

TITLE VI Program



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4801 Daugherty Avenue
Laredo, Texas 78041
(956) 722-6100 – (956) 726-4524 Fax

INTRODUCTION

The purpose of this document is to ensure that rural transit service operated within the County of Webb is in compliance with the FTA Circular 4702.1B and Title VI of the Civil Rights Act of 1964, which states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal assistance."

With specific regard to transit services, this document ensures that:

1. FTA assisted benefits and related service are made available and are equitable distributed without regard to race, color, or national origin;
2. That the level and quality of FTA assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
3. That opportunities to participate in the transit planning and decision-making processes are provided without regard to race, color, or national origin;
4. That decisions on the location of transit services and facilities are made without regard to race, color, or national origin and

That corrective and remedial action will be taken if necessary to prevent discriminatory treatment based on race, color, or national origin.

Webb County CAA -El Aguila Rural Transportation is a general public transportation provider for rural areas of Webb County. The agency operates fixed routes, ADA para-transit and Demand Response. El Aguila Rural Transportation was founded in the 1988 and has been providing services for County of Webb encompassing 3,375 square miles with a population of 250,304 (US Census Bureau, 2010 estimate). Webb County is a Political Subdivision of the State of Texas and receives funding through the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT).

El Aguila Rural Transportation has twelve transit employees that include ten drivers with CDL license with passenger endorsement and fully trained to meet all capacity standards. El Aguila provides transportation to the townships of Oilton, Mirando, Bruni, the Colonias of Pueblo Nuevo and Los Altos on Hwy 359 in Eastern Webb County; also the cities of El Cenizo and Rio Bravo in Southern Webb County. With a current fleet of eighteen, sixteen equipped for mobility devices, El Aguila operates sixteen trips daily on fixed routes starting at 5:30 a.m. ending at 8:30 p.m. As for

Demand Response, El Aguila uses complete fleet to provide ADA/demand transportation service offered to disabled citizens unable to use conventional fixed public transportation.

Funding to Subrecipients-

Webb County CAA- El Aguila does not provide funding to sub-recipients. Our agency has no sub-recipients.

TITLE VI NOTICE TO THE PUBLIC

Background

This Title VI notice to the public is posted at the EL Aguila Transit receptions desk located at 4801 Daugherty Ave., Laredo, Texas 78041. All El Aguila routes start and end each trip at this location. The notice is also posted at the Webb County Administrative Office, 1110 Washington Street, suite 101, Laredo, Texas 78040 and public meeting rooms. Plus included in the following:

- The Webb County website,
<http://www.webbcountytx.gov/CommunityActionAgency/EIAguila/default.aspx>

Sample Title VI Notification to the public

Notifying the Public under Title VI

The City of Laredo

COUNTY OF WEBB

Webb County Community Action Agency

El Aguila Rural Transit System

Webb County Community Action Agency, El Aguila Rural Transportation operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964.

An individual, who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI, may submit a complaint with El Aguila Rural Transportation at 4801 Daugherty Ave. and/or The Texas Department of Transportation (TxDOT PTN) at 125 East 11th Street, Austin, Texas 78701-2483 or Federal Transit Administration (FTA) at East Building, 5th Floor-TCR, 1200, New Jersey Ave. SE. Washington, DC 20590. For more information on the procedures to file a complaint, contact 956-722-6100, or visit our website at <http://www.webbcountytx.gov/CommunityActionAgency/EIAguila/default.aspx>

A complainant may submit a complaint directly with the Federal Transit Administration by filing a complaint with the office of Civil Rights, Attention: Title VI Program Coordinator
East Building, 5th floor-TCR, 1200
New Jersey Ave. SE. Washington, DC 20590

Title VI notices are posted at the following locations: Webb County CAA El Aguila Rural Transportation Administrative Office, receptions desk, at 4801 Daugherty Ave., Webb County Community Action Agency Administrative Office at 1110 Washington St. suite 101 (Billy Hall), public meeting rooms and Webb County website <http://www.webbcountytx.gov/CommunityActionAgency/EIAguila/default.aspx>

For more information or if information is needed in another language, contact 956-722-6100
Para obtener más información o si se necesita información en otro idioma, comuníquese al 956-722-6100

Title VI Complaint Procedure
Webb County Community Action Agency El Aguila Rural Transportation

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Webb County Community Action Agency, El Aguila Rural Transportation (hereinafter referred to as "El Aguila") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. El Aguila investigates complaints received no more than 180 days after the alleged incident. El Aguila will process complaints that are completed and signed.

