

***Title VI Plan***  
**Jim Hogg County**  
**Transportation Department**

**April 28, 2021**

## **Title VI Plan Table of Contents**

The **Jim Hogg County Transportation Department** Title VI plan includes the following elements:

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**Section 1: Title VI Plan Approval**

Title VI Plan Adopted on: April 28, 2020  
Adopted by: Jim Hogg County Commissioners' Court

Jim Hogg County Commissioners' Court Certificates of True Copy

Jim Hogg County Transportation Department  
Organization Name

J.C. Guerra  
Signature

J.C. Guerra  
Printed Name

Jim Hogg County Judge  
Title

April 28, 2021  
Date

**Title VI Plan Revision Log**

Date	Section Revised	Summary of Revisions

**Section 2: Description of Organization and Service Provided**

*Within this section please include:*

- 1. A general introduction/summary of your organization*
- 2. The type of service you provide; such as fixed-route, deviated route, or demand response service*
- 3. The number of transit-related employees and the number of revenue service vehicles*
- 4. The area where service is provided; include a service area map, if available.*

Jim Hogg County Transportation Department provides Demand Response service under the rural Transportation program. This service is a curb to curb service. It picks up clients at their home in

Hebbronville, Texas (Jim Hogg County) and transports them to Laredo, Texas (Webb County). Clients are then dropped off to their desired locations. Such as doctors' optometrist, dental appointments, pharmacy, social service and shopping needs. This service is provided three times per week Monday, Wednesday and Friday from 8 A.M to 4:00 P.M.

The transportation department is located on the Jim Hogg County grounds and is run by four employees. The transportation director, bus driver, and two clerks that are in charge of scheduling. Jim Hogg County Has two transportation vehicles.

### **Section 3: Title VI Policy Statement**

#### **Policy Statement**

The **Jim Hogg County Transportation Department**, 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

The **Jim Hogg County Transportation Department** Notice to the Public is as follows:

### Notifying the Public of Rights Under Title VI

#### Jim Hogg County Transportation Department

- ✓ The **Jim Hogg Transportation Department** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Jim Hogg Transportation Department**.
- ✓ For more information on the **Jim Hogg Transportation Department** civil rights program, the procedures to file a complaint, or to file a complaint contact at (361)527-5835, [www.co.jim-hogg.tx.us](http://www.co.jim-hogg.tx.us), email [petra.garcia@co.jim-hogg.tx.us](mailto:petra.garcia@co.jim-hogg.tx.us); or visit our administrative office at 209 N. Oak, Hebbroville, TX 78361. For more information, visit [www.co.jim-hogg.tx.us](http://www.co.jim-hogg.tx.us).
- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TXDOT-PTN, 125 E. 11<sup>th</sup> Street, Austin, TX 78701-2483, or

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ If information is needed in another language, contact 361-527-5835
- ✓ Para mas informacion en otro idioma, llame este numero, 361-527-5835

### Notificación al Público de Derechos bajo el Título VI

#### Del Departamento de Transporte del Condado de Jim Hogg El Departamento de Transporte

**Jim Hogg Departamento de Transporte** opera sus programas y servicios sin distinción de raza, el color y el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el **Departamento de Transporte de Jim Hogg**.

Para obtener más información sobre el programa de derechos civiles del **Departamento de Transporte de el Condado de Jim Hogg**, los procedimientos para presentar una queja, o para presentar una queja llame al (361) 527-5835, [www.co.jim-hogg.tx.us](http://www.co.jim-hogg.tx.us) correo electrónico [petra.garcia@co.jim-hogg.tx.us](mailto:petra.garcia@co.jim-hogg.tx.us); o visite nuestra oficina administrativa en 209 N. Oak, Hebbroville, TX, 78361. Para obtener más información, visite [www.co.jim-hogg.tx.us](http://www.co.jim-hogg.tx.us).

Una queja también se puede presentar directamente ante el: Departamento de Transporte de Texas, Attn: TxDOT-PTN, 125 E. 11<sup>th</sup> Street, Austin, TX 78701-2483, Oficina de Administración Federal de Tránsito, Oficina de derechos civiles,, Atencion Coodinador del Titulo VI, Edificio este, Quinto Piso.

Administracion Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Para mas informacion en otro idioma, llame este numero, 361-527-5835

The **Jim Hogg County Transportation Department** Notice to the Public is posted in the following locations: *(check all that apply)*

- Agency website **www.co.jim-hogg.tx.us**
- Public office
- Reception areas
- Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, \_\_\_\_\_

### **Title VI Complaint Procedure**

The **Jim Hogg Transportation Department** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website **www.co.jim-hogg.tx.us**
- Hard copy in the central office (insert office address)
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, \_\_\_\_\_

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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Jim Hogg Transportation Department** 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.jim-hogg.tx.us](http://www.co.jim-hogg.tx.us) or requested at: 209 N. Oak, Hebbbronville, TX 78361

The **Jim Hogg County Transportation Department** investigates complaints received no more than 180 days after the alleged incident. The **Jim Hogg County Transportation Department** will process complaints that are complete.

Once the complaint is received, the **Jim Hogg County Transportation Department** will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Jim Hogg County Transportation Department** has 90 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has 21 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 21 business days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

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

A person may also file a complaint directly with the: 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, then contact 361-527-5835.

Para mas información en otro idioma, llame a este numero (361)-527-5835.

**El Departamento de Transporte del Condado de Jim Hogg** tiene 90 días para investigar la queja. Si se necesita más información para resolver el caso, la condado puede ponerse en contacto con el denunciante.

El reclamante tiene 21 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso.

Si el investigador no es contactado por el reclamante o no recibe la información adicional dentro de los 21 días hábiles, la condado puede cerrar administrativamente el caso.

