



Public Transit Services

Title VI & LEP Policy Public Participation & Comment Plan

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Title VI Plan

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Public Transit Services is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide Public Transit Services in its administration and management of Title VI-related activities. The Public Transit Services Title VI program falls within the scope of responsibilities of the Title VI Coordinator:

Title VI Coordinator Contact information

Terry Roberson Executive Administrator
Public Transit Services
Title VI Coordinator
Palo Pinto & Parker Counties
PO Box 204
1850 Mineral Wells Hwy
Weatherford, Texas 76088

The Title VI Coordinator works to ensure there is a demonstrated commitment on the part of senior level authority to enforce Title VI and is responsible for the overall Title VI program implementation. Specifically, the Coordinator has the authority and responsibility to implement the program by:

- Ensuring that Title VI requirements are included in policy directives
- Assisting PTS staff to correct Title VI problems or discriminatory practices: as applicable
- Being the point of contact for Title VI implementation and monitoring of programs and activities receiving federal financial assistance
- Ensure through the Title VI program that procedures have safeguards to prevent discrimination
- Developing Title VI information for dissemination to the public and where appropriate; in languages other than English and.
- Coordinating the investigation of Title VI complaints of discrimination in accordance with policies

Service Area:

Public Transit Services provides general transportation service for the Palo Pinto and Parker County service area; which includes travel to neighboring counties. Service includes demand response, flexible and limited fixed route.

Transit employees consist of 30 to 40 employees for administration and operational purposes. The agencies fleet varies anywhere from 45 to 50, with all vehicles being ADA accessible (100% ADA).

II. Title VI Information Dissemination

Title VI Public Rights Notification detailing PTS Title VI obligation and complaint procedures shall be prominently and publicly displayed in the Public Transit Services Reception Desk, Public Lounge, Public Access and Meeting Areas, Employee Access Areas and on Transit Revenue Vehicles. The name of the Title VI coordinator and information related to Title VI processes, procedures and complaint process and procedures as well as complaint forms can also be found on the Public Transit Services website at www.publictransitservices.org. Complaint process, procedures and forms are provided in English and Spanish on the website. Additional information relating to non-discrimination obligation can be obtained from the Public Transit Services Title VI Coordinator.

Title VI information shall be disseminated to Public Transit Services employees annually via the Employee Education form in payroll envelopes (see Appendix A). This form reminds employees of the Public Transit Services policy statement and of their Title VI responsibilities in their daily work and duties. See below:

Public Notice

Title VI Posters are displayed in areas of high visibility or places where PTS employees have the most interaction with the public. In most circumstances, it is the main lobby of the transit facilities, reception desk, lounge, meeting areas and on transit vehicles. The notice can also be found on the agency website at www.publictransitservices.org. The contents of the Public Notice and Protections are identified under Title VI Notice within this document. Contents of the notice include:

1. A statement that PTS ensures nondiscrimination in programs and activities based on race, color or national origin, sex, age, or disability.
2. A description of procedures that PTS and the public should follow to request additional information.
3. A description of procedures that PTS and the public shall follow to file a Title VI complaint against the recipient.

Title VI Notice to Beneficiaries

PTS will provide information to the public regarding PTS' obligations under FTA's Title VI regulations and apprise members of the public of the protection against discrimination afforded to them by Title VI. At a minimum, PTS shall disseminate information to the public by posting the notice on the website, main lobby of the transit facilities, reception desk, lounge, meeting areas and on transit vehicles. The Title VI notifications are also included with printed or revised agency publications, brochures and pamphlets meant for public consumption. The following notice is standard wording for publications, brochures, flyers, etc.:

PTS is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and relevant guidance. PTS shall assure 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.

To request additional information on the PTS Title VI policy or to file a discrimination complaint, please contact PTS at (940) 328-1391 x 102.

Complain procedures can be found in the PTS Title VI policy and on the agency's website at www.publictransitservices.org.

Title VI Public Notice

Notifying the Public of Rights under Title VI

Si necesita información en otro idioma, comuníquese con 1-866-521-1391

- Public Transit Services operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he was aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Public Transit Services.
- Notification of Public Rights under Title IV is posted in the reception desk/lounge area, public access areas, public meeting rooms, Transit Facilities and on Transit Revenue Vehicles.
- For more information on Public Transit Services civil rights program, and procedures to file a complaint, contact 1-866-521-1391 email terry@publictransitservices.org visit our administrative office at 1850 Mineral Wells Hwy Weatherford, Texas 76088. For more information, visit www.publictransitservices.org
- Title VI Policies and Procedures can be found in English or Spanish Interpretation at www.publictransitservices.org and are provided at the designated training rooms at 1850 Mineral Wells Hwy Weatherford Texas and 7611 Hwy 180 E Mineral Wells, Texas facility.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Texas Department of Transportation Civil Rights

Division/Attention: Title VI Program Administrator 125 E 11th Street, Austin Texas
78701

- Title VI policies are provided in English and Spanish
- If information is needed in another language, contact 1-866-521-1391
- Si necesita información en otro idioma, comuníquese con 1-866-521-1391

During Employee Orientation, employees shall be informed of the provisions of Title VI and Public Transit Services expectations to perform their duties accordingly.

