two or More Races, percent, July 1, 2015, (V2015)	1.8	1.8	1.7	1.1	1.3	1.5	1.7	1.2	1.5	1.2	2.6	1.6
Two or More Races, percent, April 1, 2010	2.1	1.8	1.9	1.6	1.6	1.7	2.3	1.7	1.8	1.7	3.2	1.9
Hispanic or Latino, percent, July 1, 2015, (V2015) (b)	21.4	9.9	18.0	27.3	16.2	20.5	36.6	34.2	11.6	23.3	23.9	22.1
Hispanic or Latino, percent, April 1, 2010 (b)	19.6	7.6	16.0	25.8	14.4	19.2	33.5	32.0	10.1	20.9	22.1	20.1
White alone, not Hispanic or Latino, percent, July 1, 2015, (V2015)	72.5	86.1	77.1	70.5	79.3	75.5	56.9	61.6	85.6	72.5	64.6	72.9
White alone, not Hispanic or Latino, percent, April 1, 2010	74.7	89.1	80.1	72.6	82.2	77.5	60.4	65.1	87.7	75.7	67.0	75.6

CTRTRD's Transit Operation staff report daily interactions with LEP persons, particularly persons speaking Spanish as their primary language. The information needed relate to use of transit services including scheduling rides, calling for pickups, fare information, etc.

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

Table 1.1 describes the languages spoken in the rural areas of CTRTRD's service area:

	Total	Speak English "Very Well"	Speak English "less than very well"	Percent "Very Well" of Total Language Sub-Group	Percent "Less than Very Well" of Total Population
Total:	171067				
Speak only English:	150596				
Speak Spanish:	19182	12435	6747	19%	2.4%
Speak other Indo-European languages:	478	431	47	5%	0.1%
Speak Asian and Pacific Island languages:	794	562	232	5%	0.0%
Speak other languages:	56	56	0	8%	0.0%

Source: 2015 U.S. Census Bureau American Community Survey 5 year - estimates

The most significant non-English language populations speak Spanish, with 19% speaking "very well" and 2.4% "less than very well".

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

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

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

Appendices A.1 contain census data on English proficiency for the Rural Communities in the City And Rural Rides (CARR) Region, listing population by language of origin and the numbers of those speaking English "very well", "less than very well".

Task 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 4,287 persons are identified with limited English proficiency. Of these 3,072 are foreign born.
- Among the Spanish speaking population 4,191 persons are not proficient with English. Of these 3,029 are foreign born.
- For Asian or Pacific Island languages 20 persons are not English proficient. Of these 18 are foreign born.
- The remaining 76 speak either Indo-European or other languages. Of these 25 are foreign born.

Of the total rural population 171,789, 2.5% are persons with limited English proficiency. The largest group, 2.4% speak Spanish.

Task 1. Step 2D: Identify any concentrations of LEP persons within your service area.

Appendix A.2 compares language proficiency among the Rural Communities it services. The chart below summarizes the numbers of LEP persons by language category in each area.

Language	Brown County	Callahan County	Coleman County	Comanche County	Eastland County	Erath County	Nolan County	Runnels County	Shackelford County	Stephens County	Rural Taylor County
Spanish	798	151	120	1257	428	2592	715	310	71	748	6747
Indo-European	30	25	36	98	84	398	88	86	26	80	116
Asian/Pacific Islander	92	30	3	34	21	114	18	0	4	21	42
Other	61	0	0	0	18	7	8	0	0	7	5
Total LEP Person	4,369	717	887	2,497	1,793	4,578	3,564	2,525	297	1,210	886

The majority of LEP persons live in Erath County with the largest concentration speaking Spanish.

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

The Texas Education Agency notes that of the English Language Learners which represent about 17% of the total student population, over 120 languages are represented in Texas schools, over 91% are Spanish speakers, and other prominent languages other than Spanish are Vietnamese 1.90%, Arabic 0.59%, Urdu 0.49%, and Korean 0.36%.

In the CTRTD Service Area the student population in 2000 was 38,839, if we use the estimate provided by TEA 17% about 6,602 students are English learners.

Task 1. Step 4: Community organizations that serve LEP persons.

CTRTRD has current associations with the Family Service Center, Texas Workforce Center, and Central Texas Opportunities all of which provide services for persons speaking limited English.

