

TITLE VI PLAN STARR COUNTY TRANSPORTATION PROGRAM



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Section 1: Title VI Plan Approval

All Starr County Transportation Program Policies are approved by Starr County Commissioners Court. Commissioners Court minutes are attached at the end of the policy.

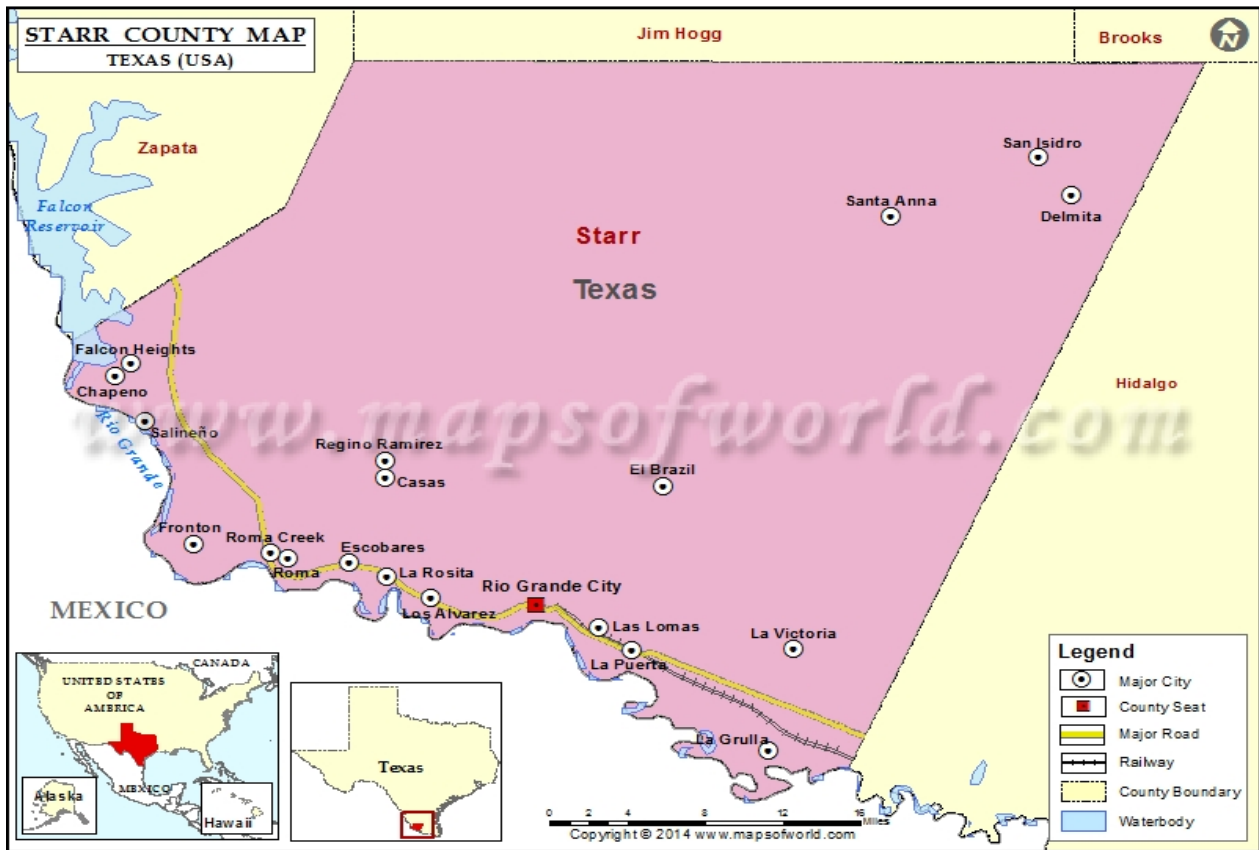
Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions
3/11/2013	Title VI Plan	Approved by County Commissioners Court.
2/22/2014	Title VI Plan	Approved by County Commissioners Court.
2/22/2016	Title VI Plan	Approved by County Commissioners Court.
4/24/2017	Title VI Plan	Approved by County Commissioners Court.
5/24/2019	Title VI Plan	Approved by County Commissioners Court.
9/28/20	Title VI Plan	Approved by County Commissioners Court.
2/27/23	Discrimination Form	Approved by County Commissioners Court.