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

III. Subrecipients, Subcontracts and Vendors

All subcontractors and vendors who receive payments from Public Transit Services where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

PTS does not support subrecipient's receiving Federal Funding. If in the future, PTS elects to expand its transit program to include contracting with subrecipients, PTS will ensure compliance by way of its program monitoring methodology and schedule as defined in Attachment A.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Public Transit Services Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

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

Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)

How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses and other information that you deem significant.

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint must be filed in writing with Public Transit Services at the following address in order for PTS to properly investigate any complaint:

Public Transit Services
Attn: Title VI Coordinator
PO Box 204
Weatherford, Texas 76086

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

If information is needed in another language, contact 1-866-521-1391 (*Si necesita información en otro idioma, comuníquese con 1-866-521-1391*)

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Public Transit Services will be directly addressed by Public Transit Services for investigation. Public Transit Services shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Public Transit Services shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven (7) days (see Appendix D). A copy of the complaint shall be forwarded to Public Transit Services funding sources within ten (10) days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

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

A representative of Public Transit Services will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) provide additional information to Public Transit Services for consideration of the complaint within seven (7) calendar days of receipt of the final written decision from Public Transit Services, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints.

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

Texas Department of Transportation Civil Rights Division/Attention: Title VI Program
Administrator
125 E. 11th Street
Austin, Texas 78701-2483

Appendix A: Employee Annual Education Form

Title VI Policy

Public Transit Services staff must acknowledge the agencies Title VI Plan and ensure that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

PTS staff must ensure:

- No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- All employees of Public Transit Services are expected to consider, respect, and observe this policy in their daily work and duties.
 - In all dealings with clients, use courtesy titles (i.e., Mr., Mrs., Ms., or Miss) to address them without regard to race, color, or national origin.
 - In all dealings with clients, ensure that the level and quality of transportation service provided is without regard to race, color, or national origin.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP)

If a client approaches you with a question or complaint, direct him or her to Terry Roberson, Title VI Coordinator

Appendix B: Employee Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of Public Transit Services Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Employee signature

Print name

Date

Appendix C: Title VI Plan Complaint Form

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

<input type="checkbox"/> Federal Court: <input type="checkbox"/> Local Agency:
<input type="checkbox"/> State Court: Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI:
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below

Signature

Date

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

Public Transit Services Title VI Coordinator
 1850 Mineral Wells Hwy Weatherford Texas 76088
 PO Box 204
 Weatherford, Texas 76086

If information is needed in another language, contact 1-866-521-1391 (*Si necesita información en otro idioma, comuníquese con 1-866-521-1391*)

Instructions: Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the Public Transit Services (hereinafter referred to as “PTS”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint

Form. Public Transit Services investigates complaints received no more than 180 days after the alleged incident. PTS will process complaints that are complete.

Once the complaint is received, PTS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

PTS4 has 30 days to investigate the complaint. If more information is needed to resolve the case, PTS may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, PTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: A closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member; or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36 Fort Worth Texas 76102 or Texas Department of Transportation Civil Rights Division/Attention: Title VI Program Administrator 125 E. 11th Street, Austin Texas 78701.

LISTS OF INVESTIGATIONS, LAWSUITS AND COMPLAINTS SPREADSHEET – Public Transit Services

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

APPENDIX D Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear

This letter is to acknowledge receipt of your complaint against Public Transit Services alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (989) 837-3300 or in writing to Public Transit Services, PO Box 204, Weatherford Texas 76088.

Sincerely,

Title VI Coordinator

APPENDIX E: Letter Notifying Complainant that the Complaint Is Substantiated

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against Public Transit Services alleging Title VI violation has been investigated

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

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

Sincerely,

Name

Title VI Coordinator

APPENDIX F: Letter Notifying Complainant that the Complaint Is Not Substantiated

Name
Address
City, State Zip

Date

Dear Name:

The matter referenced in your complaint dated _____ against Public Transit Services
alleging _____ has been investigated.

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

Public Transit Services has analyzed the materials and facts pertaining to your case for evidence of the City's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

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

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision from Public Transit Services, and/or 2) file a complaint externally with the Texas Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
810 Taylor Street, Room 8A36
Fort Worth, Texas 76102 or;
TXDOT
125 E. 11th Street
Austin, Texas 78701-2483

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

Sincerely,

Name Title VI Coordinator

Attachment A: Title VI Subrecipient Review - Compliance Assessment Form *(Programs Receiving Federal Financial Assistance)*

MONITORING TIMELINE: PTS shall review subrecipient Title VI Programs on an annual basis as applicable to program funding passed through a subrecipient.