❖ Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

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

As identified in Task 1, LEP individuals inquire about, use, and are affected by the services that CTRTRD provides on a daily basis. CTRTRD 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, or national origin. Reasonable steps have been taken to provide services and information in appropriate languages other than English in order to ensure that LEP persons are effectively informed and can effectively participate and benefit from its programs including Spanish speaking staff and written literature. CTRTRD will ensure that no recipient, applicant, or their representative shall be required to provide or pay for the services of a translator or interpreter. CTRTRD, shall if necessary, identify and document on recipient records 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 and the use of such person would not compromise the effectiveness of services or violate the recipient's confidentiality and the recipient is advised that an interpreter is available free of any charge to the recipient.

Task 2. Step 2: Review information obtained from community organizations.

The General finding from the most recently updated Regional Coordination Plan which received information from community organizations.

In the West Central Texas Region, which includes 19 counties, we are fortunate that there are no glaring gaps in transportation services – including transportation services being dropped since there are not enough clients utilizing services. But, there is always room for improved services – especially in the area of off-hour services and reverse commute services to rural employment. Increased awareness by the general public and increased and better coordination and cooperation among regional transportation agencies and HHS agencies, workforce agencies, and other service agencies will also benefit the region. One of the Barriers and Constraints identified was the Lack of information on how to access transit services by potential riders in the region or those involved with particular agencies. The following are potential solutions and suggestions for improvement:

- *Create communication forums between providers and the public and agencies that could benefit from public transportation services.*
- *Encourage providers to reach out to those that may be in greatest need of services.*
- *Encourage more sharing of information between business and transportation providers.*
 - *Investigate ways to distribute information and schedules to a wider audience.*
- *Establish single points of contact in business and agencies concerning transportation.*
 - *Develop a regional marketing campaign for transit services and resources.*
- *Seek out more involvement from the general public in regional coordination efforts.*

❖ Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3. Step 1: Identify your agency's most critical services.

Using public transportation is important to LEP persons as indicated from stakeholder meetings. CTRTD's most critical services are:

- Rural Demand Response Services

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

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from CTRTD which can affect access includes:

- Schedule information
- Fare and payment information
- System rules
- Information on how to ride
- Public service announcements
- Safety and security announcements
- Complaint procedures
- Communication related to transit planning

❖ **Factor 4: The resources available to the recipient and costs.**

Task 4. Step 1: Inventory language assistance measures currently being provided, along with associated costs.

CTRTRD has provided the following language assistance measures to date:

- Language Line Services provides interpretations for over 150 languages and is available 24 hours a day 7 days a week by dialing 1-866-874-3972.
- Translation services from Bilingual (Spanish speaking) Operations staff.
- Passenger handbook and brochure printed in Spanish.
- Passenger handbook and brochures printed in Spanish on CARR website.

Cost of these measures has been less than \$5,000 annually.

Task 4. Step 2: Determine what, if any additional services are needed 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 persons speaking Spanish. The following should be translated into Spanish:

- Translation of safety and security related announcements.
- Signs in vehicles

Task 4. Step 3: Analyze our budget.

Like most public agencies, CTRTRD's has funding and staff constraints. CTRTRD will continue to devote its available resources to continue providing as outlined in Step 1 above, and also budgeting additional resources to provide additional translation of safety and security related announcements, and inputting translated signs into all the vehicles in the region.

Task 4. Step 4: Consider cost effective practices for providing language services.

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

- Translation assistance for LEP persons;
- Distribution of information;

- Educational and outreach opportunities to help improve access for LEP persons; and
- Utilize translation resources provided by other local, regional, or state government agencies.

LANGUAGE ASSISTANCE PLAN (LAP) IMPLEMENTATION PLAN

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 171,789 people, the largest Minority population 20.2% is represented by the Hispanic/Latino Population, and of that population only 2.4% are Limited English Proficient and do not speak English well.

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:

- Rural Transit Services Brochure (Spanish)
- Passenger Handbook (Spanish)
- Basic information about services in Spanish on website: www.cityandruralrides.com

Oral language:

- Language Line Translation Services (Spanish and multiple languages)
- Bilingual (Spanish) staff available to interpret information on an “as needed” basis

Community Outreach

- Public Service Announcements

3. Training staff

CTRTD’s employees and staff are likely to come into contact with LEP persons. These include 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, and ongoing training, will include information on serving LEP persons.
- Dispatchers, supervisors, administrative, and management staff will take part in training on serving LEP persons.

4. Providing notice to LEP persons

CTRTRD incorporates a variety of methods to communicate with transit user and the public. These include printed schedule information, signs inside of vehicle and our operations centers, web site, customer service phone line, news releases, advertising, community meetings, and participation in local events. CTRTRD will use these methods to notify LEP persons of the availability of language assistance, and when applicable, and to notify customers of the availability of translated documents.