Section 2: Description of Organization and Service

Starr County Transportation Services offers door to door transportation anywhere within the coverage area of all Starr County (see map). Starr County provides Demand Response services to all the elderly and disabled residents of the County of Starr. Starr County Transportation has twelve (12) vehicle operator employees and six (6) Demand Response and ADA accessible vehicles.

County of Starr Map



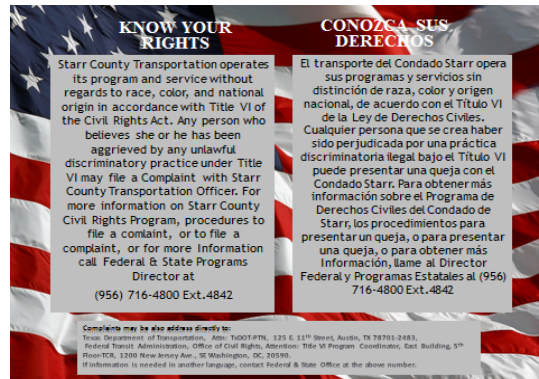
Section 3: Title VI Policy Statement

Policy Statement

The **Starr County**, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

TITLE VI Notice to the Public

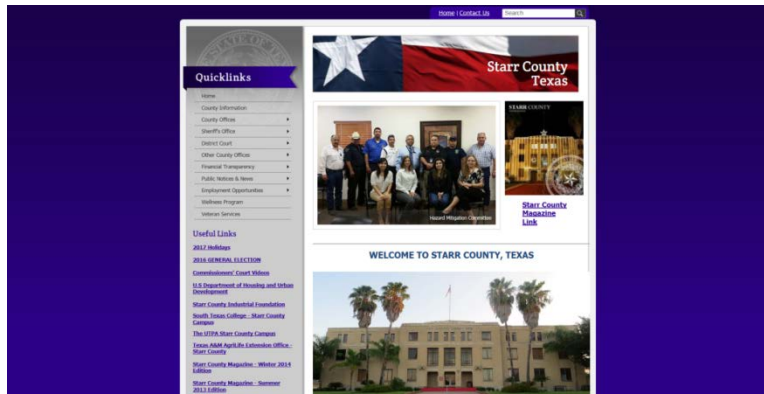
Starr County provides the public with notifications of Title VI through a variety of means including posters.