PURPOSE OF REVIEW:

Public Transit Services (PTS) shall be responsible for ensuring that subrecipients, receiving federal funding under the PTS program, remain in compliance with all Title VI requirements. PTS shall be responsible for monitoring subrecipient compliance with Title VI by collecting and reviewing Title VI documents.

If a subrecipient is not in compliance with Title VI regulations, PTS will work with the subrecipient to ensure compliance which includes providing data, information, guidance and support for the development and formal adoption of the subrecipient Title VI program components.

In order to ensure the subrecipient remains in compliance with the Title VI requirements, PTS Title VI Coordinator shall carry out the following monitoring activities:

Questionnaire and Documentation To Be Examined *(check if found appropriate)*:

- Does the subrecipient have a developed Title VI Program/Plan?
- Does the subrecipient implement complaint procedures as described in its Title VI Program?
- Does the subrecipient notify the public of its rights under Title VI?
- Does the subrecipient provide meaningful access to Limited English Proficient (LEP) persons?

Follow-Up Baseline Questionnaire

1. Who is the Title VI contact person for your agency? Does this person accept complaints from the public? If not, who does? Please include title, e-mail and telephone number for each person listed.
2. Has your agency been named in a discrimination complaint or lawsuit in the past three years? If so, when and what was the nature of the complaint or lawsuit and the outcome?
3. Does your agency have written discrimination complaint process? If so, please provide a copy as an attachment?
4. Has your agency made the public aware of the right to file a complaint? If so, by what mechanism? Provide as attachment.
5. Does your agency provide free translation services for persons with Limited English Proficiency (LEP)? Explain.

Public Participation and Comment Plan

A. Introduction and Policy Statement: The Public Transit Services is committed to providing an open and visible decision-making process to which Palo Pinto and Parker County residents has equal access. It is the policy of Public Transit Services to actively solicit the involvement of clients in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings.

Further, it is the policy of Public Transit Services to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. This includes seeking out and considering the viewpoints of minority, low-income, and limited English proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

B. Public Involvement Plan

When a project, program or issue may have identifiable impacts on a neighborhood or client group, a Public Involvement Plan shall be created at the beginning of the project or program. The Plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

The Public Involvement Plan for Public Transit Services initiated projects will be reviewed and approved by the Executive Director prior to implementation. The Public Involvement Plan will be included as part of staff reports.

C. Public Involvement Principles

The following principles will be used to develop the Public Involvement Plan for Public Transit Services projects and programs:

- When a project may affect a neighborhood, special neighborhood meetings will be scheduled early in the project planning process. Notices will be sent to organized neighborhood groups and any individual who has requested notification.
- All public hearing notices shall be written in clear, concise and understandable language and will incorporate graphics when it aids the message. The notices will clearly be identified as a Public Transit Services notice.
- The Public Involvement Plan will reflect Public Transit Services policy to provide early and continuous opportunities for the public to be involved in the identification of the

impacts of proposed decisions. It will also reflect the Public Transit Services policy to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with the Public Transit Services Title VI Program, on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.

- The Public Involvement Plan will be tailored to the populations affected and the type of plan, program, or service under consideration.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities, and will be scheduled at times that are convenient for members of the public.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish (e.g., through posters onboard buses and facilities, website, local print media, social media, and/or email notification to Public Transit Services) and notification will be provided regarding the availability of language assistance.

D. Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations

During development of the Public Involvement Plan and/or planning for public engagement in general, Public Transit Services will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with Federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

At a minimum, staff will implement the strategies identified within, including holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

In addition, Public Transit Services staff should consider implementing the following public engagement strategies to complement the minimum requirements, as appropriate to the plan, project, or service:

- Using supplemental outreach strategies such as surveys regarding Public Transit Services projects or proposed service changes.
- Partnering with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups. Public Transit Services maintains a list of current and potential future community partners.
- Attending community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.

Public Transit Services staff may consult FTA Circular 4703.1 (“Environmental Justice Policy Guidelines for Federal Transit Administration Recipients”) for additional strategies that may be incorporated into the Public Involvement Plan.

E. Public Comment for Fare Increases and Major Service Changes

It is the policy of Public Transit Services to solicit public opinion and consider public comment before raising fares or implementing a major service change.

A public hearing is required prior to implementation of a fare increase or a major service change. A “major” service change is defined as a modification that affects 25% or more of a single route or 25% or more of all routes. Additional public involvement strategies, such as public meetings, neighborhood meetings, or other outreach to affected individuals will be implemented as appropriate to solicit public comment for consideration in advance of the public hearing. Public comments received will be compiled and considered prior to finalizing the Public Transit Services recommendation to the transit board regarding a fare increase or major service change. A summary of the public comments received will be provided as part of the staff report submitted to the transit board for the fare increase or major service reduction in question.

The public hearing will be scheduled as part of a regular transit board meeting, and advertised broadly through the website, the Public Transit Services outreach mailing list, posters and flyers and on buses. The hearing will also be advertised through targeted outreach to neighborhood groups or other organizations and individuals, as appropriate to the proposed change. Notices regarding the public hearing will be provided in both English and Spanish. Public Transit Services will additionally post notice of the public hearing in the *Newspaper and/or public location areas deemed appropriate*. The public hearing will consist of a staff report before the transit board, followed by public testimony.