Un caso puede cerrarse administrativamente también si el reclamante ya no desea continuar con su caso.

Después de que el investigador revise la queja, emitirá una de dos (2) cartas al reclamante: una carta de cierre o una carta de hallazgo (LOF).

Una carta de cierre resume las alegaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará. Una carta de hallazgo (LOF) resume las acusaciones y las entrevistas sobre el presunto incidente.

Si el reclamante desea apelar la decisión, tiene 30 días después de la fecha de la carta o la LOF para hacerlo.

Una persona también puede presentar una queja directamente ante el Departamento de Transporte de Texas, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Para mas información en otro idioma, llame a este numero (361)-527-5835.

## Title VI Complaint Form

The Jim Hogg County Transportation Department Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, \_\_\_\_\_

<b>Name:</b>			
<b>Address:</b>			
<b>Telephone (Home):</b>		<b>Telephone (Work):</b>	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
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.  _____  _____			
Have you previously filed a Title VI complaint with this agency?		Yes	No

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 _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
<b>Name:</b>	
<b>Title:</b>	
<b>Agency:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.  
 If information is needed in another language, contact (361)527-5835.

Signature and date required below

\_\_\_\_\_  
 Signature Date

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

**Jim Hogg County Transportation Department**  
 209 N. Oak, Hebbbronville, TX 78361

If information is needed in another language, contact 361-527-5835.

Para mas informacion en otro idioma, llame este numero 361-527-5835.

## List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **Jim Hogg County Transportation Department** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

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.*

[Redacted]				
<b>Investigations</b>				
1.				
<b>Lawsuits</b>				
1.				
<b>Complaints</b>				
1.				

## Public Participation Plan

### Strategies and Desired Outcomes

To promote inclusive public participation, the **Jim Hogg County Transportation Department** 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
- ✓ Provide childcare and food during meetings, if possible.
- ✓ 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 **Jim Hogg County Transportation Department** since the last Title VI Program submission are summarized in the table below.

[REDACTED]				
N/A				No efforts have been done.

**Jim Hogg County Transportation Department** will initiate a plan to engage minority and limited English proficient (LEP) citizens in our county.

1. Distribute flyers in upcoming events.
2. Post flyers on county buildings, pharmacy, grocery stores, etc.
3. Publicize in newspapers in our surrounding area and church bulletins.
4. Speak to citizens and place flyers in food bags from Food Pantry Elderly Food Giveaways.

## Language Assistance Plan

### Plan Components

As a recipient of federal US DOT funding, the **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** program and services impact the lives of person's within the community. The **Jim Hogg County Transportation Department** 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 **Jim Hogg County Transportation Department** 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

**Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)**

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

The North East Texas Regional Mobility Authority staff reviewed the 2010 U.S. Census Report and determined that of 4,760 persons

Over the age of 5 years old in Jim Hogg County Transportation Program (84.6%) of the population Speak a language other than English. According to the Jim Hogg independent School District (92.6%)

Speak Spanish. English is (7.4%), Other Indo-European language 0.00% Asian & Pacific Islander 0.00% and is 0.10%.

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

**Jim Hogg County Transportation Department** staff reviewed the frequency of contacts with LEP persons and found that Jim Hogg County Transportation Program has no request for interpreters and no request for translated program documents.

The Office and bus/van drivers have contact with LEP persons on a daily basis.

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

**Jim Hogg County Transportation Department** staff reviewed the nature and importance of the service and found that there is a large concentration of LEP individuals in the service area for Jim Hogg County Transit Program. The overwhelming majority of population, (92.6%) speak only Spanish. The Jim Hogg County Transit Program staff and drivers are most likely to encounter LEP individuals through bus/van rides, office visits and phone conversations on a daily basis.

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

The **Jim Hogg County Transportation Department** reviewed its available resources for LEP outreach and found that if the need should arise and contacted local citizens they would be willing to provide voluntary Spanish translation. Other language if needed would be provided through a telephone interpreter of which the County would pay a fee.

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

Language Assistance Services are provided if needed. The assistance will be provided through a telephone interpreter of which the county would pay a fee. Jim Hogg County Transportation Department staff are all bilingual and are able to assist non English speaking clients daily.

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

Jim Hogg County Transportation Department LEP clients are informed of the availability of Language assistance service by website, posted flyers on the Jim Hogg County courthouse bulletin board, Jim Hogg County Nutrition Center, Library. Also at any public meetings.

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

Jim Hogg County Transportation Department Language Assistance is monitored and updated by Director as needed.

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

Jim Hogg County Transportation Employees are trained to provide language assistance to LEP person Upon being hired and during staff meetings for updates for the program.

As a result of the Four Factor Analysis, Jim Hogg County Transportation determined that the following vital documents are needed and will be available in Spanish.

- Notice to the Public
- Complaint form
- Complaint Procedures

The following vital documents in the English version will have the sentence “If information is needed in another language, then contact 361-527-5835” in Spanish.

- Notice to the Public
- Complaint form
- Complaint Procedures

Limited English Proficient (LEP) Resource Materials:

	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 ñaunh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñoïc Vieät Ngöø.	Vietnamese
	당신이한국어말할경우이 상자를표시	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
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

# “I Speak” Language Identification Card

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

## Log of LEP Encounters

### 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.

I

#### A. Minority Representation Table

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

[Redacted]						
[Redacted]	%	%	%	%	%	%
[Redacted]	%	%	%	%	%	%

**Jim Hogg County Transportation** does not have a non-elected transit-related committee or council.

#### B. Efforts to Encourage Minority Participation

There are no efforts to encourage Minority Participation because there are no non-elected transit-related boards, committees, or councils.

**Jim Hogg County Transportation** does not provide funding to subrecipients.

