

TEXARKANA URBAN TRANSIT DISTRICT
TITLE VI, CIVIL RIGHTS PROGRAM



Grantee: 7064

NOVEMBER 2016

General Reporting Requirements

- (a) List of lawsuits or complaints alleging discrimination (See Appendix A)
- (b) Summary of civil rights review activities (See Appendix A)
- (c) Description of all pending applications (See Appendix B)
- (d) Department of Transportation Title VI Assurance (See Appendix C)
- (e) FTA Civil Rights assurance (See Appendix D)
- (f) Title VI Enforcement Upon Contractors

Texarkana Urban Transit District's Title VI, Civil Rights Program adheres to the requirements in Chapter IV "General Requirements and Guidelines" of the Federal Transit Administration's Circular C 4702.1B.

Title VI procedures relating to contractors are enforced by Texarkana Urban Transit District (TUTD) primarily through direct supervision of operations and exercise of contract provisions.

TUTD supervises the design of routes and schedules, and oversees the operation of the transit system to assure compliance with non-discriminatory provisions pursuant to Title VI of the Civil Rights Act of 1964, as amended.

Of all transit employees (administration, operations and maintenance), 50 percent are members of minority groups. The following is a comparison of all transit agency personnel and the general population of the Texarkana urbanized area:

	<u>Transit</u>	<u>Texarkana</u>
White	9%	62.9%
African-American	90.06%	28.7%
Hispanic	0.04%	7.2%
Native American	0%	0.8%
Asian	0%	0.9%
Other	0%	2.5%

Women are not shown as a minority group in the above percentages. However, women comprise 36% of all transit employees at TUTD.

According to demographic information released in the 2010 Census, 47.3 percent of the entire population of the Texarkana urbanized area is composed of members of minority groups. This demographic information is included in Appendix F.

Program Specific Requirements

TUTD's service area falls below the required 200,000-population threshold for program specific reporting. The population of the Texarkana urbanized area was reported as 74,782 in the 2010 Census. For the purpose of this report, "Texarkana urbanized area" includes the city limits of Texarkana, Arkansas; Texarkana, Texas; Nash, Texas; and Wake Village, Texas.

Service Standards

Vehicle Loads

The TUTD fleet is listed below.

<u>Year</u>	<u>Type</u>	<u>Capacity</u> (Ambulatory/Wheelchair)	<u>Load</u>	<u>No. of Vehicles</u>
2009	Ford	8/2	1.0	1
2014	Ford	14/2	1.0	4
2015	Chevrolet	20/2	1.2	4
2016	Freightliner	34/3	1.3	3
2016	Ford	8/2	1.0	3

The Freightliner & Chevrolet buses in the TUTD fleet are low-floor vehicles, equipped with wheelchair ramps. The Ford buses are equipped with wheelchair lifts. They meet all ADA standards.

Vehicle Headways

The information provided below lists the fixed routes and their service times. All routes run Monday thru Saturday excluding Holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).

<u>Route</u>	<u>Service to</u> <u>Minority Area</u>	<u>Service Times</u>	<u>Headways</u>
1	Yes	5:30am-6:20pm	1 Hour
8/2	Yes	5:30am-6:20pm	1 Hour
3/4	Yes	5:30am-6:20pm	1 Hour
5	Yes	5:30am-6:20pm	1 Hour
6	Yes	5:30am-6:20pm	1 Hour
7	Yes	5:30am-6:20pm	1 Hour

Route 1 runs once an hour.

Routes 3/4 run once an hour, Route 3 starts at the bottom of the hour; Route 4 starts at the top of the hour.

Routes 5, 6 and 7 are hour long routes.

Routes 8/2 run once an hour, Route 8 starts at the bottom of the hour; Route 2 starts at the top of the hour.

On-Time Performance

A vehicle is considered on time if it departs at designated time points no more than 1 minute early and no more than 5 minutes late. TUTD's on-time performance objective is 96% or greater. TUTD monitors on-time performance with daily time point checks which is compiled into a monthly performance report.

TUTD's Paratransit service utilizes a 15 minute window for scheduled passenger pickups. Scheduled pickups can occur 15 minutes prior to 15 minutes after the scheduled pick-up time. Monitoring on-time performance is done through the Scheduling and Dispatching Software and can generate reports for review as necessary.

Service Availability

TUTD's fixed routes and paratransit services were based on strong public participation utilizing public meetings, on-board surveys, local health and human services agencies and input from our local governments to develop services that would meet the needs of Texarkana's residents targeting low-income, minority, transit generators (i.e. densely populated census blocks), transit attractors (i.e. businesses, work sites, health and human service agencies).

Since fixed-route bus service began on October 30, 2000, minor changes have occurred on all eight routes. Route 1 was the last to be adjusted due to the change to one-way frontage roads, which forced TUTD to reverse the direction of the route in the North part of Texarkana, AR. This change was reflected on a revised system map dated May, 2010.

In December 2010, TUTD Staff conducted a Public Comment Process to collect feedback from the Public on Proposed changes to the entire Fixed-Route system. In that process, three public meetings were held at Texarkana, AR City Hall and the Texarkana Public Library. The meetings were all recorded and were held at various times during TUTD service hours. Both locations had direct access for TUTD riders, with Texarkana, AR City Hall across the street from the TUTD Transfer Plaza. Information on the proposed changes was passed out to passengers on the buses throughout the month. TUTD staff also posted notices at ten public locations in the service area. Information packets were also distributed to businesses that could be affected by the route changes. Changes to the Routes were made in October of 2011.