5. Monitoring and Updating the LEP Plan

CTRTRD will monitor and update the LEP Plan by taking into account changes throughout its service area by:

- Periodically reviewing Census Information/other demographic information available Locally, or on the state, or national level relating to LEP persons;
- Input from Stakeholders that service LEP persons;
- Outreach efforts that may 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 of and benefit for LEP persons; and
- Availability of new resources.

Based on the information obtained through these monitoring procedures, CTRTRD may make changes to the type of written and oral language assistance or other measures needed. The changes may result in additional measures or the elimination of measures which are not effective.

CHAPTER III-10: MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

CTRTRD will actively encourage committee membership by all interested parties regardless of race, color or national origin. Currently, CTRTRD has no transit committees. Below is the population demographic breakdown.

<i>Non-Elected Committees & Councils</i>	<i>Caucasian</i>	<i>Hispanic/Latino</i>	<i>African-American</i>	<i>Other</i>
Agency doesn't have a non-elected transit-related committee of council	N/A	N/A	N/A	N/A

<i>Body</i>	<i>Caucasian</i>	<i>Hispanic/Latino</i>	<i>African-American</i>	<i>Other</i>
Population	83.70%	21.00%	4.40%	11.8%

*Hispanic count includes White, Black, and other representation when reported.

CHAPTER III-12: MONITORING SUBRECIPIENTS

CTRTRD does not distribute FTA funds to sub-recipients.

CHAPTER III-13: DETERMINATION OF SITE OR LOCATION OF FACILITIES

Any construction of transit facilities receiving federal financial assistance within CTRTRD will perform a Title VI equity analysis during the planning stage with regard to the location of the facility.

CHAPTER IV-4: REQUIREMENT TO SET SYSTEM-WIDE SERVICE STANDARDS AND POLICIES
SERVICE STANDARDS

Vehicle Load Standards

The maximum seated capacity varies based upon size of transit vehicle ranging from sedan to Type XI which seat 30.

Service Availability Standards

The District provides demand response to all of the 11 counties in the service area.

APPENDIX A – TITLE VI COMPLAINT FORM

Central Transit 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 or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Operations Manager for CTRTD by calling 800-710-2277. The completed form must be returned to Central Texas Rural Transit District, P.O. Box 712, Coleman, Texas 76834.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination took place?
(Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Date of Incident: _____

Please describe the alleged discrimination incident. Provide the names and title of all CTRTD employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

TITLE VI COMPLAINT FORM

Central Texas Rural Transit District

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes / No
If so, list agency / agencies and contact information below:

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone _____

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone _____

Complainants 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*

Print or Type Name of Complainant

Date Received:
Review By:

FORMULARIO DE QUEJAS DEL TÍTULO VI

Central Texas Rural Transit District (CTRTD) está comprometida a garantizar que ninguna persona sea excluida de participar o se le sean negados los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Título VI del Acta de Derechos Civiles de 1964. Las quejas conforme al Título VI deben ser presentadas dentro de los 180 días siguientes a la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con el Gerente de operaciones para Central Texas Rural Transit District llamando al 800-710-2277. El formulario completo deberá ser devuelto a la siguiente dirección: Central Texas Rural Transit District, 2310 South Concho, Coleman, Texas 76834.

Nombre:	Teléfono:
Dirección residencial:	Teléfono Alternativo:
	Ciudad, Estado, y Código Postal:
Persona(s) contra la(s) que se discriminó (si no se trata de la persona que presenta la queja):	
Nombre(s):	
Dirección residencial, Ciudad, Estado, y Código Postal:	

¿Cuál de los siguientes casos describe mejor la razón de la presunta discriminación? (Circule una opción)

- Raza
- Color
- Origen nacional (Conocimiento limitado del inglés)

Fecha del incidente:

Por favor describa el presunto incidente discriminatorio. Proporcione los nombres y puestos de todos los empleados de CTRTD que estuvieron involucrados, si están disponibles. Explique lo que fue lo que sucedió y quién considera que fue responsable. Por favor use el reverso de este formulario si requiere espacio adicional.

FORMULARIO DE QUEJAS DEL TÍTULO VI

Central Texas Rural Transit District

Por favor describa el presunto incidente discriminatorio (continuación)

¿Ha presentado usted una queja ante alguna otra agencia federal, estatal o local?