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

El Aguila has 30 days to investigate the complaint. If more information is needed to resolve the case, El Aguila may contact the complainant. The complainant has 30 days from the date of the letter sent to send requested information to the investigator/or designated assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 days, El Aguila can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

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

A person may also file a complaint with the Federal Transit Administrative, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. You can also pick up the complaint form and complaint procedures at 4801 Daugherty Ave. Laredo, Texas 78041, 1110 Washington St. Suite 101 Laredo Texas 78040 or print from the website <http://www.webbcountytx.gov/CommunityActionAgency/EIAguila/default.aspx>

Webb County Community Action Agency El Aguila will forward all complaints received to TxDOT's Public Transit Coordinator (PTC) within 10 business days.

If information is needed in another language contact 956-722-6100.
Si se necesita información en otro idioma, comuníquese al 956-722-6100

Title VI Complaint Form

Section I

Name: _____
Address: _____
Telephone (home) ___ (work) ___ (other) ___
Electronic Mail Address: _____
Accessible Format _____ Large Print _____ Audio Tape _____
Requirements? _____ TDD _____ Other _____

Section II

Are you filling this complaint on your 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 the behalf of a third party: ___ Yes ___ No

Section III

I believe the discrimination I experienced was based on (check all that apply):

___ Race ___ Color ___ National Origin

Date of Alleged Discrimination (Month, Day, Year): ___ / ___ / ___

Explain as clearly as possible what happen 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 spaces is needed use back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency? ___ Yes ___ No

Section V

Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court? ___ Yes ___ No

If Yes, check all that apply:

___ Federal Agency: _____
___ Federal Court: _____ State Agency _____
___ State Court: _____ Local Agency _____

Please provide information about a contact person at the agency / court where the complaint was filed.

Name: _____
Title: _____
Address: _____
Telephone: _____

Section VI

Name of agency complaint is against: _____
Contact Person: _____
Title: _____
Telephone Number: _____

If information is need in another language, contact 956-722-6100.
Si necesitas información en otro idioma, comuníquese al 956-722-6100

Signature and Date required below

Signature Date

Date

Please submit this form in person at the address below, or mail this form to:
Webb County CAA- El Aguila Transportation Program Manager
4801 Daugherty Avenue
Laredo, Texas 78041

Notificación al público en virtud del título VI
La Ciudad de Laredo

CONDADO DE WEBB

Agencia de Acción Comunitaria del Condado de Webb
El Aguila Rural Transit System

Agencia de Acción Comunitaria del Condado de Webb, El Águila Transporte Rural opera su programa y servicios sin tener en cuenta raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

Una persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja con El Aguila Rural Transportation en 4801 Daugherty Ave. Y / o el Departamento de Transporte de Texas (TxDOT PTN) en 125 East 11th Street, Austin, Texas 78701-2483 o Administración Federal de Tránsito (FTA) en East Building, 5th Floor-TCR, 1200, New Jersey Ave. SE. Washington, DC 20590. Para obtener más información sobre los procedimientos para presentar un cumplimiento, comuníquese con el 956-722-6100 o visite nuestro sitio web en <http://www.webbcountytx.gov/CommunityActionAgency/ElAguila/default.aspx>

Un reclamante puede presentar una queja directamente con la Administración Federal de Tránsito presentando una queja ante la oficina de Derechos Civiles, Atención: Título VI Coordinador del Programa
Edificio Este, 5to piso-TCR, 1200
Nueva Jersey Ave. SE. Washington, DC 20590