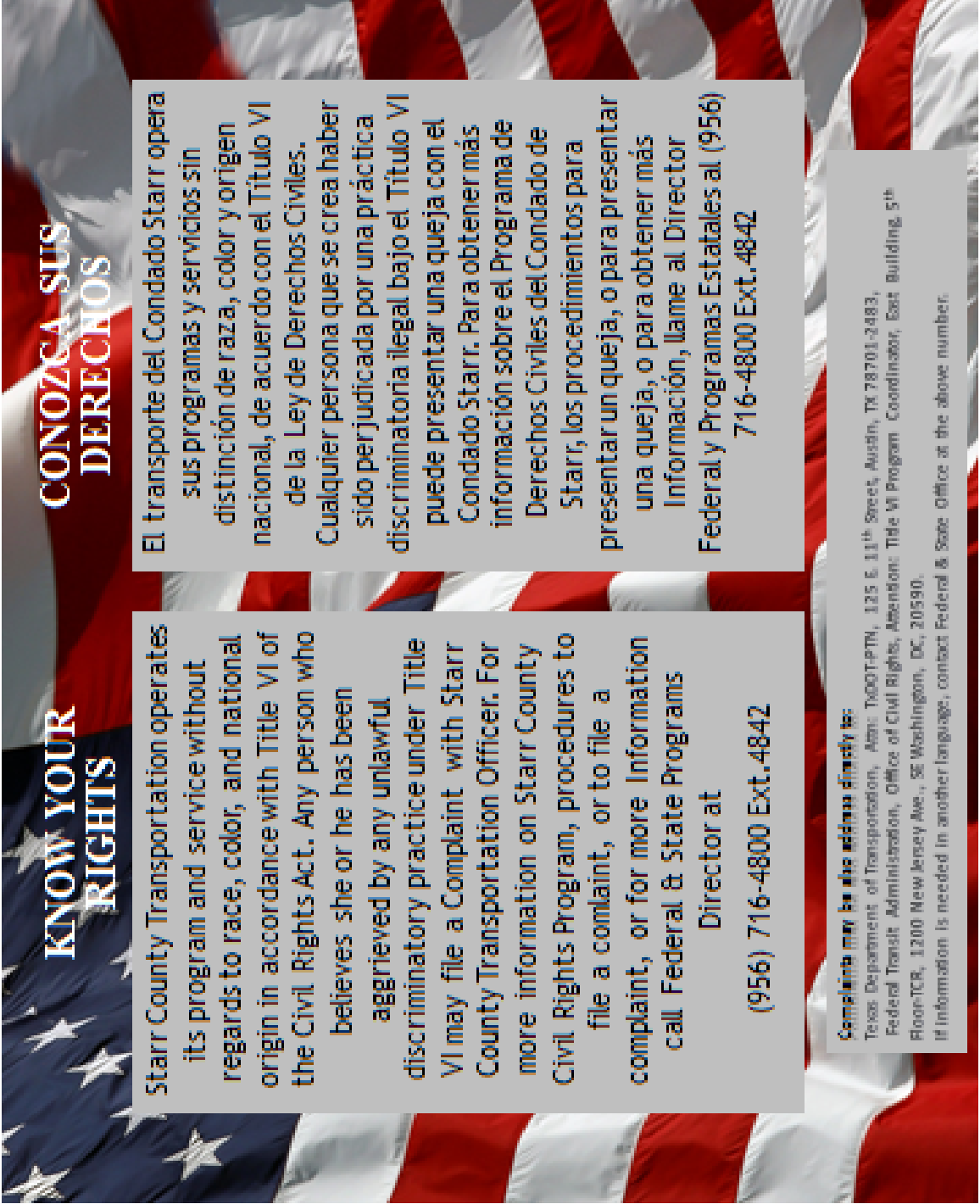
The noticed above is printed on an 11x8 poster and is posted inside the Starr County Court House Annex Reception Desk Board, Starr County Human Resource Office, Starr County Nutrition Centers, Starr County 5310 vehicles and on the Starr County website at www.co.starr.tx.us



The notice above has been printed and places inside the Starr County Court House Annex Reception Desk Board, Starr County Human Resource Office, Starr County Nutrition Centers, Starr County 5310 vehicles and on the Starr County website at www.co.starr.tx.us



The image above is a screen shot of the Starr County website. The website is located at the following address: www.co.starr.tx.us. It included instructions on filing complaints as well as links to the Title VI complaint form.



KNOW YOUR RIGHTS

Starr County Transportation operates its program and service without regards to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a Complaint with Starr County Transportation Officer. For more information on Starr County Civil Rights Program, procedures to file a complaint, or to file a complaint, or for more information call Federal & State Programs

Director at

(956) 716-4800 Ext.4842

CONOZCA SUS DERECHOS

El transporte del Condado Starr opera sus programas y servicios sin distinción de raza, color y origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que se crea haber sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Condado Starr. Para obtener más información sobre el Programa de Derechos Civiles del Condado de Starr, los procedimientos para presentar un queja, o para presentar una queja, o para obtener más información, llame al Director

Federaly Programas Estatales al (956)

716-4800 Ext.4842

Complaints may be also address directly to:

Texas Department of Transportation, Attn: T6007-PTM, 125 E. 11th Street, Austin, TX 78701-2483,
Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.


If information is needed in another language, contact Federal & State Office at the above number.

(print in full size 8 ½ x11)


Title VI

Protecting Your Civil Rights is Good Business

It is our policy to ensure that no person in the United States of America shall on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any of our programs and activities.