Attachment 1 provides additional information on practices related to public comment.

[Attachment 1 - Additional information on process for soliciting public comment on service changes](#)

Proposed service changes are developed by Public Transit Services staff. Once proposals are finalized, printed information is created that explains the proposed changes. These informational materials (available in English and Spanish) are placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials are also posted on the buses, at Public Transit Services offices, at other areas which are likely to be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. They may also be submitted by mail and by Comment Card. In addition, comments may be submitted over the phone to Public Transit Services representatives, via email, and online via the website.

Information about scheduled public meetings is available via:

- 1) Bus posters
- 2) Transit board meeting agenda
- 3) Posters in Public Transit Services offices
- 4) Website
- 5) Appropriate venues, which are likely impacted by the service change
- 6) Email notification and social media

All comments received are reviewed by Public Transit Services staff and considered in the final decisions. The goal of the Public Transit Services is to always provide the best possible service to the most current riders or potential riders.

Public Comment Process for Fare and Service Changes

Public Involvement Process

Introduction

Public Transit Services rates and charges for the transit service shall be fixed by the board and shall be reasonable. In addition, under applicable Federal Transit Administration [FTA] grant procedures; the FTA requires a grant recipient to certify that it has a locally developed process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit service. “Therefore, in accordance with applicable laws, this document outlines the locally developed public comment process for fare and service changes.

This policy reflects the minimum public comment requirements for Public Transit Services to amend and adopt changes in fares and to approve major service reductions. For any specific proposal, Public Transit Services may choose to offer more extensive public comment opportunities when it determines it is in the best interest of the agency and the public to do so. This may include a public meeting, which is an opportunity to provide testimony or comments regarding a particular matter, but such a meeting may be conducted by Public Transit Services and need not to be a meeting of the Board. In this regard; information shall be gathered and provided to the Board for review and final comment/approval.

1. Fares and Services Amendments

A. Scope

B. Public Comment

C. Public Notice for Board Action

All Board Meetings and accompanying agenda shall be posted in a public location; in clear view; to encourage participation.

D. Board Approval Process

The Board may elect to adopt the proposed change(s) to fare/service through a separate agenda item.

E. Public Information

Following Board action, the Executive Director or designee shall ensure that appropriate steps are taken to inform bus passengers and the public of approved changes to the fare/service.

2. Fare/Fee Increase and Major Reduction in Service

A. Scope

In addition to Board approval, a public hearing is required before taking the following actions:

1. Adoption of an Increase in Fares or Fees

This is defined as any increase in the existing fare structure, elimination of fare instruments or reconfiguration of the zone structure that causes an increase in fares or fees.

2. Adoption of Major Reduction in Services

A major reduction in service is a reduction of 25% or more in total revenue vehicle miles in service on any specific route over a one-week period. The discontinuation of promotional, demonstration, seasonal or emergency service, and the discontinuation of service within the first year of its implementation, *is not* considered a major reduction in service.

B. Public Hearing

At least one public hearing shall be conducted at which oral or written presentations can be made, prior to adopting any of the changes or adjustments. For purposes of this policy, *a public hearing is a formal opportunity to offer oral or written testimony on a particular matter which has been called by the board and calendared separately at a regular or special meeting of the Board of Directors and notice of which has been published in a newspaper of general circulation in the service area.*

C. Public Notice for Public Hearing

All public hearings shall be noticed by publication in a newspaper of general circulation in the service area. A notice describing the changes and announcing the public hearing will be placed on all buses serving the affected routes. The hearing notice will be posted at Public Transit Services administration building. The notice will be published at least 15 days prior to the hearing. The publication shall include the time and place of the hearing and a general description of the matter to be considered. The notice shall also state where information about the subject of the hearing will be available for public review.

D. Board Approval Process

The Board may adopt the proposed change(s) following the close of the public hearing.

1. Public Information

Following Board action, the Executive Director or designee shall ensure that appropriate steps are taken to inform the bus passengers and public of all approved actions.

PUBLIC INVOLVEMENT:

An effective public involvement process provides for an open exchange of information. The overall objective of Public Transit Services public involvement is to ensure that the agency provides complete public information, timely public notices, full public access, proactive participation and opportunities for early and continuing involvement. This process will allow Public Transit Services to solicit public comments and participation.

As part of the public involvement procedures; Public Transit Services shall:

1. Clearly define its purpose and objectives for initiating public involvement.
2. Identify specific communities who are affected by the agencies plans, projects and procurements.
3. Notify effected targeted groups
4. Assist and educate the public in understanding transportation issues, problems, obstacles and provides for potential solutions.

No segment of the community shall be discriminated against because of race, economic makeup, age, sex or disability. Public Transit Services shall provide full and fair participation.

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 19 to 23 passengers for a 25 foot bus.