Quality of Service

All eight fixed routes serve areas that may be identified as minority areas. Furthermore, the routes serve major destinations such as:

- Schools (Texarkana College, Texas A&M-Texarkana, and most elementary, junior high, and senior high schools)
- Shopping centers (Both Wal-Mart SuperCenters, Target, Kmart, Central Mall, and most grocery stores)
- Hospitals (Wadley Regional Medical Center, Christus St. Michael Health System, and several Collum & Carney clinics)
- Service agencies (Both Arkansas & Texas Departments of Human Services Offices, Greater Texarkana Workforce Center & Social Security Office)

Services Policies

Transit Amenities

Installation of transit amenities such as Passenger Shelters, Benches and Trash Cans along bus routes are based on the number of passenger boarding's along those routes and is based on funding availability.

Vehicle Assignment

Vehicles will be assigned on our Fixed Routes based on operating characteristics such as:

- Ridership Demand
- Transit friendly streets (turning radius of buses on narrow street routes)

TUTD utilizes its largest buses on the busiest routes during the first week of each month. The smaller buses can usually be used to accommodate any route after the 1st week of each month.

Appendix A

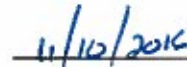
List of Lawsuits or Complaints Alleging Discrimination Summary of Civil Rights Review Activities

As of October 25, 2016, there are no active lawsuits or complaints naming Texarkana Urban Transit District that allege discrimination on the basis of race, color or national origin.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Chris Brown
Executive Director



Date

Appendix B

Description of All Pending Applications

As of October 25, 2016, there are no federally assisted grant programs pending approval for Texarkana Urban Transit District, other than FTA Grant programs.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Chris Brown
Executive Director

11/10/2016

Date

Appendix C

Department of Transportation Title VI Assurance

Texarkana Urban Transit District hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. Texarkana Urban Transit District will compile, maintain, and submit in a timely manner Title VI information in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.9.
3. Texarkana Urban Transit District will make it known to the public that those persons or person alleging discrimination on the basis of race, color or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the U.S. Department of Transportation.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Chris Brown
Executive Director



Date

Appendix D

FTA Civil Rights Assurance

Texarkana Urban Transit District hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. Texarkana Urban Transit District will compile, maintain, and submit in timely manner Title VI information required by FTA Circular 4702.1B.
3. Texarkana Urban Transit District will make it known to the public that those persons or person alleging discrimination on the basis of race, color or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the Federal Transit Administration.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Chris Brown
Executive Director

11/10/2016

Date

Appendix E

Semi-Annual Route Analysis Information

Beginning in 2003, TUTD will conduct a semi-annual route analysis of the fixed-route system. Ridership and financial data from all the weekdays and all the Saturdays of April and October will be used to evaluate each route's performance against established goals in four different areas. In addition, the average daily passengers and number of transfers on each route will be calculated.

Performance standards have been set that reflect local goals and transit industry standards for each category. The standards are:

1. **Revenue per Service Mile.** This is one means of measuring the efficiency of the system. Acceptable performance is established at 60 percent of the system average.
2. **Revenue to Cost Ratio.** This measure is the primary efficiency indicator of the system. It is the percentage of operating costs that are recovered by revenue. Acceptable performance is established at 60 percent of the system average.
3. **Passengers per Service Mile.** The number of passengers per route service mile is an indicator of the effectiveness of the system. Acceptable performance is established at 60 percent of the system average.
4. **Passengers per Service Hour.** Another way of measuring the effectiveness of the system is the number of passengers per hour. Acceptable performance is established at 60 percent of the system average.

The performance criteria will be used in designating substandard routes, which are subject to appropriate measures to improve their performance. In conducting the semi-annual analysis, the following special considerations will be used in making recommendations for deletions or modifications of routes:

1. No route shall be discontinued when such action can be reasonably expected to cause a significant negative impact on the remainder of the system.
2. The Transit District Board may waive the preceding provisions and establish specific goals and provisions for experimental routes.
3. An experimental route that fails to meet the specific goals that were established for it may be designated as substandard and terminated.

4. Any route may be modified or terminated as directed by the City Councils of Texarkana, Arkansas; Texarkana, Texas; Nash, Texas; and/or Wake Village, Texas, thereby superceding any or all of the provisions that would otherwise be applicable.

Appendix F

2010 Texarkana Urbanized Area¹ Demographics

Total population:	74,782	
White:	44,501	(62.9%)
African-American:	23,590	(28.7%)
Hispanic:	3,892	(7.2%)
Native American:	427	(0.8%)
Asian:	730	(0.9%)
Other:	1,642	(2.5%)
Per Capita Income:	\$21,058	
Median Family Income:	\$42,917	
Land Area in Urbanized Area ¹ :	62.25	sq. miles
County ² Population:	136,027	
Land Area in County ² :	1,560.25	sq. miles

¹ Includes city limits of Texarkana, Arkansas; Texarkana, Texas; Nash, Texas; and Wake Village, Texas

² Includes Bowie County, Texas and Miller County, Arkansas

Source: <http://factfinder.census.gov>

Appendix G

Civil Rights Information

Basic Requirement

The grantee must ensure that no person in the United States shall, on the grounds of race, color, creed, national origin, sex, or age, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any project, program or activity funded in whole or in part through financial assistance under the Federal Transit Act, as amended. The provisions of this section apply to service delivery, employment, and business opportunities and considered to be in addition to, and not in lieu of, the provision of Title VI of the Civil Rights Act of 1964.

Description

The Executive Director of TUTD is responsible for Title VI and Equal Employment Opportunity (EEO) oversight.

TUTD will review census data and routes to ensure that service is provided fairly and equitably. The level and quality of service will be monitored annually during route analyses and passenger surveys.