The Texas Department of Transportation (TxDOT) hereby gives public notice that it is the policy of the Department to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statutes and regulations in all programs and activities. Any person who believes they have been subjected to unlawful discriminatory practices under Title VI has the right to file a formal complaint. Any such complaint must be filed in writing or in person with the Texas Department of Transportation, Office of Civil Rights, 125 East 11th Street, Austin, Texas 78701-2483 within 180 days following the date of the alleged discriminatory action.




www.txdot.gov


Título VI

Protegiendo Sus Derechos Civiles es Buen Negocio

Es nuestra política de que ninguna persona en los Estados Unidos, en base a su raza, color, nacionalidad, sexo, edad o incapacidad, se excluirá de participar en, negar los beneficios de, o someter a discriminación bajo de nuestros programas y actividades.



Departamento de Transporte del Estado de Texas (TxDOT), por este medio, da este aviso público asegurando que la política del Departamento está conforme a y cumplimiento de acuerdo con el Título VI del Acta de los Derechos Civiles de 1964, el Acta de Restauración de los Derechos Civiles de 1987 y de estatutos y regulaciones relacionados con todos los programas y las actividades. Cualquier persona que crea que haya sido sujeta a una práctica discriminatoria e ilegal bajo del Título VI tiene el derecho de reclamar que, según Civil Rights Act (Título VI) del Acta Restaurar 125 East 11th Street, Austin, Texas 78701-2483 dentro de 180 días después de la fecha de la supuesta acción discriminatoria.



www.txdot.gov

(print in full size 8 ½ x11)

Title VI Compliant Procedures and Compliant Form

The County of Starr Title VI Complaint Procedures and Compliant Forms are made available in the following locations:

Agency website www.co.starr.tx.us

Hard copy in the central office at Federal & State Department 100 N. FM 3167 Ste. 220 Rio Grande City, TX 78582.

Starr County Title VI is available in appropriate language for LEP populations, meeting the Safe Harbor Threshold.

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by Starr County Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.co.starr.tx.us, or requested at: Federal & State Department 100 N. FM 3167 Ste. 220 Rio Grande City, TX 78582.

The Starr County Transportation investigates complaints received no more than 180 days after the alleged incident. The Starr County Transportation will process complaints that are completed.

Once a complaint is received, Starr County Transportation will review it to determine if it has jurisdiction. Starr County Transportation will then notify the PTC within 10 calendar days of recipient of a complaint. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Starr County Transportation.

Starr County Transportation strives to investigate complaints received within 90 days. If more information is needed to resolve a case, the investigator may contact the complainant by phone or in writing to request additional information. Unless otherwise stated in writing, the complainant will have 21 calendar days to provide any additional information requested by the investigator. Failure of the complainant to provide the requested information by 21 calendar days or the date specified in writing may result in the administrative closure of the complaint or a delay in the complaint resolution. 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 the two letters to the complainant: a closure letter or a Letter of Finding (LOF).

- A closure letter summarizes the allegations and findings and states that there was not a violation and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and the findings of the investigation, and explains whether any disciplinary action or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter of the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights,

Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact Federal & State Department at 956-716-4800 Ext. 4842. Si necesita información en otro idioma, póngase en contacto con el departamento Federal y Estatal del Condado Starr al 956-716-4800 ext. 4842.

Title VI and American with Disabilities Act (ADA) Complaint Form

Starr County is committed to ensuring that no person is excluded from participation in or denied the benefits of services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended and the American with Disabilities Act of 1990.