Vehicle Headway Standards

Service operates weekday mornings starting at 6:20 AM to 8:00 AM and minimal weekday evening service starting at 4:00 PM to 6:45 PM.

Scheduling involves the consideration of a number of factors including; Ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *Regional Transportation Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

On-Time Performance Standards

Ninety-five (95) percent of the Public Transit Services vehicles will complete their established runs no more than 15 minutes early or late in comparison to the established schedule timetables

Fixed Route Policies/Procedures:

Policy/Service Standards: The Policies and Service Standards contained herein are used to maintain efficient and effective fixed-route transit service. To accommodate recipients within the service area; Public Transit Services shall:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision-making
- Prevent the denial, reduction nor delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP)

In addition to the analysis of the agencies current fixed-route service, Public Transit Services has established a public participation and language assistance plan which is maintained on-file at the PTS facilities located at 7611 Hwy 180 E Mineral Wells Texas 76067.

Description of Fixed-Route Service: Public Transit Services (PTS) operates less than 50 fixed route vehicles and is in an urbanized area that is less than 200,000. PTS shall comply with the general requirements of Title VI and has is place; system wide standards and policies applicable to Fixed Route Service.

It is the policy of this agency to ensure that no person or groups are discriminated against regarding routing, scheduling, quality of service, quality of vehicles and/or stations, etc. As a requirement, PTS has developed quantitative standards for the following indicators:

Vehicle Load Standards

The average of all loads during the peak operating period shall not exceed vehicles' achievable capacities, which are fourteen (14) to twenty-three (23) passengers.

VEHICLE TYPE		AVERAGE PASSENGER CAPACITY		
Vehicle Type	Seating	Standing	Total	
25' Standard Bus	14	0	14	
25' Medium Bus	22	0	22	

Vehicle Headway Standards

The Public Transit Services Vehicle Headway Standards relate to the amount of travel time expended by a passenger to reach his/her destination. Public Transit Services calculates headway by determining the average time of travel between pickup destination (Park & Ride and Stop Locations) to passenger delivery location; with reverse commute calculated the same.

Fixed-Route Service consists of weekdays providing transportation in mornings for delivery to work (job access) and evenings for reverse commute. The early morning routes start at 6:00 A.M. with pre-trip and travel to the first Park & Ride facility consisting of approximately 15 to 30 minutes with load times at or around 6:15 to 6:30 A.M. Passengers are delivered to work locations at or around 7:30 and 7:45 A.M. providing for a one-hour and fifteen-minute (time on bus) route delivery schedule. Reverse Commute consists of 4:30, 4:45 P.M., 5:00 and 5:30 P.M. load times with a drop off time at or around 6:30 to 6:45 P.M. Reverse Commute delivery involves numerous pickups and drop off locations at the Park & Ride facilities and/or stop locations and takes approximately one and one-half to two hours regularly; barring unforeseen traffic or weather on all trips.

On-Time Performance Standards

On-time performance is a measure of runs completed as scheduled. Public Transit Services utilizes a 15 minute window of opportunity meaning that the vehicle shall arrive 15 minutes prior to the scheduled pickup with a mandatory wait time of 5 minutes. Public Transit Services standards of delivery shall be “on-time” which prohibits its vehicles from running late. A bus is determined to be late if it departs its scheduled “time point” five or more minutes after the published schedule. A bus is determined to be early if it departs its scheduled “time point” five minutes earlier than the published schedule.

Public Transit Services sets its on-time delivery high as the fixed route schedule is determined critical and must be followed; as per the agencies schedule. To that end; ninety-five (95) percent of the Public Transit Services vehicles utilized for transportation fixed routes service will complete their established runs no more than 5 minutes early or 5 late in comparison to the established schedule timetables.

Service Availability Standards

Service availability is a general measure of the distribution of routes within the agencies service area. Repetitive

Because Public Transit Services provides specific Stop Locations as well as Park & Ride facilities for its fixed route services it is the goal of the agency to set service availability standards that include a threshold for residents within a certain driving distance along with the standards for walking distance from the facilities or stop locations. Public Transit Services goal is to deliver transit service so that 70% of all residents are within a ¼ mile walk or a 5 mile driving radius of the agencies Park & Ride and/or established Stop locations. Connectivity

Service will be provided to cover the far South, North, East and Western regions so as to deliver clients to the fixed route locations; as applicable.

Vehicle Assignment Policy

Vehicle assignment refers to the process by which transit vehicles are placed into service throughout the transit systems service area. Public Transit Services currently has three types of vehicles in its service area with regards to passenger capacity. See below:

- Mini-Vans = 5 passenger capacity
- Type 3 Vehicles = 14 passenger capacity
- Type 3 Vehicles = 19 passenger capacity
- Type 3 Vehicles (Low Floor) = 23 passenger capacity
- Larger vehicles will be used for fixed route service as they generally have higher ridership

Given Public Transit Services strict standards with respect to “Vehicle Maintenance” age does not serve as a viable proxy for diminished quality. In short buses are not assigned to specific communities or groups within the PTS service area based on vehicle age but rather to serve specific routes that call for them based on the needs of that route. To that end Public Transit Services shall assign appropriate vehicles to accommodate service needs.