(Marque con un círculo) **Si / No**

Si la respuesta es “Si,” indique a continuación la agencia o agencias y la información de contacto:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Firma de quien presenta la queja

Fecha

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

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

Imprima el nombre de quien presenta la queja

Date Received:
Review By:

APPENDIX A.1 & A.2 – LEP DOCUMENTATION

Central Texas Rural Transit District - City And Rural Rides
 Source: U.S. Census Bureau, 2011-2015
 American Community Survey 5-year estimates

CTRTRD Service Area	Brown	Callahan	Coleman	Comanche	Eastland	Erath	Nolan	Runnels	Shackelford	Stephens	Taylor	Sub-totals	Abilene	Rural Area	%age
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	
Total:	35,654	12,723	8,041	12,774	17,208	37,514	14,058	9,840	3,142	8,893	124,537	284,384	113,317	171,067	
Speak only English	33,247	12,108	7,602	9,958	15,463	30,268	10,785	8,760	2,951	7,320	105,101	243,563	92,967	150,596	88.0%
Spanish or Spanish Creole:															
Speak English "very well"	2,170	555	382	2,685	1,568	6,891	3,211	1,010	190	1,507	15,461	35,630	16,448	19,182	11.2%
Speak English less than "very well"	1,372	404	262	1,428	1,140	4,299	2,496	700	119	759	11,896	24,877	12,442	12,435	7.3%
French (incl. Patois, Cajun):															
Speak English "very well"	798	151	120	1,257	428	2,592	715	310	71	748	3,563	10,753	4,006	6,747	3.9%
Speak English less than "very well"	3	9	3	9	39	16	0	0	0	8	363	450	336	114	0.1%
French Creole:															
Speak English "very well"	3	9	0	9	39	16	0	0	0	8	277	351	250	111	0.1%
Speak English less than "very well"	0	0	3	0	0	0	0	0	0	0	86	89	86	3	0.0%
Italian:															
Speak English "very well"	0	0	0	0	3	0	0	0	0	0	0	3	0	3	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Italian:															
Speak English "very well"	1	0	0	0	0	0	0	0	0	0	72	73	60	13	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	59	59	47	12	0.0%
Portuguese or Portuguese Creole:															
Speak English "very well"	1	0	0	0	0	0	0	0	0	0	13	14	13	1	0.0%
Speak English less than "very well"	0	0	0	6	0	3	0	0	0	0	58	67	58	9	0.0%
Other West Germanic languages:															
Speak English "very well"	0	0	0	6	0	3	0	0	0	0	58	67	58	9	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
German:															
Speak English "very well"	12	3	10	13	5	18	18	30	0	0	455	564	441	123	0.1%
Speak English less than "very well"	12	3	10	10	5	18	18	15	0	0	408	499	394	105	0.1%
Other West Germanic languages:															
Speak English "very well"	0	0	0	15	0	54	0	0	0	0	47	65	47	18	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	15	0	15	0.0%
Scandinavian languages:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Greek:															
Speak English "very well"	1	0	0	0	0	0	0	0	0	0	139	140	71	69	0.0%
Speak English less than "very well"	1	0	0	0	0	0	0	0	0	0	139	140	71	69	0.0%
Russian:															
Speak English "very well"	13	0	0	11	0	6	13	7	0	0	33	83	50	33	0.0%
Speak English less than "very well"	13	0	0	11	0	6	13	7	0	0	19	62	36	26	0.0%
Polish:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	14	14	14	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	14	14	14	0	0.0%
Other Slavic languages:															
Speak English "very well"	0	0	0	20	0	3	0	0	0	0	0	23	0	23	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	20	0	20	0.0%
Persian:															
Speak English "very well"	0	0	0	0	0	3	0	0	0	0	0	3	0	3	0.0%
Speak English less than "very well"	9	0	0	31	0	0	0	4	0	0	31	75	0	75	0.0%
Gujarati:															
Speak English "very well"	9	0	0	31	0	0	0	0	0	0	19	59	0	59	0.0%
Speak English less than "very well"	0	0	0	0	0	0	4	0	0	0	12	16	0	16	0.0%
Hindi:															
Speak English "very well"	0	0	0	0	0	26	0	0	0	0	94	120	94	26	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	60	86	60	26	0.0%
Urdu:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	34	34	34	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	103	103	103	0	0.0%
Other Indic languages:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	65	65	65	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	38	38	38	0	0.0%
Other Indic languages:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	45	45	45	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	18	18	18	0	0.0%
Other Indic languages:															
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	27	27	27	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	428	539	428	111	0.1%
Other Indic languages:															
Speak English "very well"	0	0	13	0	57	0	0	0	0	0	176	246	176	70	0.0%
Speak English less than "very well"	0	0	30	0	11	0	0	0	0	0	252	293	252	41	0.0%