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

Starr Co. Courthouse Annex
 Federal & State Programs Director
 100 N. FM 3167 Suite 220
 Rio Grande City, Texas 78582

Section I		<input type="checkbox"/>	Title VI	<input type="checkbox"/>	ADA
Name:					
Address:					
Telephone (Home):			Telephone (Other):		
E-Mail Address:					
Accessible Format Requirement (please describe):					
Section II					
Are you filing this complaint on your own behalf (circle one)?				Yes*	No
*If you answered "yes," go to Section III.					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party:					
Please confirm that you have obtained 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 or attach a separate sheet.
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Section IV	
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Have you previously filed a Title VI complaint with County of Starr? Yes	No
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Section V	
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<p>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"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____</p>	
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Please provide information about a contact person at the agency/court where the complaint was filed.	
--	--

Name:	
-------	--

Title:	
--------	--

Agency:	
---------	--

Address:	
----------	--

Telephone:	
------------	--

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

Signature and date required below:

Signature

Date

Procedimientos Para La Presentación De Quejas De Discriminación (Título VI)

Individuos y organizaciones que creen que el Condado de Starr Transportación les ha negado los beneficios, les ha excluidos de la participación, o les han sujetados a discriminación por motivos de raza, color de piel u origen nacional, pueden presentar una queja del título VI. Condado de Starr Transportación no hará investigaciones a partir de 180 días después del incidente.

Individuos y organizaciones pueden presentar una queja a través del adjuntado formato de Quejas de Discriminación o visite el sitio web del Condado de Starr en la siguiente dirección: www.co.starr.tx.us. La página web incluye instrucciones sobre presentación de quejas, así como enlaces al formulario de quejas del título VI. Las quejas deben ser firmadas, incluir información de contacto y ser entregado directamente o enviado por correo a:

Starr Co. Courthouse Annex
Federal & State Programs Director
100 N. FM 3167 Suite 220
Rio Grande City, Texas 78582

Una vez recibida la queja, el Condado de Starr Transportación examinará la queja para determinar si tiene jurisdicción. El reclamante recibirá una carta informándole si la queja investigada por el Condado de Starr Transportación. El transporte del Condado Starr notificará el PTC dentro de 10 días hábiles del destinatario de la queja.

El Condado de Starr se esforzará para investigar las quejas recibidas en un plazo de 90 días. Si necesita más información para resolver un caso, el investigador puede comunicarse con el reclamante por teléfono o por escrito para solicitar información adicional. El reclamante tendrá 21 días, al menos que se indique otra fecha por escrito, para proporcionar cualquier información adicional solicitada por el investigador. Si el reclamante no proporciona la información solicitada dentro de 21 días de la fecha especificada por escrito, se cerrará el caso administrativo administrativamente cerrado si el reclamante ya no desea seguir su caso.

Después de que el investigador examina la queja, emitirá una de dos cartas al reclamante: una carta de cierre o una Carta de Fallo (CDF). Una carta de cierre resume las declaraciones y hallazgos y afirma que no hubo una violación y que el caso será cerrado. Un CDF resume las declaraciones y los hallazgos de la investigación y describe cualquier acción disciplinaria o cualquier otra acción ocurrida. Si el reclamante desea apelar la decisión, el reclamante tiene 30 días después de la fecha de la carta de cierre o el CDF para someterla.

Una persona también puede presentar una queja directamente con el Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Titulo VI y American with Disabilities Act (ADA) Formulario de Queja

El Condado De Starr, centra sus esfuerzos en garantizar que nadie sea excluido de la participación en sus servicios ni que se nieguen los beneficios de estos, con base en raza, color de piel u origen nacional, en conformidad con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 y la ley American with Disabilities Act of 1990.

Llene este formulario y entréguelo directamente o por correo a la siguiente dirección:

Starr Co. Courthouse Annex
 Federal & State Programs Director
 100 FM 3167 Suite 220
 Rio Grande City, Texas 78582