TUTD will maintain a workforce utilization list by race, sex, job category and department. Each time a change in personnel occurs, the Administration/Maintenance Coordinator will update the list. Responses to advertised positions would be monitored and tabulated in an effort to determine the effectiveness of the hiring initiatives.

TUTD has designated Eric Elmore – Administration/Maintenance Coordinator as the Disadvantaged Business Enterprise (DBE) Officer.

TUTD will maintain an effective complaint system for handling Title VI, EEO, DBE, Americans with Disabilities Act (ADA) and other discrimination complaints. All civil rights complaints from passengers will be documented and investigated immediately by supervisory personnel. Complaints from employees will be handled in accordance with the TUTD problem resolution policy contained in the employee handbook. The policy states that all complaint processing and resolution must occur in a timely manner.

TUTD is in compliance with the basic requirements for Civil Rights.

Appendix H

Conducting an Analysis of Construction Projects

Below is the Categorical Exclusion checklist provided to FTA for the completed building project, the construction of the new Transfer Facility and Administrative offices.

Texarkana Urban Transit District (TUTD) is not required to do an Equity Analyses. However, TUTD is responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination.

Date 05/19/2009

Grant No. ARRA Texarkana

Grant Applicant City of Texarkana/Texarkana Urban Transit District

INFORMATION REQUIRED FOR PROBABLE
CATEGORICAL EXCLUSION
(SECTION 771.117(d))

- A. **DETAILED PROJECT DESCRIPTION:**
New transfer station and administrative offices. There will also be employee parking.
- B. **LOCATION (INCLUDING ADDRESS):** Attach a site map or diagram, which identifies the land uses and resources on the site and the adjacent or nearby land uses and resources. This is used to determine the probability of impact on sensitive receptors (such as schools, hospitals, residences) and on protected resources.
14th & Texas Blvd In Texarkana TX, Lots 4 through 12 Block 145 Trigg Addition. For pictures please see phase 1 page 7 and 35.
- C. **METROPOLITAN PLANNING AND AIR QUALITY CONFORMITY:** Is the proposed project "included" in the current adopted MPO plan, either explicitly or in a grouping of projects or activities? What is the conformity status of that plan? Is the proposed project, or are appropriate phases of the project included in the TIP? What is the conformity status of the TIP? **Yes 05/08/2009**
- D. **ZONING:** Description of zoning, if applicable, and consistency with proposed use.
General Retail – was previously a car dealership therefore it would be consent with current zoning rules. The property is fronted by and a main street with is a state highway. The property is surrounded by other commercial business.
- E. **TRAFFIC IMPACTS:** Describe potential traffic impacts; including whether the existing roadways have adequate capacity to handle increased bus and other vehicular traffic.
Site is located on a major street, which is a state highway with a traffic light at the corner. Which will be consistent with route design usage. The property is surrounded by other commercial businesses. So there should be no traffic impact.

- F. **CO HOT SPOTS:** If there are serious traffic impacts at any affected intersection, and if the area is nonattainment for CO, demonstrate that CO hot spots will not result.
Due to the current high traffic volume in the area and the traffic light the addition of the buses will have little to no impact.
- G. **HISTORIC RESOURCES:** Describe any cultural, historic, or archaeological resource that is located in the immediate vicinity of the proposed project and the impact of the project on the resource.
There is no historic, cultural or archaeological value to the site.
- H. **NOISE:** Compare the distance between the center of the proposed project and the nearest noise receptor to the screening distance for this type of project in FTA's guidelines. If the screening distance is not achieved, attach a "General Noise Assessment" with conclusions.
The noise level for Texas Blvd will be greater than the noise level that would be generated from the site.
- I. **VIBRATION:** If the proposed project involves new or relocated steel tracks, compare the distance between the center of the proposed project and the nearest vibration receptor to the screening distance for this type of project in FTA's guidelines. If the screening distance is not achieved, attach a "General Vibration Assessment" with conclusions.
This is not a rail project.
- J. **ACQUISITIONS & RELOCATIONS REQUIRED:** Describe land acquisitions and displacements of residences and businesses.
Land will be purchased by city of Texarkana TX and then be sold to Texarkana Urban Transit District. The land was for sell and no one was displaced. The current buildings were vacant.
- K. **HAZARDOUS MATERIALS:** If real property is to be acquired, has a Phase I site assessment for contaminated soil and groundwater been performed? If a Phase II site assessment is recommended, has it been performed? What steps will be taken to ensure that the community in which the project is located is protected from contamination during construction and operation of the project? State the results of consultation with the cognizant State agency regarding the proposed remediation?
A phase I was completed on the site and no problems were found.
- L. **COMMUNITY DISRUPTION AND ENVIRONMENTAL JUSTICE:** Provide a socio-economic profile of the affected community. Describe the impacts of the proposed project on the community. Identify any community resources that would be affected and the nature of the

effect. These are abandoned builds. Because area will be cleaned up and be utilize, the area will become an asset for the community.