Central Texas Rural Transit District - City And Rural Rides
 Source: U.S. Census Bureau, 2011-2015
 American Community Survey 5-year estimates

CTRTRD Service Area (Pg 2)	Brown	Callahan	Coleman	Comanche	Eastland	Erath	Nolan	Runnels	Shackelford	Stephens	Taylor	Sub-totals	Abilene	Rural Area	%age
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	
Other Indo-European languages:	14	0	0	0	0	0	0	0	0	0	48	62	46	16	0.0%
Speak English "very well"	14	0	0	0	0	0	0	0	0	0	22	36	20	16	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	26	26	26	0	0.0%
Chinese:	11	0	0	0	5	53	0	4	0	0	524	597	524	73	0.0%
Speak English "very well"	6	0	0	0	0	53	0	0	0	0	183	242	183	59	0.0%
Speak English less than "very well"	5	0	0	0	5	0	0	4	0	0	341	355	341	14	0.0%
Japanese:	3	0	0	0	0	4	9	0	0	0	235	251	246	5	0.0%
Speak English "very well"	3	0	0	0	0	4	9	0	0	0	122	138	133	5	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	113	113	113	0	0.0%
Korean:	49	10	0	0	0	0	0	7	0	0	111	177	92	85	0.0%
Speak English "very well"	49	0	0	0	0	0	0	3	0	0	90	142	71	71	0.0%
Speak English less than "very well"	0	10	0	0	0	0	0	4	0	0	21	35	21	14	0.0%
Mon-Khmer, Cambodian:	46	0	0	0	0	79	0	0	0	0	94	219	94	125	0.1%
Speak English "very well"	0	0	0	0	0	25	0	0	0	0	45	70	45	25	0.0%
Speak English less than "very well"	46	0	0	0	0	54	0	0	0	0	49	149	49	100	0.1%
Thai:	10	0	0	9	0	10	0	0	0	0	144	173	144	29	0.0%
Speak English "very well"	10	0	0	9	0	0	0	0	0	0	41	60	41	19	0.0%
Speak English less than "very well"	0	0	0	0	0	10	0	0	0	0	103	113	103	10	0.0%
Laotian:	0	0	0	0	0	0	0	0	0	0	26	26	26	0	0.0%
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	26	26	26	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Vietnamese:	6	0	0	0	6	0	8	0	0	0	73	93	75	18	0.0%
Speak English "very well"	6	0	0	0	6	0	8	0	0	0	24	44	24	20	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	49	49	49	0	0.0%
Other Asian languages:	14	0	0	0	46	0	0	10	0	0	23	93	23	70	0.0%
Speak English "very well"	6	0	0	0	46	0	0	5	0	0	23	80	23	57	0.0%
Speak English less than "very well"	8	0	0	0	0	0	0	5	0	0	0	13	0	13	0.0%
Tamil:	24	20	0	11	5	46	0	4	0	21	201	332	201	131	0.1%
Speak English "very well"	24	20	0	11	5	37	0	0	0	21	105	223	105	118	0.1%
Speak English less than "very well"	0	0	0	0	0	9	0	4	0	0	96	109	96	13	0.0%
Other Pacific Island languages:	0	0	1	0	0	25	0	0	0	0	26	52	26	26	0.0%
Speak English "very well"	0	0	1	0	0	25	0	0	0	0	16	42	16	26	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	10	10	10	0	0.0%
Navajo:	0	0	0	0	0	0	0	0	0	0	10	10	10	0	0.0%
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	10	10	10	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other Native North American languages:	0	0	0	6	0	8	0	0	0	37	30	81	36	45	0.0%
Speak English "very well"	0	0	0	6	0	8	0	0	0	37	0	51	6	45	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	30	30	30	0	0.0%
Hungarian:	11	0	0	0	0	0	0	0	0	0	0	11	0	11	0.0%
Speak English "very well"	11	0	0	0	0	0	0	0	0	0	0	11	0	11	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Arabic:	0	18	0	0	0	4	0	4	0	0	15	41	35	6	0.0%
Speak English "very well"	0	18	0	0	0	4	0	4	0	0	0	26	19	7	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	15	15	15	0	0.0%
Hebrew:	0	0	0	0	0	0	14	0	0	0	52	66	52	14	0.0%
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	52	52	52	0	0.0%
Speak English less than "very well"	0	0	0	0	0	0	14	0	0	0	0	14	0	14	0.0%
African languages:	10	0	0	0	0	0	0	0	1	0	479	490	479	11	0.0%
Speak English "very well"	10	0	0	0	0	0	0	0	1	0	207	218	207	11	0.0%
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	272	272	272	0	0.0%

APPENDIX D – RESOLUTION OF TITLE VI PROGRAM APPROVAL

RESOLUTION

For

Approval of

The Central Texas Rural Transit District Title VI Program

Civil Rights Act of 1964

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, as delineated in the U.S. Department of Transportation's FTA Circular 4702.1B; and

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 11th day of June 2020

Signed by: ..