Sección I		<input type="checkbox"/> Title VI	<input type="checkbox"/> ADA
Nombre:			
Dirección:			
N de Teléfono (Casa):		N de Teléfono (Otro):	
Correo Electrónico:			
Si usted se necesita un formato accesible, indícalo aquí:			
Sección II			
Esta usted presentando este queja por usted mismo (marca uno):		Si*	No
*Si usted marco "Si," procede a la Sección III.			
Si usted marco "No," indique el nombre de la persona de quien usted está presentando este queja y su relación con esa persona:			
Indique porque usted presente esta queja con el nombre de esta persona:			
Confirme que usted ha recibió el permiso para presentar esta queja de parte de la persona agredida.		Sí	No
Sección III			
Yo creo que la discriminación que experimente está basada en (marque los adecuados):			
() Raza () Color de piel () Origen nacional			
Fecha del acto de discriminación declarado (Mes, Día, Año):			
Explique tan claramente como le sea posible lo que paso y por qué usted cree que fue objeto de discriminación. Describa a todas las personas que estaban implicadas. Incluya el nombre y la información del discriminante (si se conoce) así como nombres e información de cualquier testigo. Si necesita más espacio, por favor utilice la parte de atrás de este formato o adjunte una hoja por separado.			

Sección IV
Usted ha presentado una queja anteriormente de discriminación en el Condado de Starr? Si No
Sección V
Usted ha presentado esta queja de discriminación con alguna otra agencia federal, estatal o local, o con algún tribunal federal o estatal? () Si () No Si usted marco "Si," marca toda agencia o tribunal que aplique: () Agencia Federal: () Tribunal Federal: () Agencia Estatal: () Tribunal Estatal: () Agencia Local:
Por favor proporcione información acerca de una persona de la agencia o tribunal donde usted presente la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:

Usted puede adjuntar cualquier material escrito u otro tipo de información que usted piensa que es pertinente a su queja.

Firma y fecha requerida:

Firma

Fecha

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The County of Starr maintains a log of all Title VI investigations, complaints and lawsuits pertaining to its transit-related activities.

Check One:

 X There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Title VI Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the County of Starr will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the County of Starr since the last Title VI Program submission are summarized in the table below.

	Reason for Outreach	Outreach Activities Undertaken
2010	To comply with Starr County Public Notice Texas Department of Transportation 5310 Grant	<ul style="list-style-type: none"> • Published an advertisement in the Starr County Town Crier. This public hearing is being held to discuss the submission of an application to the Texas Department of Transportation Grant Funding as a direct agency. The purpose of this meeting is to offer citizens the opportunity to voice their concerns on available transportation in Starr County and to encourage citizens to participate in the development of the 5310 Transportation Program. • The same advertisement was published in Spanish in the Starr County Town Crier. • A public hearing was held on Friday, August 12, 2010 at 5:30 pm at the Starr County Self Help Center.

2012	To comply with Public Announcement Starr County Transportation Program	<ul style="list-style-type: none"> • Published an advertisement in the Starr County Town Crier, July 18, 2012. This public hearing is being held to promote transportation for the elderly. Starr County offers transportation to get you to and from needed medical appointments, local shopping, utility bill pay, activity centers and pharmacy service. • The same advertisement was published in Spanish in the Starr County Town Crier. • A public hearing was held on Tuesday, July 24, 2012 at 5:00 pm at the Starr County Self Help Center.
2014	To comply with Public Announcement Starr County Transportation Program	<ul style="list-style-type: none"> • Published an advertisement in the Starr County Town Crier, May 28, 2014. This public hearing is being held to promote transportation for the elderly. Starr County offers transportation to get you to and from needed medical appointments, local shopping, utility bill pay, activity centers and pharmacy service. • The same advertisement was published in Spanish in the Starr County Town Crier. • A public hearing was held on Thursday, June 5, 2014 at 4:30 pm at the Starr County Courthouse Annex.
2017	To comply with Public Announcement Starr County Transportation Program	<ul style="list-style-type: none"> • Starr County Transportation Program participated on a Community Fair on April 12, 2017 where Transportation Flyers were given out to the community. • A transportation staff was providing information to the public on the transportation service.
2018	To comply with Public Announcement Starr County Transportation Program	<ul style="list-style-type: none"> • Starr County Transportation Program participated on a Community Fair on April 18, 2018 where Transportation Flyers were given out to the community.