Vehicles will be assigned to the 909 S. Oak, Mineral Wells Texas, Park & Ride and 1850 Mineral Wells Hwy Weatherford Texas Park & Ride Location for Fixed-Route Services. The average age of the fleet serving each location does not exceed “7” years.

Nineteen (19) to Twenty-Two (22) Bus Seating Capacities are used in these areas as these buses carry a higher share of ridership than the numerical proportion of the overall bus fleet. Bus assignments take into account the operating characteristics of buses and various lengths, which are matched to the operating characteristics of the route.

Transit Amenities Policy

Transit amenities refer to items of comfort, convenience and safety that are available to the general public. It is the policy of Public Transit Services to ensure equitable distribution of transit amenities across the systems service area.

Installation of transit amenities (seats, benches, signs, etc.) along bus routes shall be based on the number of passenger boarding at stops and along those routes.

Major Service Change:

All major increases or decreases in transit service are subject to Title VI regulations prior to service change. A major service change is defined as:

- A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following services changes are exempt:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- For additional information; see Public Transit Services Public Comment Policy/Plan

Board Participation:

The Board is made of up of political representatives (or designees) and representative groups or organizations who are interested in creating general improvement of public transportation in the rural transit district of Palo Pinto and Parker Counties. The Board shall determine the groups to be allocated seats on the Board and will seek new members; as appropriate; from the following groups.

1. Community Service Representative
2. Social Services
3. Elderly/Disabled Representative
4. Minority Group(s)
5. Educational/Workforce Representative
6. City / County Representative(s)
7. Business Sector
8. Rural Geographical Service Area (Palo Pinto)
9. Rural Geographical Service Area (Parker)
10. Urban Geographical Service Area (Parker Urban)

Board Outreach Efforts:

It is the goal of the Public Transit Services Board of Directors to nominate members whose service will provide the greatest value / benefit to the agency. The Public Transit Services Board of Directors shall provide equal opportunity to all applicants and shall not discriminate against an applicant because of race, religion, color, sex, age, national origin, handicap, political affiliation or belief and will take action to ensure that all applicants are treated without regards to these factors.

The following is a list of outreach efforts that shall be utilized to establish and maintain a functioning Board:

1. As part of membership initiative, PTS must call upon members within the agencies geographical service area to represent the client of the counties served.
2. The established PTS Board shall solicit members with consideration given to all applications rather than limiting reviews to those determined to be most qualified
3. Representation on the board shall as practical as possible reflect a cross section of the service area with equal access granted to all groups with regards to the decision-making process.
4. The Board shall remain actively involved and encourage the participation and viewpoints of minorities and low-income groups or populations
5. Potential members shall be required to complete a “Board Application” to be considered for selection (applications on-file at the PTS facility)
6. A “committee” formed by the Board shall evaluate applications in as an efficient and effective manner as possible
7. PTS reserves the right to nominate members whose service would provide the greatest value/benefit to PTS

Board Member Evaluation Method:

- 1) A committee selected by the PTS Board; shall evaluate all applicants for membership on the Board.
- 2) Evaluation shall be based on relative strengths, potential benefits; as well as noteworthy deficiencies significant weaknesses to include risks.
- 3) Years of experience or board service, performance and positive feedback from references shall be ranked high with regards to the evaluation process
- 4) The PTS Board Committee shall interview potential Board Members; however once complete the committee members shall not be allowed to communicate directly or in private with the applicant until the evaluation process has ended
- 5) Applicants shall be notified, in advance of the scoring method.
- 6) Upon completion of the evaluation(s) the committee shall present their findings to the Board of Directors for final review, discussion, and approval
- 7) A special call meeting may be necessary and can be accomplished by providing five (5) days written notice of the time, place, and purpose of the meeting.
- 8) Consensus: When working towards achieving consensus scores, members of the Public Transit Services Committee shall be willing to compromise and adjust preliminary scores if there are compelling / justifiable reasons to do so. All committee members shall attend progressive reviews/evaluation meetings as required.

Board Evaluation Method & Scoring Process:

Evaluation guidelines and score sheet can be found on-file at the PTS transit facility and can be made available upon request.

Public Transit Services Board of Director(s):

Hank Gayler President
Palo Pinto County
Caucasian/Male

Teresa Booher Secretary/Treasurer
Parker County
Caucasian/Female

Sylvia Nowak
Palo Pinto County Judge Representative
Caucasian/Female

David Hawes
Palo Pinto County
Caucasian Male

Limited English Proficiency Plan (LEP)

INTRODUCTION

This Limited English Proficiency Plan has been prepared to address the Public Transit Services (PTS) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English Proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Public Transit Services understands that 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. This plan directs PTS in the publication and guidance for respective clients; clarifying our obligation to ensure that such discrimination does not take place.