- M. USE OF PUBLIC PARK AND AND RECREATION AREAS:** Indicate parks and recreational areas on the site map. If the activities and purposes of these resources will be affected by the proposed project, state how.
There are no parks, ponds or recreation areas on or near the site.
- N. IMPACTS ON WETLANDS:** Show potential wetlands on the site map. Describe the project's impact on on-site and adjacent wetlands.
There is no impact on the wet land since there are none in the area.
- O. FLOODPLAIN IMPACTS:** Is the proposed project located within the 100-year floodplain? If so, address possible flooding of the proposed project site and flooding induced by proposed project due to its taking of floodplain capacity.
The property is located outside of the flood plain.
- P. IMPACTS ON WATER QUALITY, NAVIGABLE WATERWAYS, & COASTAL ZONES:** If any of these are implicated, provide detailed analysis.
There will be no impact of water quality, navigable waterways or costal area. The proposed land use is in consent with previous uses therefore there should be no change to water quality.
- Q. IMPACTS ON ECOLOGICALLY-SENSITIVE AREAS AND ENDANGERED SPECIES:** Describe any natural areas (woodlands, prairies, wetlands, rivers, lakes, streams, designated wildlife or waterfowl refuges, and geological formations) on or near the proposed project area. If present, state the results of consultation with the state department of natural resources on the impacts to these natural areas and on threatened and endangered fauna and flora that may be affected.
The proposed land use is consistent with previous users therefore there will be no ecological impact.
- R. IMPACTS ON SAFETY AND SECURITY:** Describe the measures that would need to be taken to provide for the safe and secure operation of the project after its construction.
Building will need a security system with controlled access to enter into the office area. There will need to be security lighting. This will be an improvement to the site since it is currently abandoned.

S. **IMPACTS CAUSED BY CONSTRUCTION:** Describe the construction plan and identify impacts due to construction noise, utility disruption, debris and spoil disposal, air and water quality, safety and security, and disruptions of traffic and access to property. **Since the site is on a state highway the buses will not create any significant impact.**

The action described above meets the criteria for a NEPA categorical exclusion (CE) in accordance with 23 CFR Part 771.117

 Vera Matthews _____
Applicant's Environmental Reviewer

 05/19/2009 _____
Date

Texarkana Urban Transit District



TITLE VI COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing programs, services and benefits. However, it does not deny the complainant the right to file formal complaints with the Texas Human Relations Commission, Equal Employment Opportunity Commission and the Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs receiving federal financial assistance.

GENERAL

Any person who believes that he or she, individually, or as a member of a specific class of persons, has been subjected to discrimination on the basis of race, color or national origin as noted below may file a written complaint with the Equal Employment Opportunities Coordinator, 1402 Texas Blvd, Texarkana, TX 75501. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolutions. The Coordinator of the EEO will notify TUTD's Public Transportation Manager of all Title VI related complaint, as well as, all resolutions.

PROCEDURE

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The EEO Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

2. Upon receipt of the complaint, the Coordinator of the EEO will determine its jurisdiction, acceptability, need for additional information, as well as, investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgment that TUTD has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The Complaint must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color or national origin.
 - c. The allegation must involve a TUTD service of a Federal-aid recipient, sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
 - a. The Complainant requests the withdrawal of the complaint.
 - b. The Complainant fails to respond to the repeated requests for additional information needed to process the complaint.
 - c. The Complainant can not be located after reasonable attempts.
6. Once TUTD's EEO Coordinator decides to accept the complaint for investigation, the Complainant will be notified in writing of the course taken. The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, alleged harm, race, color and national origin.
7. In cases where TUTD's EEO Coordinator assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, TUTD's EEO Coordinator will prepare an investigation report for review by the Public Transportation Manager. The report shall include a narrative description of the incident, identification of person's interviewed, findings and recommendations for disposition.
8. The investigative report and its findings will be reviewed by the Public Transportation Manager and in some cases the investigative report findings will be reviewed by TUTD's Legal Counsel. The report will be modified as needed.
9. The Public Transportation Manager and Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
 - a. In the event TUTD is in noncompliance with Title VI regulations, remedial actions will be listed.
10. Notice of the Public Transportation Manager's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of the Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. TUTD will reconsider this determination, if new facts come to light.
 - b. If Complainant is dissatisfied with the determination and/or resolution set forth by TUTD, the same complaint may be submitted to the FTA for

investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 1760 Market Street, Suite 500, Philadelphia, PA 19103, Telephone 215-656-7100.

11. A copy of the complaint and TUTD's investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to the FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

Complaint Forms can be obtained from the Texarkana Urban Transit Center Transit Station, located at, 1402 Texas Blvd, Texarkana, TX 75501. You can also obtain a complaint form from our website: www.t-linebus.org. Select the Disadvantaged Business Enterprise & Title VI Information link.

Texarkana Urban Transit District will notify TxDOT within 10 working days of any complaints filed with them.

Complaints can also be directly filed with the following agencies:

Texas Department of Transportation
ATTN: TxDOT-PTN
125 E. St
Austin, TX 78701-2483

Federal Transit Administration Region 6 Office
819 Taylor St, Room 8A36
Fort Worth, TX 76102

U.S. Department of Transportation Office of Civil Rights
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

U.S. Secretary of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

RECORDKEEPING REQUIREMENT

The Public Transportation Manager will ensure that all records relating to TUTD's Title VI Complaint Process are maintained with department records.

Records will be available for compliance review audits.



**Title VI Complaint Form
Texarkana Urban Transit District (TUTD)**

TUTD 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 the Title VI of the Civil Rights Act Of 1962, 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 Title VI Coordinator by calling (903)794-0746. The completed form must be returned to the TUTD Title VI Coordinator, 1402 Texas Blvd. Texarkana, TX 75501.