		<ul style="list-style-type: none"> • A transportation staff was providing information to the public on the transportation service 	
2019	To comply with Public Announcement Starr County Transportation Program	<ul style="list-style-type: none"> • Starr County Transportation Program participated on a Community Fair on April 17, 2019 where Transportation Flyers were given out to the community. • A transportation staff was providing information to the public on the transportation service 	

Title VI Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Starr County Transportation is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Starr County Transportation Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Starr County Transportation has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the Starr County Transportation will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program.: Identifies and assesses the frequency Starr County Transportation staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how the Starr County Transportation program and services impact the lives of person’s within the community. The Starr County Transportation will specify the community organizations that serve LEP persons, if available.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods the Starr County Transportation uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Language Assistance Plan four-factor analysis is in the following section:

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>
--

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.

The *STARR COUNTY TRANSPORTATION* staff reviewed the 2010 U.S. Census Report and determined that 55,496 persons in *STARR COUNTY TRANSPORTATION* [95.6%] of the population speak a language other than English. Of those 27,906 persons [50.3%] have limited English proficiency; that is, they speak English “not well” or “not at all” this is only more than ½ of the overall population in the service area.

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

The *STARR COUNTY TRANSPORTATION* staff reviewed the frequency with which the board/council, office and staff and bus/van drivers have, or could have, contact with LEP

persons. This includes documenting phone inquiries or office visits. To date, the *STARR COUNTY TRANSPORTATION* has had no requests for interpreters and no requests for translated program documents. The board/council, office staff and bus/van drivers have daily contact with LEP persons.

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

Starr County Transportation staff reviewed the nature and importance of the service and found that there is a large geographic concentration of any type of LEP individuals in the service area for the County of Starr. The overwhelming majority of the population, 95.6% speaks only Spanish.

Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.

The Starr County Transportation reviewed its available resources for LEP outreach and found that The Starr County Transportation board/council, office staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations and attendance at Board/Council meetings.

Item # 2 – Description of how Language Assistance Services are Provided, by Language
--

The Starr County Transportation has been/is providing all documents in English & Spanish. Starr County employees are bilingual and therefore are capable of interpreting information inscribed in said documents.

Due to the large local LEP population the Starr County Transportation provides a formal outreach procedure in place, as of 2010. Translation resources have been identified in this Region. The Starr County Transportation is providing the following:

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

Although there is a very low percentage in the Starr County Transportation of LEP individuals, that is, people who speak English “not well” or “not at all”, it will strive to offer the following measures:

- ✓ Staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
- ✓ Staff and drivers who are bilingual.
- ✓ Language interpretation will be accessed for all other languages through telephone interpretation service.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

- Post notice of LEP Plan and availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All Starr County Transportation staff will be provided with “I Speak” card to assist in identifying the language interpretation needed if the occasion arises.
- All Starr County Transportation staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the Starr County Transportation sponsors an informal 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 may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Monitoring and updating the LEP Plan, the Starr county Transportation will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when date from the 2010 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Starr County Transportation service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP person 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 financial resources are sufficient to fund language assistance resources needed.
- Determine whether the Starr County Transportation 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.
- 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 LEP person would understand and documents are available in that language upon request at 956-716-4800 Ext.8114

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

The following training will be provided to all staff:

- Information on the Title VI Policy, Demand Response and ADA Policies and LEP responsibilities.
- Description of language assistance services offered to the public.
- Documentation of language assistance requests.
- How to handle a potential Title VI, Demand Response and ADA, and LEP complaint.

Limited English Proficient (LEP) Resource Materials:

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôic Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를 표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	اگر آپ اردو بولتے ہیں تو اس باکس پر نشان لگائیں	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

Guidance: If you don't have a non-elected transit-related board, committee, or council, then leave the table below blank, and in section B write that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
Name of committee 1	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

Starr County Transportation Program does not have a non-elected committee or council.

Title VI Monitoring Sub-recipients

The County of Starr does not extend Federal Transportation Administration financial assistance to any other recipients.

Title VI Equity Analysis for Facilities

Starr County Transportation Program does have a centralized station. All vehicles are assigned to the precinct facility and are maintained by each precinct.

PART TWO: Requirements of Transit Providers Starr County Transportation assistance is provided as on needed basis. Starr County is a rural area, there are no scheduled fix routes.