Las notificaciones del Título VI se publican en las siguientes ubicaciones: Webb County CAA Oficina Administrativa de Transporte Rural El Aguila, oficina de recepciones, en 4801 Daugherty Ave., Oficina Administrativa de Acción Comunitaria del Condado de Webb Oficina Administrativa en 1110 Washington St. suite 101 (Billy Hall), salas de reuniones públicas Y el Web site del condado de Webb

For more information or if information is needed in another language, contact 956-722-6100
Para obtener más información o si se necesita información en otro idioma, comuníquese al 956-722-6100

PROCEDIMIENTO DE QUEJA

Procedimiento de Queja del Título VI

Webb Agencia de Acción Comunitaria del Condado El Aguila Transporte Rural

Cualquier persona que crea que ha sido discriminado por raza, color o origen nacional por la Agencia de Acción Comunitaria del Condado de Webb, El Aguila Rural Transportation (en Adelante "El Aguila") puede presentar una queja de Título VI Completando y presentando el Formulario de Queja de Título VI de la agencia. El Aguila investiga las denuncias recibidas no mas de 180 días despues del presunto incidente. El Aguila tramitará las quejas que se hayan completado y firmado.

Una vez recibido el cumplimiento, El Aguila lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento informándole si la queja será investigada por nuestra oficina.

El Aguila tiene 30 días para investigar la queja. Si se necesita más información para resolver el caso, El Aguila puede contactar al reclamante. El denunciante tiene 30 días a partir de la fecha de la carta enviada para enviar la información solicitada al investigador o designado asignado al caso. Si el investigador no es contactado por el demandante o no recibe la informacion adicional dentro de los 15 días, El Aguila puede cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si la queja ya no desea seguir el caso.

Después de que el investigador o las revisiones designadas presenten la queja, él / ella emitirá una de dos cartas al demandante: Una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las alegaciones e indica que no hubo una violación del Título VI y que el caso será cerrado. Un LOF resume las alegaciones y las entrevistas sobre el supuesto incidente, y explica si se llevará a cabo alguna acción disciplinaria, capacitación adicional al miembro del personal u otra acción. Si el querellante desea apelar la decisión, él/ ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja ante la Oficina Federal de Tránsito, en la Oficina de Derechos Civiles del FTA, 1200 New Jersey Avenue SE, Washington, DC 20590. También puede recoger la forma conforme y los procedimientos de cumplimiento en 4801 Daugherty Ave. Laredo, Texas 78041, 1110 Washington St. Suite 101 Laredo Texas 78040 o imprimir desde el sitio web <http://www.webbcountytx.gov/CommunityActionAgency/ElAguila/default.aspx>

Agenda de Acción Comunitaria del Condado de Webb El Aguila enviará todas las quejas recibidas al Coordinador de Tránsito Público (PTC) de TxDOT dentro de 10 días hábiles.

If information is needed in another language, contact 956-722-6100.
Si necesitas información en otro idioma, comuníquese al 956-722-6100.

Formulario de Queja del Título VI

Sección I

Nombre: _____

Dirección: _____

Teléfono (casa) ___ (trabajo) ___ (otro) _____

Dirección de correo electrónico: _____

Formato accesible gran formato Cinta de audio

Requisitos? TDD Otros

Sección II

¿Está llenando esta queja en su nombre? ___ Si ___ No

*Si respondió "si" a esta pregunta, vaya a la sección III.

Si no es así, sirvase indicar el nombre y la relación de la persona por la que se queja:

_____/_____

Por favor, explique por que ha presentado un tercero:

Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando por cuenta de un tercero: ___ Si ___ No

Sección III

Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):

___ Raza ___ Color ___ Origen Nacional

Fecha de Presunta Discriminación (Mes, Día, Año): ___/___/___

Explique lo más claramente posible lo que sucede y porqué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de cualquier testigo. Si se necesita más espacios, utilice el reverse de este formulario.

Sección IV

¿Ha presentado anteriormente una quejade Título VI con esta agencia? ___ Si ___ No

Sección V

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local o ante cualquier tribunal federal o estatal? ___ Si ___ No

En caso afirmativo, marque todas las que correspondan:

___ Agencia Federal: _____

___ tribunal Federal: _____ Agencia Estatal _____

___ tribunal Estatal: _____ Agencia Local _____

Proporcione información sobre una persona de contacto en la agencia/tribunal donde se present la queja.