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)
Date of Incident _____

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

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

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes / No

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____ Phone: _____

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____ Phone: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainants Signature: _____ Date: _____

Print or Type Name of Complainant: _____

Date Received: _____
Received by: _____

2016

TITLE VI DISCRIMINATION COMPLAINT TRACKING LOG

COMPLAINANT INFORMATION			RESPONDENT INFORMATION			AGENCY FILED WITH	DATE COMPLAINT FILED	BASIS(ES)	DATE INVESTIGATION COMPLETED/REPORT DATE	DATE FORWARDED TO FTA	DECISION RENDERED	DATE CORRESPONDENCE SENT	NOTES
NAME:	NAME/AGENCY:		NAME:	NAME/AGENCY:									
RACE:	RACE:		RACE:	RACE:			RACE:						
COLOR:	COLOR:		COLOR:	COLOR:			COLOR:						
NATIONAL ORIGIN:	NATIONAL ORIGIN:		NATIONAL ORIGIN:	NATIONAL ORIGIN:			NATIONAL ORIGIN:						
NAME:	NAME/AGENCY:		NAME:	NAME/AGENCY:									
RACE:	RACE:		RACE:	RACE:			RACE:						
COLOR:	COLOR:		COLOR:	COLOR:			COLOR:						
NATIONAL ORIGIN:	NATIONAL ORIGIN:		NATIONAL ORIGIN:	NATIONAL ORIGIN:			NATIONAL ORIGIN:						
NAME:	NAME/AGENCY:		NAME:	NAME/AGENCY:									
RACE:	RACE:		RACE:	RACE:			RACE:						
COLOR:	COLOR:		COLOR:	COLOR:			COLOR:						
NATIONAL ORIGIN:	NATIONAL ORIGIN:		NATIONAL ORIGIN:	NATIONAL ORIGIN:			NATIONAL ORIGIN:						
NAME:	NAME/AGENCY:		NAME:	NAME/AGENCY:									
RACE:	RACE:		RACE:	RACE:			RACE:						
COLOR:	COLOR:		COLOR:	COLOR:			COLOR:						
NATIONAL ORIGIN:	NATIONAL ORIGIN:		NATIONAL ORIGIN:	NATIONAL ORIGIN:			NATIONAL ORIGIN:						

**Texarkana Urban Transit District
Title VI Posting Notification**

Texarkana Urban Transit District has posted the Title VI notification on the T-Line website <http://t-linebus.org/Know%20Your%20Rights%20Poster.pdf>, at each entrance of the passenger lobby at Texarkana Urban Transit District and on all T-Line buses.

KNOW YOUR RIGHTS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, or national origin in programs & activities receiving Federal financial assistance (**42 U.S.C. Section 2000d**).

TUTD is committed to practicing non-discrimination. If you believe you have been subjected to discrimination, you may file a complaint with the TUTD Title VI coordinator or the Texas Dept of Transportation, Attn: TXDOT-PTN, 125 E. 11th St, Austin, TX 78701-2483. You may also file complaints directly with the Federal Transit Administration Region 6 Office in Fort Worth (819 Taylor St, Room 8A36, Fort Worth, TX 76102), the U.S. Dept of Transportation Office of Civil Rights (1200 New Jersey Ave, S.E., Washington, D.C. 20590), or with the U.S. Secretary of Transportation (1200 New Jersey Ave, S.E., Washington, D.C. 20590). To obtain a complaint form and procedures, please visit our website at www.t-linebus.org or you can call us at 903-794-0746.

TUTD

Texasrkana Urban Transit District

For more info, visit us on the web at t-linebus.org and click on Contact Us or call the TUTD Title VI Coordinator at 903-794-0746

**TEXARKANA URBAN TRANSIT DISTRICT
TITLE VI COMPLIANCE:
LIMITED ENGLISH PROFICIENCY
ANALYSIS AND ASSISTANCE PLAN**

November, 2016

Prepared For

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
OFFICE OF CIVIL RIGHTS

**Prepared By
Eric Elmore**

Background:

The U.S. Department of Transportation (DOT) requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2010 Census, more than 11 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

Legal basis for language assistance requirements

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Evaluation

The Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

In the Texarkana Metropolitan Service Area (TMSA) there is a small population of people with Limited English Proficiency (LEP). The Texarkana Urban Transit District (TUTD) serves a two state urbanized area made up of the cities Texarkana, Arkansas, Texarkana, Texas, Wake Village, Texas and Nash, Texas for the purpose of this report, the service area will include the TMSA area of the Texarkana Metropolitan Service Area as defined by the U.S. Census. As indicated by Table 1-A, the primary demographic that represents the Texarkana Metropolitan Service Area LEP population are primarily English speaking people. Texarkana Metropolitan Service Area, with 983 Spanish speakers who speak English "not well" or "not at all" makes up 32.15% of all Spanish speakers.

Table 1-A POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH

Subject	Texarkana, Arkansas		Texarkana, Texas		Wake Village, Texas		Nash, Texas	
	Population	Percent	Population	Percent	Population	Percent	Population	Percent
Population 5 years and over	27,790	100%	33,893	100%	4,949	100%	2,632	100%
English only	26,648	95.9%	31,091	91.7%	4,931	99.6%	2,330	88.5%
Language other than English	1,142	4.1%	2,802	8.3%	18	0.4%	302	11.5%
Speak English less than "very well"	328	1.2%	805	2.4%	6	0.1%	229	8.7%
Spanish	915	3.3%	1,827	5.4%	14	0.3%	302	11.5%
Speak English less than "very well"	248	0.9%	500	1.5%	6	0.1%	229	8.7%
Other Indo-European languages	154	0.6%	415	1.2%	0	0.0%	0	0.0%
Speak English less than "very well"	64	0.2%	21	0.1%	0	0.0%	0	0.0%
Asian and Pacific Islander languages	62	0.2%	398	1.2%	4	0.1%	0	0.0%
Speak English less than "very well"	5	0.0%	258	0.8%	0	0.0%	0	0.0%
Other languages	11	0.0%	162	0.5%	0	0.0%	0	0.0%
Speak English less than "very well"	11	0.0%	26	0.1%	0	0.0%	0	0.0%

Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services

We have three primary types of transportation services that we provide to the general public, Paratransit, employment/commuter routes, and fixed college routes. All of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible to LEP populations we would like to grow the number of LEP riders by making materials, training, and outreach that would help serve this population better. As part of our LEP Plan we would like to adopt such policies and programs to meet the needs of LEP populations.