Plan Summary

Public Transit Services 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; 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.

In order to prepare this plan, Public Transit Services used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by PTS
2. The frequency with which LEP persons come in contact with PTS services
3. The nature and importance of services provided by PTS to the LEP population.
4. The interpretation services available to the PTS and; the overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require PTS services.

Public Transit Services reviewed the 2020 U.S. Census Report and determined that the overall percentage of White or English-speaking persons, not Hispanic or Latino, was 73.7% for Palo Pinto County and 81.3% in Parker County. The second highest percentage was that of Hispanic or Latino origin noting 21.0% for Palo Pinto and 14.0% in Parker County. American Indian and Alaska Native, Asian persons, Native Hawaiian or other Pacific Islanders were recorded at or under 0.1% for Palo Pinto and Parker Counties. From assessment, it was determined that the Spanish Speaking persons in the service area were the targeted population that may have the propensity to have limited English proficiency - that is they speak English “not well” or “not at all”. However, all individuals with limited English proficiency shall be acknowledge with assistance offered upon recognition through the agency LEP program.

2. The frequency with which LEP persons encounter PTS was determined to be approximately 2% as compared to percentage of ridership, all of which are provided access to a bilingual interpreter. PTS staff reviewed the frequency with which the board, office staff and van drivers have, or could have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the PTS Bilingual Interpreter handles all translation and the request for translated program documents. The Board has very little contact with LEP persons. Historically, office staff have the highest request for translation. When this occurs, translation is available through the Bilingual interpreter employed by PTS. Van drivers have an equal possibility of encountering LEP individuals and are trained to direct the LEP person or persons to use the agencies two-way radio or are requested to contact the bilingual interpreter via telephone communications. I Speak Cards are utilized in this regard.
3. The nature and importance of services provided by Public Transit Services to the LEP population:

There is no large geographic concentration of any type of LEP individuals in the service area. The overwhelming majority of population of individuals speaking English only was approximately 89% when averaging both counties. As a result, there are few social service professionals and leadership organizations within the PTS service area that are focus on outreach to LEP individuals.

4. The resources available to the Public Transit Services, and overall costs to provide LEP assistance:

PTS reviewed its available resources that could be used for providing LEP assistance, which includes marketing materials and other supporting documentation, all of which has been translated to Spanish for the benefit of Spanish speaking individuals. Bilingual

interpreters are employed with the agency and are readily available to translate through telephone or radio communication. PTS brochures and service documents are printed in English and Spanish. This increases the cost of printing by approximately 20% as equal proportions are not required since the percentage of non-English speaking individuals is not equal. By hiring bilingual interpreters and purchasing printed material for those percentages necessary, PTS can keep costs to a minimum.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to services provided by PTS. 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.

The following is a list of how PTS staff shall identify and assist an LEP person who needs language assistance:

- Post notices of the LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All PTS staff will be provided with “I Speak” cards and translation material to assist in identifying the language interpretation needed when the occasion arises.
- PTS shall translate service materials and brochures to Spanish and will effectively monitor the changing geographic to ensure LEP individuals are recognized and accommodated as applicable.
- The PTS staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When PTS sponsors an informational meeting or event, an advanced public notice of the event should be published, including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person shall greet participants as they arrive. PTS understands that by informally engaging participants in conversation we will be able to gauge each attendee’s ability to speak and understand English. Although translation may not be provided at the event in the beginning, it will help PTS to identify the need for future events.

Language Assistance Measures:

Although there is a very low percentage in the PTS service area of LEP individuals (i.e. persons who speak English “not well” or “not at all”), PTS will strive to offer the following measures:

1. The PTS staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
 - Staff interpreters for the Spanish language are available and will be provided daily and within a reasonable time period.

- PTS shall make an accretive effort to incorporate Language interpretation access for all other languages through a telephone interpretation service, as applicable or available. PTS may not be capable of immediate accommodations for those who speak a language other than Spanish however PTS will evaluate the need to incorporate future change.

STAFF TRAINING

The following training will be provided to all staff:

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

All contractors or subcontractors performing work for Public Transit Services will be required to follow the Title VI/LEP guidelines.

TRANSLATION OF DOCUMENTS

The Public Transit Services weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating PTS service documentation, cost was found to be minimal as compared to the benefit and betterment of services. PTS has translated multiple documents, which are currently available and distributed throughout the region.

When and if the need arises for LEP outreach, PTS will consider the following options:

- When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the know LEP population.

MONITORING

Monitoring and Updating the LEP Plan:

Public Transit Services will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the Census Bureau is available, or when it is clear that higher concentrations of LEP individuals are present in the PTS service area. Updates will include the following:

- The number of documented LEP contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.

- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether the Public Transit Services financial resources are sufficient to fund language assistance resources needed.
- Determine whether the Public Transit Services fully complies with the goals of this LEP plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

DISSEMINATION OF THE PUBLIC TRANSIT SERVICES LEP PLAN

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices; in the language that a LEP person would understand; that documents are available in that language upon request at 940-328-1391 x 108.