Nombre: _____

Título: _____

Dirección: _____

Teléfono: _____

Sección VI

El nombre de la quejade la agencia está en contra:

Persona de contacto:

Título:

Número de Teléfono:

Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

If information is need in another language, contact 956-722-6100.
Si necesitas información en otro idioma, comuníquese al 956-722-6100

Firma y Fecha requerida bajo

Firma

Fecha

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario por correo a:

El Aguila Gerente de Tránsito
4801 Daugherty Avenue
Laredo, Texas 78041

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits (general requirement)

Background

El Aguila prepares and maintains a list of any of the following that alleges discrimination on the basis of race, color, and national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and,
- Complaints naming the recipient.

This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuits, or complaint; and actions taken by the recipient in response or final readings related to the investigation, lawsuits, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

Sample list of investigations, lawsuits, and complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint; race, color, national origin)	Status	Action (s) taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.	05/12/2013	Client Claimed driver kept him from boarding bus due to national origin	Pending Investigation	El Aguila submitted response detailing the reasons client was not permitted to board bus, but not due to national origin

Public Participation Plan

Public participation procedures are established to allow and encourage participation in Webb County CAA- El Aguila Rural Transportation services area and include low income, appointed designee, and minority individuals and those with limited English proficiency.

This document will outline procedures to provide opportunities for all citizens to participate in the development of the regional mobility plan for Webb County. Rural Transportation Plan (RTP) in which Webb County CAA- El Aguila Transportation participates with other

transportation services, both public and private within the Texas Rural Area. Public participation with focus groups and interviews with transportation stakeholders, surveys, reviews of local plans, participation in regional transportation planning sessions, and the gathering of background information.

Interviews, meetings, public meetings, and surveys were conducted with the following:

- Town hall meetings -Rio Bravo, Texas &El Cenizo, Texas
- South Texas Workforce Center-Laredo, Texas
- Town hall meetings - Mirando City, Oilton, and Bruni, Texas
- Rural/Urban Transit clients

The RTP Steering Committee made up of local human services organizations and local transit managers. The committee has not met since last year, however El Aguila Rural Transportation still continues to have a two-way communication with all parties mentioned above.

El Aguila has an active working relationship with a number of community organizations and agencies that work with minorities, elderly and disabled persons and LEP citizens and organizations

- Border Area Nutrition Council
- El Metro Urban Transit, Laredo Transit Management
- Rural Area Community Colonia Centers (elder services)
- Community Centers (elder services)
- Texas A & M International University
- Laredo College
- Webb County El Aguila Rural Transportation
- South Texas Development Council
- Casa Misericordia (shelter home for women)

El Aguila will continue cultivating working relationships with these agencies and others to better match transportation resources with the clients of these and other agencies.

Surveys of human services, transit agencies and interviews at various rural area community centers of Webb County within Laredo, Texas.

Webb County CAA- El Aguila continues to utilize its adopted public input process plan which targets interested groups representing unique users of the transportation system as well as groups involved in the growth involved in the growth and development of the metropolitan area.

Public Comment on Fare and Service Changes

This document included in this public participation section, governs how public input will be obtained when fare and service changes are being considered. The document references the need for Title VI and LEP considerations in the specific planning processes necessary when considering fare and service changes. The policy indicates that the transit staff will conduct

public meetings held in accessible locations in areas where citizens impacted by proposed changes in service or fare. The manager and his/her staff are responsible for summarizing the input and making recommendations to the Webb County Community Action Agency Advisory Board and the Commissioners Court. All Webb County Commissioners' meetings and their committee meetings are publicly advertised are open for public comment and are held at the county courthouse near the main transfer point of El Aguila Rural Transportation in downtown Laredo.