To determine TUTD current interactions with LEP populations in June of 2016 TUTD administered an internal survey of TUTD employees' experiences with LEP populations. The findings of the survey painted a picture of relatively low levels of TUTD employees contact with LEP populations. Only 1% of employees said they came into contact with LEP populations in a month, and 0% indicated they came into contact with people from this demographic less than three or more times in a month. The languages they listed as most prevalently spoken amongst this population was English.

Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

The most critical services TUTD provide are Paratransit, employment/commuter routes, and fixed college routes in descending order of importance. Paratransit services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, childcare and education. Additionally, Paratransit services provide transportation to places that improve the quality of life including friends, relatives, entertainment, and the arts. TUTD employment/commuter routes provide critical transportation for all rider types including LEP persons. The one college route in the Texarkana Metropolitan Service Area provides access to Texarkana Community College

Factor 4: The Resources Available to the Recipient and Costs

TUTD has adequately met the transportation needs of persons with limited English proficiency. TUTD periodically performs *Surveys* and *Public Meetings* on the buses and at the transfer facility to poll what needs are needed. Steps are then taken to correct the issue, including language needs. TUTD has already developed a *Route Guide*

translated to Spanish. TUTD is in the process of translating other forms of information into Spanish, including *Paratransit* handbooks.

LEP Program Action Plan

Within the next three years TUTD will work at completing the following activities to further enhance its LEP Program as it relates to the provision of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.
2. Establish relations with more agencies and organizations serving LEP persons.
3. Get feedback from agencies regarding key languages being used in the service area.
4. Get feedback from agencies regarding language services needed.
5. Identify the resources agencies may have to assist TUTD with LEP persons as it related to provisions of transportation services or transit-related benefits.
6. Develop contracts or service relationships for language services.
7. Identify key documents requiring translation.
8. Develop materials in alternate languages.
9. Identify sources and methods for responding to foreign language correspondence.
10. Place a "Notice of Right to Language Assistance" on the www.t-linebus.org website.
11. Develop training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
12. Develop training for administrative and dispatch/scheduling staff including awareness of services available, how to respond to LEP individuals in person, to LEP callers, and to LEP correspondence.

Texarkana Urban Transit District Public Participation/Involvement Plan

Introduction

The purpose of this plan is to establish procedures that allow for, encourage, and monitor participation of all citizens in the Texarkana Urban Transit District service area, including but not limited to low income and minority individuals, and those with limited English proficiency. While traditional public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

This plan outlines procedures to provide opportunities for all area citizens to participate in the development of Texarkana Urban Transit District's Small Urban Transportation programs. The Texarkana Urban Transit District is comprised of the following cities: Texarkana, AR, Texarkana, Wake Village and Nash, TX. The Texarkana Urban Transit District provides transportation services in Texarkana, AR, Texarkana, Wake Village and Nash, TX. TUTD coordinates and is a member of the Texarkana Metropolitan Planning Organization (MPO). The Texarkana MPO is the agency charged with Transportation Planning for Texarkana and the development of plans such as the Metropolitan Transportation Plan and the Transportation Improvement Program.

A locally developed comprehensive service plan is currently in place that addresses the current transportation service infrastructure and the future transportation needs of our region. A steering committee made up of stakeholders throughout the service area meet regularly to discuss the transportation needs and issues of our region.

Dissemination of Plan:

A notice will be posted in the local newspaper noting the existence of this public participation plan and a copy of the public participation plan will be sent, at a minimum to the Steering Committee Stakeholders identified in Appendix A.

Goals and Objectives for the Public Participation/Involvement Plan:

1. Goal:

The goal of the Public Participation/Involvement Plan is to offer opportunities for the engagement of all citizens of TUTD's service area to participate in the development of TUTD's transportation programs.

2. Objectives:

- a. To determine what Non-English languages and other cultural barriers exist to public participation.
- b. To provide a general notification of meetings particularly forums for public input, in a manner that is understandable to all populations in the area.

- c. To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- d. To provide avenues for two way flow of information and input from populations which are not likely to attend meetings.
- e. To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- f. To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, maps and the internet.

Identification of Stakeholders

Stakeholders are those who are either directly, or indirectly, affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organizations and businesses.

The Texarkana Urban Transit District has a stakeholders group in place—Health & Human Services Coordination Steering Committee which is made up of regional stakeholders with a vested interest in public transportation services. TUTD has made extensive efforts to include representatives from as many organizations from health and human services, education, city and county planning, senior services, workforce, and state government.

Strategies TUTD may utilize to engage the following Populations and increase Outreach efforts:

- Public Notices in local newspaper and making special notations or notices in appropriate non-English languages;
- Public "open house" format meetings;
- Public surveys both on-board and nonuser surveys;
- Use of local news media;
- Focus groups for the purpose of gaining input from a particular defined portion of the Community; and
- Informal interviews;
- Advocacy groups to disseminate or gather information for minority and low-English proficiency populations;
- Presentations to professional, citizen, and student organizations;
- Articles in community newsletters;
- Press releases and meeting with local media representatives;
- Presentations by experts on various transit-related subjects; and
- The use of various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

General Population:

There are 74,782 residents in the cities of Texarkana, AR, Texarkana, Wake Village and Nash, TX (U.S. Census, 2010), 54.19 percent of the population consider themselves to be of a solely white race. In Texarkana, 95.75% of the households speak English only and 4.25 Percent speak a language other than English, of that .35 percent do not speak English "very well.