Judge Whitley May
Chairperson of the Board of Directors



Judge Billy Bledsoe
Secretary/Treasurer of the Board of Directors

APPENDIX E – PUBLIC PARTICIPATION PLAN

I. Introduction

Central Texas Rural Transit District (CTRTD) serves as the public transportation provider for eleven counties: Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, Stephens, and rural Taylor counties. The public participation plan, along with the Moving Ahead for Progress in the 21st Century (MAP-21), emphasizes the importance of early, on-going public involvement in the transportation planning process.

It is the intent of CTRTD to provide every opportunity for the involvement of citizens, as well as staff and elected officials, in the transportation planning process. Recognizing the importance of public involvement, CTRTD implements the procedures outlined herein to insure that the public is fully informed about transportation issues and is given reasonable public access to transportation plans and project documents, and that the public has adequate opportunities to express their opinions and concerns about transportation issues in an orderly manner in an appropriate forum.

The public will have 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's involvement in the transportation planning process. The CTRTD Board of Directors approves revisions to the public participation plan.

II. MAP-21 Requirements

On July 6, 2012, President Barack Obama signed into law the transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21). With guaranteed funding for highways, highway safety, and public transportation totaling \$244.1 billion, MAP-21 represents the largest surface transportation investment in our nation's history. The bill authorizes transportation programs and projects for the two year period of 2012-2014. The three landmark bills that brought surface transportation into the 21st century – the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA), the Transportation Equity Act for the 21st Century (TEA-21) and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU), shaped the highway program to meet the nation's changing transportation needs.

MAP-21 addresses the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity, and protecting the environment – as well as laying the groundwork for addressing future challenges.

Environmental Justice

Title VI of the 1962 Civil Rights Act (42 U.S.C. 2000d-1) states, “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 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 CTRTD’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 distribution of information. Public notices for adoption of new or major updates will be placed in newspapers and on the radio, whenever possible, to reach maximum extent of the low-income, minority, and citizens in the area.

III. Public Participation Process

A. General Guidelines

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

1. 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. Provide reasonable public access to technical and policy information used in the development of appropriate transportation plans and projects, and conduct open

public meetings where matters related to transportation programs are being considered.

3. Give adequate public notice of public participation activities and allow time for public review and comment at key decision points.
4. Respond to all applicable public input. When significant written and oral comments are received on the draft transportation plan as a result of the public participation process, a summary, analysis, and report on the disposition of comments shall be made part of the final plan.
5. Provide a public comment period of not less than 30 calendar days prior to adoption of any policy changes, new plans, or schedule changes.
6. 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. Periodically review the Public Participation Process to ensure it provides full and open access to all. Portions of the process which are found not to meet the needs of the constituency will be revised.

B. Public Participation – Vision, Goals, & Policies

Vision: The public will be provided information on transportation planning services and project development in order to have an opportunity to participate in a convenient and timely manner. The following goals and policies have been established:

Goal 1: To 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, when feasible, 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 and graphs, tables, computer simulations, photo manipulation, static maps, and power point presentations.

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

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

- B. 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. Target audiences shall be identified for each planning study conducted by CTRTD, including residents, business and property owners and those traditionally underserved and underrepresented populations, including but not limited to, low income and minority households, within the study area.
- B. CTRTD shall, whenever feasible, hold public meetings at a scheduled time, location, and building facility convenient to potentially affected citizens.
- C. CTRTD will 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. The Public Participation Plan shall be reviewed periodically 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 and will help coordinate communication, as requested and/or as needed, between TXDOT and local governments through the various project stages.

IV. Current 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 of which CTRTD currently uses and proposed to use in the future. These tools are as follows:

Consultation

Description: CTRTD will consult, as appropriate, with agencies and officials responsible for other planning activities that are affected by transportation within the CTRTD region. This consultation will include, as appropriate, contact with 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 and be included in the consultation process.

Activities: Public hearings/meetings, meeting with CTRTD staff.

Display Ads

Description: These ads are used to promote meetings that are not regularly scheduled, such as public meetings. They are published in the Public Meetings section of the local newspapers. These ads will be displayed on CTRTD vehicles when possible.