Public Input on ADA Transit Issues

Webb County Community Action Agency Advisory Board composed of individuals hearing issues regarding all aspects of services provided by all departments of Webb County C.A.A. These individuals advise and make recommendations to El Aguila regarding accessible transportation. The goal is to achieve 100% accessible rural public transportation for the rural areas of Webb County on both fixed and demand response. Some examples of topics discussed are as follows:

- Scheduling issues
- Eligibility issues
- Training issues
- ADA Complaint issues

Language Assistance Plan:

Webb County C.A.A. El Aguila Rural Transportation recognizes the importance of effective and accurate communication between its personnel and the community that they serve. Language barriers can impede effective and accurate communication in a variety of ways. Language barriers can sometime inhibit or even prohibit individuals with Limited English Proficiency (LEP) from accessing and/or understanding important rights, obligations and services, or from communicating accurately and effectively in difficult situations. Ensuring maximum communication ability between the Authority and all segments of the community serves the interest of both.

The purpose of this plan is to establish effective guidelines, consistent with TxDOT policy, for the EART to follow when providing services to, or interacting with, individuals who are LEP. The Language Assistance Plan includes vital documents translated into foreign language. The lists of vital documents are:

- Notice to the Public/Notificación al público
- Complaint Procedure/Procedimiento de queja
- Complaint Form/ Formulario de queja

PROCEDIMIENTO DE QUEJA

Procedimiento de Queja del Título VI

Webb Agencia de Acción Comunitaria del Condado El Aguila Transporte Rural

Cualquier persona que crea que ha sido discriminado por raza, color o origen nacional por la Agencia de Acción Comunitaria del Condado de Webb, El Aguila Rural Transportation (en Adelante "El Aguila") puede presentar una queja de Título VI Completando y presentando el Formulario de Queja de Título VI de la agencia. El Aguila investiga las denuncias recibidas no mas de 180 días despues del presunto incidente. El Aguila tramitará las quejas que se hayan completado y firmado.

Una vez recibido el cumplimiento, El Aguila lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento informándole si la queja será investigada por nuestra oficina.

El Aguila tiene 30 días para investigar la queja. Si se necesita más información para resolver el caso, El Aguila puede contactar al reclamante. El denunciante tiene 30 días a partir de la fecha de la carta enviada para enviar la información solicitada al investigador o designado asignado al caso. Si el investigador no es contactado por el demandante o no recibe la informacion adicional dentro de los 15 días, El Aguila puede cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si la queja ya no desea seguir el caso.

Después de que el investigador o las revisiones designadas presenten la queja, él / ella emitirá una de dos cartas al demandante: Una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume las alegaciones e indica que no hubo una violacion del Título VI y que el caso será cerrado. Un LOF resume las alegaciones y las entrevistas sobre el supuesto incidente, y explica si se llevará a cabo alguna acción disdplinaria, capacitación adicional al miembro del personal u otra acción. Si el querellante desea apelar la decisión, él/ ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja ante la Oficina Federal de Tránsito, en la Oficina de Derechos Civiles del FTA, 1200 New Jersey Avenue SE, Washington, DC 20590. También puede recoger la forma conforme y los procedimientos de cumplimiento en 4801 Daugherty Ave. Laredo, Texas 78041, 1110 Washington St. Suite 101 Laredo Texas 78040 o imprimir desde el sitio web <http://www.webbcountytx.gov/CommunityActionAgency/ElAguila/default.aspx>

Agenda de Acción Comunitaria del Condado de Webb El Aguila enviará todas las quejas recibidas al Coordinador de Tránsito Público (PTC) de TxDOT dentro de 10 días hábiles.

If information is needed in another language, contact 956-722-6100.

Si necesitas información en otro idioma, comuníquese al 956-722-6100.

Formulario de Queja del Título VI

Sección I

Nombre: _____

Dirección: _____

Teléfono (casa) ___ (trabajo) ___ (otro) ___

Dirección de correo electrónico: _____

Formato accesible

gran formato

Cinta de audio

Requisitos?

TDD

Otros

Sección II

¿Está llenando esta queja en su nombre? ___ Si ___ No

*Si respondió "sí" a esta prejunta, vaya a la sección III.