Minority Population:

Minority populations make up about 45.82 percent of the population in the City of Texarkana. Blacks make up the largest minority with 34.16 percent of the total minority population. Hispanic and Asian persons account for 5.20 and 0.98 percent of the population, respectively. There is also a small number of American Indian which represents 0.57 percent of the population. We also have 4.91 percent of the population who identified themselves as some other race. (U.S. Census 2010)

Low Income Populations:

In the Texarkana Urban Transit District Service Area 19.95 percent of all people are below the poverty level. (factfinder.census.gov) In the United States 20.6 percent of the population are below the poverty level (factfinder.census.gov). The low-income population should be given every reasonable opportunity to provide input on transportation plans and programs, to avoid disproportionate harm, or lack of benefit of transportation programs and projects.

While low-income individuals may have access to all of the traditional means of public involvement, discussed below, they may be less likely to become involved, or offer input.

Public Agencies, Private Organizations, and Businesses:

Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing with the provision of transportation services.

Private Organizations and Businesses:

Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers.

Public Participation/Involvement Plan:

This plan will serve as the Public Participation/Involvement Plan for the Texarkana Urban Transit District's Transportation Programs. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. People can obtain information about the process from, or submit input to:

Texarkana Urban Transit District
1402 Texas Blvd
Texarkana, Texas 75501
903-794-0746

Contact: Eric Elmore – Administrative/Maintenance Coordinator
eelmore@atcog.org

Availability of Planning Documents:

During the planning process TUTD will also make documents available for review on our website at www.t-linebus.org or at the Texarkana Transit Center located at 1402 Texas Blvd., Texarkana, Texas 75501. If materials are requested in alternative formats, TUTD will make a reasonable attempt to accommodate those needs.

Methods of Addressing Comments:

Comments will be documented, presented to decision-making bodies, modified in the contents of the document as necessary, and will be included in the appendices of planning products after they are approved and published. Comments after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future.

Responses to Information Requests and Comments:

Information can be requested from staff in person and by phone, fax, e-mail, and U.S. mail.

Measures Taken to Encourage Minority Participation on Committees

Through guidance of TxDOT as to the "required" groups to be involved in the Regional Comprehensive Planning Process, a broad base of input is sought. Of the members shown on Appendix A, 20% represent minority populations. As the population further diversifies, outreach to these groups will continue to assure they have a voice in the process.

Appendix A – Steering Committee Stakeholders

ARK-TEX COUNCIL OF GOVERNMENTS **HEALTH & HUMAN SERVICES COORDINATION STEERING COMMITTEE**

Public Transit Agencies

Chairperson
Nancy Hoehn
Public Transportation Manager
Ark-Tex COG
T-Line Urban Transit
nhoehn@atcog.org
903-255-3553

Pam Durham
Mobility Specialist
Ark-Tex COG
pdurham@atcog.org
903-255-3503

Eric Elmore
Administrative/Maintenance Coordinator
Texarkana Urban Transit District
eelmore@atcog.org
903-794-0746

Myra Jones
Transportation Director
Opportunities, Inc.
6101 N. Stateline Ave.
Texarkana, TX 75505
mjones@oppinc.org
903-791-2295

ReaDonna Jones
Executive Director
Texarkana Metropolitan
Planning Organization
PO Box 1967
Texarkana, TX 75504
txkmpo@txkusa.org
903-798-3927

Health & Human Services Agencies

Shelia Reece
Associate Vice President
Student Access & Success
Paris Junior College
2400 Clarksville St.
Paris, TX 75460
sreece@parisjc.edu
903-785-7661

Jack Pappas
Chief Probation Officer
Bowie County
Adult Probation
100 N. Stateline Box 12
Texarkana, TX 75501
pappasi@txkusa.org
903-798-3051

Robert Morris
Project Manager
Department of Assistive & Rehab Services
410 Baylor St. Suite A.
Texarkana, TX 75501
rmorris@dars.state.tx.us
903-255-3211

Emily Neely
Coordinator of Community
Health Services
Paris/Lamar County
Health District
400 W. Sherman St.
Paris, TX 75460
emilyn@suddenlinkmail.com
903-784-7548

April Carl
Executive Director
United Way of Lamar Co.
2620 Lamar Ave
Paris, TX 75461
april.carl@lamarcountyuw.org
903-784-6642

Sharon Reynerson
Litigation Director
NE Region, Lone Star Legal Aid
164 SE 6th Street
Paris, TX 75460
sreyerson@lonestarlegal.org
903-785-8700

Amy Smith
Legal Director
Domestic Violence Prevention, Inc.
amy@dvptxk.org
903-794-4000

Sharon Davis
Workforce Solutions
911 Bishop Suite 100
Texarkana, Texas 75501
Sharon.davis@networks.org
903-794-9490 x103

Ms. Johnie Smith
Director of Research & Development
Bowie County
Adult Probation
100 N. Stateline Box 12
Texarkana, TX 75501
jsmith@txkusa.org
903-824-0240

Ken Kunkel
VA Service Representative
Bowie County Courthouse
PO Box 248
New Boston, TX 75570
vso@txkusa.org
903-628-6816

Committee Vice-Chairperson

Jennifer Laurent, ED
Randy Sams Shelter
402 Oak Street
Texarkana, TX 75501
jenniferlaurent@cableone.net
903-792-7024

Ex-Officio Member

Ms. Sonya Hudson
PTC – Atlanta District
Texas Department of Transportation
701 E. Main St.
Atlanta, TX 75551
Sonya.hudson@txdot.gov
903-799-1310

Eden Leach, Exec. Director
Senior Citizens Services of Txk
905 Kilgore
Texarkana, TX 75501
scstxk@cableone.net
903-831-7696