Activities: Project specific meetings, workshops, hearings, or other appropriate meetings.

Direct Mailings and E-mails

Description: Direct Mailings and/or E-mails are used to announce upcoming meetings or activities or to provide information. Information can be specifically directed to a targeted area, group of people, advocacy groups or the media as well as information can be directed to the overall general public.

Activities: Project specific meetings, workshops, open houses, small-area studies, other planning studies, or major activities.

Transportation Website

Description: The Transportation website is 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 transits websites. CTRTD hosts a Facebook page at: www.facebook.com/CityAndRuralRides. This site is used to provide information regarding services, upcoming public meetings, and job openings.

Activities: The site is used to promote regular and special meetings, planning studies, publications, and work products.

Public Informational Meetings

Description: These are public meetings that are generally open and informal, with project team members interacting with the public on a one-on-one or group basis. Short presentation may be given at these meetings. The purpose of public informational meetings is to provide project information to the public and solicit public comment.

Activities: Changes in service or fee, 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; additionally, will advertise special project meetings.

Activities: Regular meetings, other public meetings.

Small Group Meetings

Description: During projects such as planning studies, meetings are held with small groups that have an interest in the project. Meetings could be with homeowners or neighborhood associations, civic groups, special interest groups, or other groups affected or interested parties.

Activities: Planning studies and other CTRTD activities.

Visualization

Description: CTRTD recognizes that an important element to public participation is to provide the public when possible, visual as well as written descriptions of the transportation projects. Through visual imagery, the complex features of 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; some of which may include: 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: Planning studies and other CTRTD activities

Guidelines and Summary of CTRTD Public Participation Policy

Program	Public Meetings	Comment Period	Accessibility	
Changes in service	At least 1 depending on service area	30 Days	Internet, CTRTD Vehicles, CTRTD Office	
5311	As requested	21 days	Internet, Print	

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

V. Evaluation Methods, Performance Goals, and Improvement Strategies

Public participation in the transportation planning arena is important; therefore the effectiveness of public participation tools used need to be evaluated and tweaked 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 on how effective was the tool used to encourage public participation as well as gain further insight into possible new methods that can be used to garner increased public participation.

Public Outreach Activities

Event Date	Staff Members Present	Activity	Communication Method (Public Notice, Posters, Social Media, etc.	Notes
8/26/16	Mobility and Transit Manager	Texas State Technical College – Community Fair Sweetwater, Texas	Email notices, posters, public notice in newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English.
10/6/16 10/10/17 10/1/19	Mobility & Transit Manager	Texas State Technical College – Health Fair, Sweetwater, Texas	Email notices, posters, public notice in newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table. in Spanish & English
9/12/17	Mobility & Transit Manager	Texas State Technical College – Health Fair, Abilene, Texas	Email notices, posters, public notice in newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table. in Spanish & English
9/20/17	Mobility & Transit Manager	Texas State Technical College – Health Fair, Breckenridge, Texas	Email notices, posters, public notice in newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair. Title VI was posted in a frame on the table in Spanish & English.
9/26/17	Mobility & Transit Manager	Texas State Technical College – Health Fair, Brownwood, Texas	Email notices, posters, public notice in newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair. Title VI was posted in a frame on the table in Spanish & English .
10/8/16 10/14/17	Mobility and Transit Manager	Comanche Coop Fair, Comanche, Texas	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English .
10/18/16	Mobility & Transit Manager	Transition Fair, Civic Center, Abilene, Texas	Email notices, posters, public notice in newspaper, Radio & television public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair
10/29/16 10/28/17	Mobility & Transit Manager	Stephens County Health Fair, Breckenridge, Texas	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair
1/29/16 2/29/16 5/26/16 10/31/16 5/13/20	Regional Coordinator and Mobility & Transit Manager	Teleconference ZOOM Meeting 5/13/20 due to COVID-19	Email notices & 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
3/30/16 7/27/16 8/22/16 9/28/16 11/30/16 1/17/17	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

2/8/17 11/17/17 2/22/18 3/22/18 6/22/18 9/28/18 12/21/18 3/2/19 6/28/19 7/23/19 9/27/19 12/13/19 2/12/20				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.
4/20/17 4/26/18 4/25/19	Mobility & Transit Manager, Mobility Manager & Operations Assistant	Brownwood Regional Medical Center Health Fair, Brownwood, Texas	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair
9/7/17 9/6/18 9/5/19	Mobility & Transit Manager	Business Expo	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair
5/11/17 5/10/18	Mobility & Transit Manager	Comanche County Health Fair, Comanche, Texas	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair
1/26/17 2/22/17 4/20/17 8/24/17 9/21/17 10/19/17 1/10/19 7/18/19	Mobility & Transit Manager, Support Services & Risk Manager Mobility & Risk Manager	Texas Department of Transportation Driver Coalition meetings, Early, Texas	E-blast and word of mouth invitations to law enforcement and school districts	Distributed English & Spanish transportation brochures and visited with attendees about transit related services and safety
8/19/16 2/15/17 7/13/17	Mobility & Transit Manager, Regional Coordinator	Access North Texas Regional Coordination Hood County Library, Granbury, Texas	E-blast and word of mouth invitations to transit and social service providers	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
1/20/17	Mobility & Transit Manager, General Manager	Texas Department of Transportation 5310 Public Meetings Abilene, Texas & San Angelo, Texas	Email notices, posters, public notice in newspaper, Radio public service announcement	Public was invited to discuss transportation needs, and to hear about the transportation services available in their areas. Share brochures in Spanish/English, presentation of CARR services, and visited with attendees
10/12/17	All CARR Managers and Driver Trainers	Brown County Multi Modal Open House Early, TX	Email notices, Newspaper, Radio, Facebook, Website	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table. in Spanish & English
10/2/17	Mobility & Transit Manager	Sweetwater Rotary Club Texas State Technical College Sweetwater, Texas	Email Notices, Website	Distributed English & Spanish transportation brochures and presented information about CARR to the members

10/31/17	Mobility & Transit Manager	Speak at HOT meeting Early Small Business Incubator Early, TX	Email Notices, Website	Distributed English & Spanish transportation brochures and presented information about CARR to the members
11/3/17	Mobility & Transit Manager	Breckenridge Lions Club Breckenridge, TX	Email notice, Website	Distributed English & Spanish transportation brochures and presented information about CARR to the members
11/29/17	Mobility & Transit Manager	CMS Case Managers Meeting Early Chamber of Commerce, Early, TX	Email notice	Distributed English & Spanish transportation brochures and presented information about CARR to the members
1/3/18	Mobility & Transit Manager	Tarleton State University Stephenville, TX	Email	Distributed English & Spanish transportation brochures and presented information about CARR to assist foreign exchange students.
1/17/18	Mobility & Transit Manager	Brownwood Rotary Club Country Club Brownwood, TX	Email	Distributed English & Spanish transportation brochures and presented information about CARR to the members. I also shared information about the Multi Modal
6/29/18	Operations Asst.	Cross Plains Festival Cross Plains, TX	Email notice, Radio, Newspaper, Website, Posters	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English.
11/29/18	Mobility & Transit Manager, Operations Asst., General Manager	Public Meeting Brown Co Multi Modal Early, TX	Email notice, Website, Facebook, Newspaper, PSA radio announcements, Passenger Handouts & Posters on all vehicles	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English. We also discussed possible changes in policy and took comments from attendees.
12/4/18	Mobility & Transit Manager, Operations Asst., General Manager Operations Manager	Public Meeting Eastland, TX	Email notice, Website, Facebook, Newspaper, PSA radio announcements, Passenger Handouts & Posters on all vehicles	No members of the public showed up for the meeting
12/5/18	Mobility & transit Manager Operations Asst.	Public Meeting Stephenville, TX	Email notice, Website, Facebook, Newspaper, PSA radio announcements, Passenger Handouts & Posters on all vehicles	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English. We also discussed possible changes in policy and took comments from attendees
12/6/18	Mobility & transit Manager Operations Asst.	Public Meeting Sweetwater, TX	Email notice, Website, Facebook, Newspaper, PSA radio announcements, Passenger Handouts & Posters on all vehicles	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English. We also discussed possible changes in policy and took comments from attendees
4/23/19	Mobility & Transit Manager, Mobility & Risk Manager	West TX Centers Sweetwater, TX	Email Notice	Distributed English & Spanish transportation brochures and presented information about CARR to assist in possibly transporting clients

				to their workshop.
10/22/19	Mobility & Risk Manager	Ballinger Health Fair	Email notices, posters, public notice in newspaper, Radio public service announcement	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English.
10/5/19	Mobility & Risk Manager	Community Health Fair	Email notices, Public Newspaper	Distributed English & Spanish transportation brochures and visited with participants attending the fair Title VI was posted in a frame on the table in Spanish & English.
11/4/19	Mobility & Transit Manager	Community Planning Meeting Eastland, TX	Email notice	Share any information that may need to be updated in the Community Plan
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.