Si no es así, sírvase indicar el nombre y la relación de la persona por la que se queja:

_____/_____

Por favor, explique por que ha presentado un tercero:

Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando por cuenta de un tercero: ___ Si ___ No

Sección III

Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):

___ Raza ___ Color ___ Origen Nacional

Fecha de Presunta Discriminación (Mes, Día, Año): ___/___/___

Explique lo más claramente posible lo que sucede y porqué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de cualquier testigo. Si se necesita más espacios, utilice el reverse de este formulario.

Sección IV

¿Ha presentado anteriormente una quejate Título VI con esta agencia? ___ Si ___ No

Sección V

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local o ante cualquier tribunal federal o estatal? ___ Si ___ No

En caso afirmativo, marque todas las que correspondan:

___ Agencia Federal: _____

___ tribunal Federal: _____

___ Agencia Estatal _____

___ tribunal Estatal: _____

___ Agencia Local _____

Proporcione información sobre una persona de contacto en la agencia/tribunal donde se present la queja.

Nombre: _____

Título: _____

Dirección: _____

Teléfono: _____

Sección VI

El nombre de la quejate la agencia está en contra:

Persona de contacto:

Título:

Número de Teléfono:

Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

If information is need in another language, contact 956-722-6100.
Si necesitas información en otro idioma, comuníquese al 956-722-6100

Firma y Fecha requerida bajo

Firma

Fecha

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario por correo a:

El Aguila Gerente de Tránsito
4801 Daugherty Avenue
Laredo, Texas 78041

Table Depicting the Membership of Non-Elected Committee and Councils:

Webb County Community Action Agency El Aguila Rural Transportation, is governed by WCCAA Advisory Board and Webb County Commissioner's Court, all elected members. El Aguila Rural Transportation does not have non-elected transit related committee or council.

Fixed Route Requirements:

Vehicle Loads

Webb County Community Action Agency (WCCAA) El Aguila Rural Transportation has a total of 16 shuttle buses, with an average seating capacity of 24 seats with an average of 1-3 standees. Overall average seating capacity during peak times is about 25-28 seats and 12-15 during off-peak times. Peak times are defined as our first two early morning runs 5:45am and 7:30am runs and then return home trips of 3:15pm and 5:00pm runs. Off-peak times are defined for us as the mid-morning runs 9:15am and mid-afternoon run of 1:30pm and late evening run of 6:45pm.

On-Time Performance

WCCAA El Aguila Rural Transportation Program on-time performance standard scheduled is considered acceptable with a completed run of +5 minutes of a completed schedule. To date our agency has had an acceptable rate of 90% of on-time completed scheduled run(s).

Vehicle Headway

WCCAA El Aguila Rural Transportation headway average is 35 minutes with the frequency of 2 buses per hour in operation.

Service Area

Service area is Webb County.

Currently our service areas encompass the southern part of County to the incorporated cities of Rio Bravo and El Cenizo Texas and the Eastern part of the county to the townships of Mirando City, Oilton and Bruni Texas and also various Colonias along the eastern state highway of state highway 359. As always, we are looking into future expansion to the north and western of the county.

**Public Comment on Fare and Service Changes
Webb County Community Action Agency
El Aguila Rural Transit
August 2020**

The County of Webb and Webb County CAA- El Aguila Rural Transportation recognize a major service change as any change impacting 10% or more of total system operating hours and any increase in fare. Either or both of these events require the Public Comment on Service and Fare Change process.

- Confirm that the proposed schedule change exceeds the 10% in daily service hour threshold. This is automatic in the case of fare increases.

- Schedule public meetings in accessible locations along routes affected at times when customers can more easily attend. Specify the room set up in regards to tables, chairs, audio visual aid equipment, etc.
- Determine who on El Aguila staff will attend the public meeting, make presentations and receive public input.
- Publish notice of meetings(s) 14 or more days in advance.
- Place fliers on buses and at the transit center notifying the public of the meetings(s).
- Consistent with Title VI, publish public notices in line with LEP considerations
- Publish notice on El Aguila website
- Arrange for a sign language interpreter as necessary
- Complete presentation materials such as maps, descriptions, handouts, and audiovisual materials for the meetings(s)
- El Aguila staff conducts public meetings to:
 1. Encourage public to sign in
 2. Present proposal and distribute handouts
 3. Hold questions and answer sessions and capture public comments of all types.
- Summarize in writing the input from various sources for review and evaluation by El Aguila management staff.
- Make final El Aguila staff recommendations based on public input to advisory and governing board (Commissioners' Court)
- Commissioners' Court during regular meeting to act on proposed changes
- El Aguila staff communicates the adopted changes through flyers, public notices and on website.

El Aguila Rural Transit Limited English Proficiency Plan

August 2020

The purpose of this Limited English Proficiency Plan (the "plan") is to meet Federal Transit Administration's ("FTA") requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color or national origin. As a recipient of FTA funds, El Aguila Rural Transit Program has pledged to take reasonable steps to provide meaningful access to its services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The United States Department of Transportation's publication "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients; Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*", dated April 13, 2007, and "*Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*", dated December 14, 2005, were used in the preparation of this plan.

II. Contents.

This plan contains:

Factor 1. The number and proportion of LEP persons in our service area who may be served or are likely to encounter a transit program, activity or service.

1) 2010 U.S. Census Data. According to data obtain from the 2010 U.S. Census, the total eligible population in the county of Webb is 250,304. See Addendum I. The language other than English spoken at home is 94.4%

2) White persons not-Hispanics percentage is 2010 is 3.3%.

3) Education Facts High School graduates of persons age 25+ between 2006-2010 is 62.7%. Bachelor's Degree or higher, pct. Of persons age 25+ between 2006-2010 is 16.7%.

4) Mean Travel time to work (minutes), workers age 16+ between 2006-2010 is 21.0%

Factor 2. The frequency with which LEP persons come in contact with our programs, activities or services.

The LEP populations that we work with speak primarily Spanish. These individuals use our services for work, school / pre-school and medical appointments. Our workers have daily contact with Spanish speaking passengers. We know that our services provide an important link to these individuals.

Factor 3. The nature and importance of programs, activities or services provided to the LEP population.

El Aguila Rural Transportation considers its service to be an important and essential one for many people living in the Webb County area.

Factor 4. The resources available to our transit system and the overall cost to provide language assistance.

Our budget for marketing and communicating with LEP persons in their language about services that are available to them is minimal. Being that Webb County is 94% Hispanic mostly all of our drivers and staff are proficient in Spanish.

B. Language Assistance Measures

In the future work with the social service agencies that assist LEP to ensure that we are addressing any language barrier appropriately, we will expand this LEP policy to encompass the entire agency making a holistic and seamless document that covers everything that we do.

Language measures have been in place to accommodate the needs of the individuals that we service. Such measures will include but not limited to:

- Translating keep documents in Spanish
- Posting notices in appropriate language informing LEP persons of available services and language line phone interpreters.
- Arrange for availability of oral translators Community with LEP persons' groups about services.

Other additional visual aids and or announcements will be translated and interpreted in Spanish, some examples are in forms:

- Brochures
- Flyers
- Posters
- Newspapers ads
- Radio ads
- Websites, etc. and staff training

C. Staff Training

To ensure effective implementation of this plan, El Aguila Rural Transportation will schedule training at orientations for new staff and for all relevant employees on an annual basis to review.

- El Aguila Rural Transportation Limited English Proficiency Plan;
- Demographic data about local LEP population;
- Printed LEP person's materials;
- How to handle verbal requests for services in a foreign language;
- Responsibility to notify managers about any LEP persons' unmet needs.

D. Notice to LEP Persons about Available Language Assistance

El Aguila Rural Transportation plans to notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

- Signs on buses or at bus stops;
- Posters;
- Sending information to local organizations that work with LEP persons; and
- Website notices.

E. Monitoring, Evaluating and Updating Plan

El Aguila Rural Transportation program will review this plan during its annual review:

- Assessing its effectiveness (e.g. comparing numbers of LEP persons served by year, number of requests for language assistance received during year);
- Assessing the sufficiency of staff training;
- Reviewing current sources for assistance to ensure continuing availability; and
- Reviewing any complaints from LEP persons or about their needs that were received during the past year.

The El Aguila Rural Transportation will review this plan annually. Any revisions of the plan will be approved by the manager and dated accordingly.

F. Dissemination of Plan

This Limited English Proficiency Plan will be available on our website soon. This plan will also be available at no cost in English upon request by telephone, fax and it is feasible to have it translated, it shall be provided at no cost to the requester.

Title VI copy of board meeting minutes, resolution showing other appropriate governing entity approval

At this point, the Webb County Community Action Agency Advisory Board/Webb County Commissioners' Court has yet to meet and make a motion to approve the Webb County Community Action Agency "El Aguila Rural Transportation" Title VI program.

Title VI Complaint Procedures

Webb County CAA- El Aguila staff will review the complaint and determine whether it raises any Title VI issues using Federal Transit Administration guidance. Once complaint has been registered, staff will track the complaint using the Compliant Tracking Log.

Complaint shall be registered, and dated along with the name of the individual make said compliant.

Acknowledgement letter to inform whether the complaint will be investigated.

A summary of the nature or action of the complaint shall be identified and recorded based on race, color, or national origin.

El Aguila has 30 (thirty) days a follow up with reporting agencies and report any action(s) taken.

If more information is needed, communication (letter) will be established with complainant.

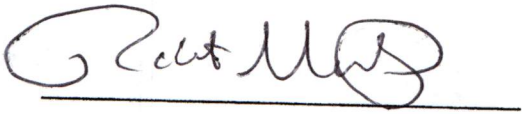
Complainant has thirty (30) days after said communication (letter) to provide the requested information to investigator assigned to the case.

If investigator is not contacted by complainant within 15 (fifteen) days, case can be closed administratively.

The case can be closed if complainant no longer wishes to pursue it.

COMPLAINT TRACKING LOG

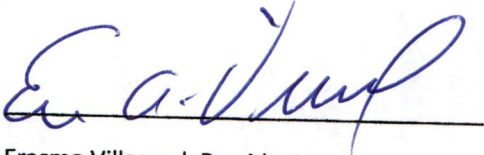
Date complaint Received	Name of complainant	Identifying information of complaint (race, color, national origin etc.)	Investigation findings and final disposition of complaint	Date complaint closed	Program signature



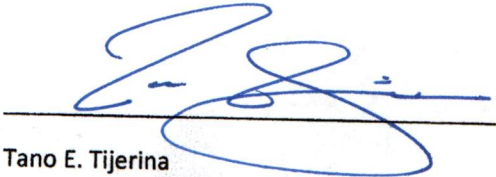
Roberto Martinez, Program Manager
Webb County C.A.A.- El Aguila Rural Transportation



James Flores, Executive Director
Webb County C.A.A. and Economic Development

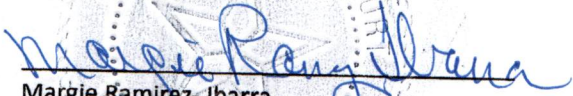


Erasmo Villarreal, President
Webb County C.A.A. Advisory Board

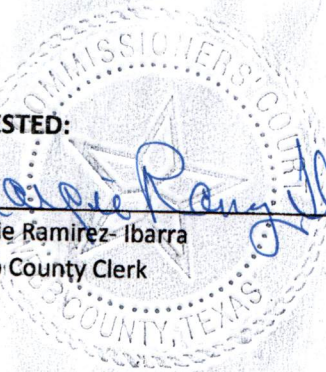


Tano E. Tijerina
Webb County Judge

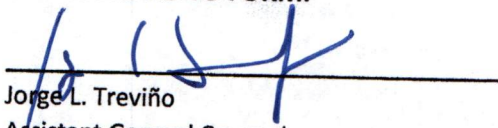
ATTESTED:



Margie Ramirez- Ibarra
Webb County Clerk



APPROVED AS TO FORM:



Jorge L. Treviño
Assistant General Counsel
Webb County Civil Legal Division

The General Counsel, Civil Legal Division's Office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorney(s).

Passed and approved by the Webb County Commissioners Court on 08/10/2020; Item No. 7d AI - 10888