Hearing Impaired Assistance can be provided through:

Deaf Action Center
 6320 Southwest Blvd
 (Crosslands Plaza office Park)
 Fort Worth, Texas 76109
 Leslie Kilton – HHSC Region 3
 817-879-2889 Voice
 682-316-8191 VP
DHHTech3b@hhs.texas.gov
www.dactexas.org

or

Texas Governor's Committee on People with Disabilities
 512-463-5742 or Relay Options of your Choice
 E-mail: aenglish@governor.state.tx.us
 Website: <http://governor.state.tx.us/disabilities>
 ADA Listserve: <http://listserv.tamu.edu/archives/texadac-1.html>

It is the responsibility of all PTS staff members to ensure that there are no barriers to services that would prevent public transit usage or access. Notify the Executive Director in writing of the circumstances surrounding any reported issues no later than the next business day.

Title VI, LIMITED ENGLISH PROFICIENCY (LEP),

PUBLIC PARTICIPATION

ACKNOWLEDGEMENT FORM

By signing this form, I verify that I have read, fully understand and will follow the Public Transit Services Title VI, Limited English Proficiency and Public Participation Policy.

All of my questions and concerns have been answered and I am prepared to serve the clients.

Employee Name (Print)

Title

Employee Signature

Date

Trainer Name

Title

Trainer Signature

Date

Board of Directors
Policy Approval Notice

Policy Title: Title VI, Limited English Proficiency (LEP) & Public Participation Plan

Policy Adoption Date:

Policy Revision Date (as applicable):

Public Transit Services hereby certifies that the above referenced policy has been reviewed by the Board of Directors; and found it to be within the agency's authority to adopt and/or revise:

Board President Signature

Date

Executive Director Signature

Date

SUMMARY OF OUTREACH ACTIVITIES 2020 - 2022

DATE	NAME OF EVENT/ACTIVITY	COMMUNICATION METHOD	OUTREACH PURPOSE	NOTES
02/11/2020	NCTCOG Provider Meeting – Title VI related	Meeting 616 Six Flags Dr. Arlington Texas	Oversight and Compliance, Title VI & Transit	Executive Director, Administrator and NCTCOG staff discussed in open forum Title VI requirements
02/26/2020	Chamber of Commerce - Delivered documentation for community outreach efforts	107 N Oak Ave Mineral Wells Texas	Provided brochures in English/Spanish to coordinate community outreach efforts	Provided documentation in the form of brochures in both English / Spanish to accommodate community
FY2020	COVID-10 disruptions	Limited access due to COVID restrictions	Outreach during the pandemic was limited to a drop off English/Spanish materials	COVID-19 disrupted outreach efforts – Most employees were working from home.
09/24/2020	PTS Notification Posts	E-mail notification from Executive Management to Administration to ensure post - Notifying the Public of Rights under Title VI	Place notice is English/Spanish in all transit vehicles and in public areas within the transit facility	Posted Public Rights under Title VI notice in transit vehicles and in public spaces at the transit facility in Mineral Wells and Weatherford, Texas.
FY2021	COVID-19 disruptions	On-site meetings were limited due to COVID-19. Disruptions continued through 2021	Maintained Public Rights Notification in transit vehicles and public spaces	COVID-19 disrupted outreach efforts. Businesses and community outreach program staff worked from home making it difficult to coordinate and conduct public outreach programs.
06/2022	NCTCOG Title VI Review	Webex - 1850 Mineral Wells Highway Weatherford, Texas	Title VI Review	Completed Title VI Review – Suggested the use of Mineral Wells LULAC
06/28/2022	NCTCOG-Area on Aging (AAA)	Webex – 9:00 a.m.	Public Outreach efforts organized by NCTCOG-AAA	Target eligible people with economic needs, LEP, Alzheimer’s and related disorders
09/09/2022	Ride for the Brand Creative Digital Agency – Doug Cox	Weatherford Texas	Communicated the need for public advertisement which would include Public Rights	Resulted in better education and access to public advertisement.
10/13/2022	United Way	103 South Oak Ave Mineral Wells Texas	Outreach	Provided notification English/Spanish
12/8/2022	Women in Public Transit Networking Forum	Discussed approach to outreach efforts for Spanish Speaking Individuals	Define areas in which outreach efforts are meaningful – shared	Provider shared the utilization of Spanish Radio thru PGAs t advertise services, rights to service, participation, and non-discrimination.

Board of Directors

Policy Approval Notice

Policy Title: Title VI, Limited English Proficiency (LEP) & Public Participation Plan

Policy Adoption Date: 8/17/2017

Policy Revision Date (as applicable): 6/15/2023

Public Transit Services hereby certifies that the above referenced policy has been reviewed by the Board of Directors; and found it to be within the agency's authority to adopt and/or revise:


Board President Signature

06/15/2023

Date


Executive Director Signature

06/15/2023

Date