Tarisha Duson
Self Sufficiency Specialist
Housing Authority of Texarkana
1611 N Robison Rd.
Texarkana, TX 75501
tdunson@texarkanaha.org
903-838-8548 x106

Tanteta Scott, ED
New Hope Women Shelter
PO Box 87
Paris, TX 75461
newhopegay@suddenlinkmail.com
903-783-0353

Government

Robbin Bass
Regional Representative
Congressman John Ratcliffe (TX-04)
Texarkana College – Health Science Bldg
2600 N Robison Rd. Suite 190
PO Box 5747
Texarkana, TX 75505
Robbin.bass@mail.house.gov
903-823-3173

Disabled Citizen

Jackie Alsobrook
4135 Misty St.
Paris, Texas 75460
903-785-3770

William Conder
2810 Stillhouse Rd. Apt. 1502
Paris, Texas 75460
903-784-7399

General Public

Rev. R.C. Slaughter
Lamar Co. Christian Minister
Paris, Texas
rdnyslaughter@yahoo.com

Texarkana Urban Transit District
Planning Efforts in 2014-2015 and Beyond

In April of 2014, TUTD distributed the recently completed Updated Public Participation Plan to area transit stakeholders and local governments. The plan outlines TUTD's efforts for the next five years for coordinated transportation planning. The initial efforts from the plan that TUTD undertook in 2014 included expanding the size and reach of the steering committee stakeholders to include more representation from local governments and entities that had not previously participated in the planning efforts. TUTD has reached out to county and city governments, business, economic development agencies and the general public for participation in regional transportation planning. In 2013, TUTD has begun to initiate travel training and employment bus pass programs which will provide for increased assistance for those that need it while utilizing public transit. In the near future, TUTD plans to develop a full marketing and outreach plan in order to keep the public informed on the full range of services provided through public transit.

Appendix B – Title VI Public Involvement Survey

TITLE VI PUBLIC INVOLVEMENT SURVEY
Texarkana Urban Transit District
Completing this form is strictly voluntary

Title VI of the Civil Rights Act of 1964 requires the Texarkana Urban Transit District's Public Transportations Programs provide opportunities for everyone in the affected project areas(s) to comment on transportation programs and activities that may affect their community. Title VI specifically states, "No person in the United States shall on the grounds of race, color, or national origin be excluded from participation or be denied the benefit of, or otherwise be subjected to discrimination under any program, service, or activity receiving federal financial assistance."

Completing this form helps Texarkana Urban Transit District to comply with federal data collection and public involvement obligations under the Title VI and the National Environment Protection Act (NEPA) and improve our public services.

Service(s) Used: (please check all that apply)

- Fixed Route Service
- Paratransit Service

Zip Code: _____

Gender:

- Male
- Female

Race/Ethnic Designation:

- White
- Black or African American
- Hispanic/Latino
- American Indian/Alaskan Native
- Native Hawaiian or other Pacific Islander
- 2 or more races
- Other

Title VI Public Involvement Survey continued

Age:

- 17 years of age or younger
- 18 – 25
- 26 – 35
- 46 – 59
- 60 plus

Primary Language Spoken:

- English
- Spanish
- Chinese
- French
- Korean
- German
- Hindi
- Japanese
- Arabic
- Indonesian
- Vietnamese
- Other: Please Indicate: _____

Secondary Language Spoken:

- English
- Spanish
- Chinese
- French
- Korean
- German
- Hindi
- Japanese
- Arabic
- Indonesian
- Vietnamese
- Other: Please Indicate: _____

Would you like Public Information on our services in another Language?

- Yes, if yes, please indicate language: _____

Thank you for participating in this survey.

**TITLE VI PUBLIC PARTICIPATION PLAN
NON-ELECTED COMMITTEE MEMBERS RACIAL BREAKDOWN**

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN
Health & Human Services Coordination Steering Committee	72%	0%	28%	0%	0%

**Texarkana Urban Transit District
Sub-Recipient Monitoring**

At this time, TUTD does not monitor or oversee any sub-recipients for *Title VI* compliance.

RESOLUTION NO. 1A-17

A RESOLUTION OF THE TEXARKANA URBAN TRANSIT DISTRICT BOARD OF DIRECTORS APPROVING THE TEXARKANA URBAN TRANSIT DISTRICT'S (TUTD) *TITLE VI PROGRAM* UPDATE AS MANDATED BY THE FEDERAL TRANSPORTATION ADMINISTRATION (FTA) TO INCLUDE THE 2010 CENSUS POPULATION DATA

WHEREAS, the Texarkana Urban Transit District (TUTD) is a political subdivision district under the laws of the State of Texas as defined by Chapter 458 of the Texas Transportation Code and Chapter 791 of the Texas Government Code; and

WHEREAS, the TUTD Board has been set up as a policy board to oversee the operation and management of a public transportation system and to oversee the provision of public transportation services within the TUTD; and

WHEREAS, the TUTD Board approves the updated ***TUTD TITLE VI PROGRAM*** as mandated by the FTA Region VI to include the 2010 Census Population Data; and

NOW THEREFORE BE IT RESOLVED BY THE TEXARKANA URBAN TRANSIT DISTRICT BOARD:

Section 1: The TUTD Board approves the updated ***TUTD TITLE VI PROGRAM*** as mandated by the FTA Region VI to include the 2010 Census Population Data.

Section 2: That it is hereby officially found and determined that the meeting at which this resolution is passed is open to the public and that public notice of the time, place and purpose of said meeting was given as required by law.

Section 3: That the TUTD staff be authorized to proceed with the appropriate measures to accomplish these tasks.

PASSED AND APPROVED in Regular Monthly Meeting on this **17th day of November, 2016**



BOB BRUGGEMAN, CHAIRMAN

ATTEST: