

Title VI Plan

Southwest Area Regional Transit District

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Section 1: Title VI Plan Approval

Title VI Plan: August 30, 2017

Adopted by: Southwest Area Regional Transit
District

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions

Section 2: Description of Organization and Service Provided

The Southwest Area Region Transit District 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) and the U.S. Department of Transportation implementing regulations

Mission: To provide safe, accessible, affordable, and seamless transportation services to enhance the quality of life and promote community and economic development in the Southwest Region.

Vision: To provide safe, accessible, affordable, and seamless transportation services to enhance the quality of life and promote community and economic development in the Southwest Region.

Moto: El Paseo-The Heartbeat of the Southwest Region.

SWART provides rural public transportation, non-emergency medical Medicaid transportation, workforce transportation, and throughout the region. Demand response, deviated routes, door-to-door services, and various routes (both locally and out-of-area) are provided to the general public for a small fee. Scheduling and dispatching of routes are performed centrally with two dispatch office located in the City of Uvalde and the City of Eagle Pass. SWART is unique in its operation due to its in-house mechanics and maintenance facilities located in Uvalde and Eagle Pass. The service is also enhanced due to two multimodal facilities located in Uvalde and Eagle Pass, one transit terminal located in Crystal City, one Park & Ride Facility located in Uvalde, and transit satellite offices located in Rocksprings and Brackettville.

SWART employees anywhere from 55-58 transit related employees. SWART's vehicle fleet inventory is currently at 52 vehicles. A total revenue vehicles utilized daily ranges from 45-28. SWART traditionally has a spare ratio of 6-8%. SWART has a total of 4 support vehicles as well.

Section 3: Title VI Policy Statement

Policy Statement

The **Southwest Area Regional Transit District**, 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 Southwest Area Regional Transit District's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI
THE Southwest Area Regional Transit District

- ✓ The **Southwest Area Regional Transit District** 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 **Southwest Area Regional Transit District**.
- ✓ For more information on the Southwest Area Region Transit District's civil rights program, and the procedures to file a complaint, contact 800-499-1617, (TTY 800-4991617); email scook@paseoswar.org. ; or visit our administrative office at 713 East Main Street, Uvalde, Texas 78801 For more information, visit www.paseoswar.org
- ✓ A complaint may also be filed 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 800-499-1617.
- ✓ Si se necesita informacion en otro idioma de contacto, 800-499-1617.

The Southwest Area Regional Transit District's Notice to the Public is posted in the following locations:
(check all that apply)

- X Agency website: www.paseoswar.org
- X Public office
- X Reception areas
- Meeting rooms
- X Inside vehicles
- X Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

TÍTULO VI Notificación al público

Aviso del Southwest Area Regional Transit District's Superficie al público es el siguiente:

Notificación al público de los derechos bajo el Título VI

Southwest Area Regional Transit District

El suroeste del Área Regional de Tránsito del Distrito opera sus programas y servicios, sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el suroeste Área Regional Transit District.

- Para obtener más información sobre el programa de derechos civiles de la Región del Área de Tránsito del Distrito Sudoeste 's, y los procedimientos para presentar una queja, el contacto 800-499-1617, (TTY 800-4991617); Correo electrónico scook@paseoswart.org. ;O visite nuestra oficina administrativa en 713 East Main Street, Uvalde, Texas 78801 Para obtener más información, visite www.paseoswar.org
- También se puede presentar una queja directamente con:
Departamento de Transporte, la atención de Tejas: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78.701 a 2.483, o Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5^o Piso-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si necesita información en otro idioma, llame al 800-499-1617.
- Si Se Necesita Informacion En Otro idioma de contacto, 800499-1617.

Aviso del Área Regional de Tránsito del Distrito Sudoeste al público se puede encontrar en los siguientes lugares: *(marque lo que corresponda)*

- X Sitio web de la Agencia: www.paseoswart.org
- X Oficinas públicas
- X Áreas de recepción
- Salas de reuniones
- X Dentro de los vehículos
- X Guías / Horarios
- Refugios y estaciones de tránsito
- Otros, _____

Title VI Complaint Procedure

The **Southwest Area Regional Transit District's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

X Agency website: www.paseoswart.org

X Public office

X Reception areas

Meeting rooms

X Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold. Other,

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Southwest Area Regional Transit District** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.paseoswart.org, or requested at: 713 East Main Street, Uvalde, Texas 78801

The **Southwest Area Regional Transit District** investigates complaints received no more than 180 days after the alleged incident. The **Southwest Area Regional Transit District** will process complaints that are complete.

Once the complaint is received, the **Southwest Area Regional Transit District** 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 **Southwest Area Regional Transit District** has 10 business days to investigate the complaint. If more information is needed to resolve the case, Southwest Area Regional Transit District may contact the complainant.

The complainant has 5 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 5 business days, Southwest Area Regional Transit District 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 5 business 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: TxDOTPTN, 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 800-499-1617.

Si se necesita informacion en otro idioma de contacto, 800-499-1617

Procedimiento de Queja del Título VI

Procedimiento de Quejas del Título VI **del Distrito Regional de Tránsito del suroeste de la zona** se pone a disposición en los siguientes lugares: *(marque todo lo que corresponda)*

Sitio web de la Agencia X: www.paseoswart.org

La función pública X

X zonas de recepción

Salas de reuniones

X Disponible en los idiomas apropiados para las poblaciones LEP, reunidos en el umbral de seguridad.

Otros, _____

Cualquier persona que se cree o se le ha discriminado por motivos de raza, color u origen nacional por parte del **suroeste Área Regional Transit District**, puede presentar una queja del Título VI, completando y enviando el Formulario de Quejas del Título VI de la agencia. Los formularios de quejas pueden ser encontrados en: www.paseoswart.org, o solicitados en: 713 East Main Street, Uvalde, Texas 78801

El **suroeste del Área Regional de Tránsito del Distrito** investiga las quejas recibidas no más de 180 días después del supuesto incidente. El **Área Regional de Tránsito del Distrito Sudoeste** procesará quejas que son completos.

Una vez recibida la queja, el **Área Regional de Tránsito del Distrito Sudoeste** la revisará para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada una de las reclamaciones recibidas en el Título VI será enviada al Coordinador de Transporte Público de TxDOT dentro de los diez (10) días calendario de recibida). El reclamante recibirá una carta de reconocimiento informándole si la investigación será investigada por nuestra oficina.

El **suroeste del Área Regional de Tránsito del Distrito** tiene 10 días hábiles para investigar la queja. Si se necesita más información para resolver el caso, el Distrito Regional de Tránsito del Área Sudoeste puede contactar al reclamante.

El reclamante tiene 5 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 demandante o no recibe la información adicional dentro de los 5 días hábiles, el Distrito Regional de Tránsito del Área Sudoeste puede cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si el demandante ya no desea seguir su caso.

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

- Una carta cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará.

- Una carta de encontrar (LOF) resume las alegaciones y las entrevistas sobre el supuesto incidente, y explica si posibles medidas disciplinarias, se producirá una formación adicional del miembro del personal, u otra acción.

Si el querellante desea apelar la decisión, tiene 5 días hábiles después de la fecha de la carta o del LOF para hacerlo.

Una persona puede también presentar una queja directamente con: Departamento de Transporte de Texas, a la atención de: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Title VI Program Coordinador, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

.Si se necesita informacion en otro idioma de contacto, 800-499-1617

Title VI Complaint Form

The **Southwest Area Regional Transit District's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

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

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

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, check all that apply:				

<input type="checkbox"/> Federal _____	Agency:	
<input type="checkbox"/> 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.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

If this form is needed in a different language, please contact the General Manager at 830-278-4155.

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

Signature and date required below

Signature Date

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

Southwest Area Reginal Transit District
Sarah Hidalgo-Cook, CCTM, General Manager
713 East Main Street
Uvalde, Texas 78801
830-278-4155 x 3009 or 800-499-1617 x 3009
scook@paseoswart.org

Si se necesita información en otro idioma, póngase en contacto [la agencia debe poner su número de teléfono aquí:

Sarah Hidalgo-Cook, CCTM, General Manager
713 East Main Street
Uvalde, Texas 78801
830-278-4155 x 3009 or 800-499-1617 x 3009
scook@paseoswart.org

Formulario de Queja del Título VI

Procedimiento de Quejas del Título VI del Distrito Regional de Tránsito del suroeste de la zona se pone a disposición en los siguientes lugares: *(marque todo lo que corresponda)*

X Sitio web de la Agencia

X copia dura en la oficina central

X disponible en los idiomas apropiados para las poblaciones LEP, reunidos en el umbral de seguridad.

Otros, __

Sección I:			
Nombre:			
Dirección:			
Teléfono (casa):		Teléfono (Trabajo):	
Dirección de correo electrónico:			
Requisitos de formato accesible?	Impresión grande	Cinta de audio	
	TDD	Otro	
Sección II:			
¿Está presentando esta queja en su propio nombre?	Sí*	No	
* Si respondió "sí" a esta pregunta, vaya a la Sección III.			
En caso contrario, sírvase indicar el nombre y la relación de la persona por la que se queja:			
Por favor, explique por qué ha presentado un tercero:			
Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero. Sí No			
Sección III:			
Creo que la discriminación que experimenté se basó en (marque todos los que apliquen):			
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha de la supuesta discriminación (mes, día, año): _____			
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario.			

Sección IV			

¿Ha presentado anteriormente una queja de Título VI con esta agencia?	Sí	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:		
[] Corte federal _ [] Agencia del estado		
[] Tribunal del Estado _ [] Agencia Local		
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI		
El nombre de la queja de la agencia está en contra:		
Persona de contacto:		
Título:		
Número de teléfono:		

Si este formulario es necesario en otro idioma, por favor comuníquese con el Gerente General al 830-278-4155.

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

Firma y fecha requerida abajo

Fecha de firma

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

Región del Sudoeste Distrito de tránsito de la región
Sarah Hidalgo-Cook, CCTM, Gerente General
713 East Main Street
Uvalde, Texas 78801
830-278-4155 x 3009 o 800-499-1617 x 3009
Scook@paseoswart.org

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **Southwest Area Regional Transit District** 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 x 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.				

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the **Southwest Area Regional Transit District** 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 **Southwest Area Regional Transit District** since the last Title VI Program submission are summarized in the table below.

Enter specific Public Participation activities in the table below.

Event Date	Southwest Area Region Transit District Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes (Meeting size and format, location, Number of Attendees, etc.)
2015					
4-28-15	Sarah Cook	Town Hall Meeting	4-19-15 News Release	Meeting – Uvalde	15 attendees
6-22-15	Sarah Cook	Public Forum	6-17-15 Public Notice	Meeting – Zavala	No Show Attendees
6-23-15	Sarah Cook	Public Forum	6-18-15 Public Notice	Meeting – Uvalde	No Show Attendees
7-6-15	Cindy Rodriguez	Public Forum	7-2-15 Public Notice	Meeting – Maverick	No Show Attendees
7-9-15	Sarah Cook	Public Forum	7-8-15 Public Notice	Meeting – Dimmit	4 attendees
7-13-15	Sarah Cook	Public Forum	7-8-15 Public Notice	Meeting – Real	No Show Attendees
7-15-15	Sarah Cook	Public Forum	7-8-15 Public Notice	Meeting – Kinney	2 Attendees
7-20-15	Richard Carr	Health/School Fair	Posters, Social Media	Fair – La Pryor	50+ Attendees
7-20-15	Richard Carr	Health/School Fair	Posters, Social Media	Fair – Batesville	30 Attendees
7-28-15	Mindy Silva	Health/School Fair	Posters, Social Media	Fair – Camp Wood	30+ Attendees
7-29-15	Sarah Cook	Public Forum	7-22-15 Public Notice	Meeting – Edwards	1 Attendee
7-30-15	Carlos Mallen	Health/School Fair	Posters, Social Media	Fair – Eagle Pass	300+ Attendees
8-3-15	Mindy Silva	Health/School Fair	Posters, Social Media	Fair – Rocksprings	50+ Attendees
8-5-15	Sarah Cook	Health/School Fair	Posters, Social Media	Fair – Crystal City	200+ Attendees
8-10-15	Barbara Avila	Health/School Fair	Posters, Social Media	Fair – Brackettville	50+ Attendees
8-12-15	Liz Mirelez	Health/School Fair	Posters, Social Media	Fair – Quemado	50+ Attendees
8-13-15	Ricard Carr	Health/School Fair	Posters, Social Media	Fair – Carrizo Springs	200+ Attendees
8-14-15	Richard Carr	Health/School Fair	Posters, Social Media	Fair – Uvalde	300+ Attendees
8-27-15	Sarah Cook	Public Forum	8-19-15 Public Notice	Meeting – La Salle	1 Attendee
10-1-15	Sarah Cook	Regional KDC Meeting	Open Invitation	Focus Group	10 Attendees
10-27-15	Sarah Cook	Regional Meeting	Scheduled Quarterly	Stakeholders Meeting	19 Attendees
10-28-15	Sarah Cook	Presentation	Invited by MRGDC	Focus Group	25 Attendees
11-10-15	Carlos Mallen	Public Forum	Public Notice – Nov 2 & 9	Meeting- Maverick	No Show Attendees
11-11-15	Sarah Cook	Public Forum	Public Notice – Nov 2 & 9	Meeting – La Salle	6 Attendees
11-12-15	Cindy Rodriguez	Public Forum	Public Notice – Nov 2 & 9	Meeting – Kinney	No Show Attendees
11-16-15	Sarah Cook	Public Forum	Public Notice – Nov 2 & 9	Meeting – Uvalde	No Show Attendees
11-17-15	Sylva Uriegas	Public Forum	Public Notice – Nov 2 & 9	Meeting – Dimmit	2 Attendees
11-17-15	Sylvia Uriegas	Public Forum	Public Notice – Nov 2 & 9	Meeting – Zavala	No Show Attendees
11-18-15	Richard Carr	Presentation	Open Invitation	Focus Group	27 Attendees
11-18-15	Richard Carr	Public Forum	Public Notice – Nov 2 & 9	Meeting – Real	No Show Attendees
11-19-15	Sarah Cook	Public Forum	Public Notice – Nov 2 & 9	Meeting – Val Verde	No Show Attendees
11-19-15	Cindy Rodriguez	Public Forum	Public Notice – Nov 2 & 9	Meeting – Edwards	No Show Attendees
12-2-15	Sarah Cook	Community Meeting	Open Invitation	Meeting – Uvalde	Public gathering
12-21-15	Carlos Mallen	Public Forum	Public Notice - Dec 1 & 7	Meeting – Maverick	No Sow Attendees
2016					
2-18-16	Richard Carr	Community Meeting	Open Invitation	Meeting – Uvalde	Job Fair
2-20-16	Richard Carr	Women's Health Fair	Open Invitation	Fair – Kinney	30 Attendees
2-23-16	Suzie Rivera	Veterans Health Fair	Open Invitation	Fair – All Counties	21 Attendees
2-24-16	Richard Carr	Presentation	Open Invitation	Presentation – Uvalde	11 Attendees
6-13-16	Sarah Cook	Presentation	Open Invitation	Real Co. Commissioners	12 Attendees
10-4-16	Sarah Cook	Presentation	National Night Out	Uvalde Services	74 attendees

11-2-16	Sarah Cook	Presentation	Presentation Community Coffee	SWART Services	25 attendees
2017					
1-4-17	Sarah Cook	Presentation	Presentation Community Coffee	SWART Services	15 attendees
2-15-17	Carlos Mallen	Presentation	Open Invitation	Presentation of Uvalde Services	12 attendees

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **Southwest Area Regional Transit District** 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 **Southwest Area Regional Transit District's** 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 **Southwest Area Regional Transit District** 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.

SWART is the provider of public transportation in the Middle Rio Grande Region (counties of Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, and Zavala). SWART has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by SWART. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided. In order to prepare this plan, SWART undertook the U.S. Department of Transportation (U.S.DOT) four-factor LEP analysis which considers the following factors:

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 **Southwest Area Regional Transit District's** will identify:

Most people in the SWART service area are proficient in the English language. Based on 2010 Census 59.8% of the population of the service area speaks a language other than English. Approximately to the border of Mexico, 86/% of SWART's ridership is of Hispanic origin. Dual language operations is imperative to service the ridership. Both Spanish and English are the

language of not only choice but a necessity in order to communicate between ridership, employees, and the public. Due to the large Spanish Speaking population, LEP persons are not underserved as all pertinent material is translated into Spanish or offered in Spanish to not only riders, but also to SWART employees.

Factor 2: The frequency with which LEP persons come into contact with the Program. Identifies and assesses the frequency Southwest Area Regional Transit District's staff comes into contact with LEP persons. Examples of contact could include:

The SWART staff reviewed the frequency with which office staff, dispatchers and Vehicle Operators have, or could have, contact with LEP persons. With an average of 200 calls received per day, 80% of the calls were in Spanish. Over an average of 250 riders per day it was determined that 67% of the rides communicated either in Spanish or both English and Spanish. SWART dispatching/scheduling staff, Vehicle Operators, trainers, Vehicle Technicians, and administrative and management are bilingual in English and Spanish.

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.

There is a large geographic concentration of Spanish speaking individuals in the SWART service area. Although there is an overwhelming majority of the population that speaks English, or speaks another language such as Spanish; those that speak English speak English "very well" or "well." SWART staff is most likely to encounter LEP individuals through office visits, phone conversations and notifications from the office of impacts on services and fare increases.

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.

SWART reviewed its available resources that could be used for providing LEP assistance. SWART utilizes the bi-lingual managers to translate documents into a Spanish translation if needed. Utilizing the resources of 211 InfoLine to collect information on language barriers is another option. 211 InfoLine has a very good language assistance program since they are a major resource in delivering non-emergency information services to the state's population. Based on the four-factor analysis, SWART developed its Language Assistance Plan (LAP) as outlined in the following section.

Language Assistance Plan

Plan Outline:

How SWART staff may identify a person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone to determine whether language assistance might be needed at future events or meetings.

2. Have staff person greet participants as they arrive to SWART sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Translate all communication with clientele to read English and Spanish. This includes SWART website, brochures, client policies, flyers, posters, and signs on vehicles, letters, memorandums, and any written form of communication.
4. Translate all agency communication to its employees to read English and Spanish. This includes SWART policies, reminders, letters, memorandums, flyers, and other forms of written communication.
5. Make trainings available in Spanish for those employees needing such translation.

Language Assistance Measures

There are various ways in which SWART staff responds to LEP persons, whether in person, by telephone or in writing.

- Post the SWART Title VI Policy and LEP Plan on the agency website: www.paseoswart.org
- To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.
- Survey Vehicle Operators, Administrative and Management Staff, Dispatcher/Schedulers, Vehicle Technicians, and Trainers annually and Operational Managers related to their experience and contact with LEP persons during the previous year.

Staff Training

The following training will be provided to SWART staff:

1. Information on SWART Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards if applicable.
4. Documentation of language assistance requests.

Providing Notice to LEP Persons/Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Flyers shall be put in buses, the transit station, satellite offices and terminals, and other main transfer points in our service areas. Announcements will be posted on SWART's website and in the local newspaper.

Monitoring and Updating the LEP Plan

SWART will update the LEP plan as required by U.S.DOT. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the SWART service area. Updates include the following:

- How the needs of LEP persons have been addressed.
- Determine the current LEP population in the service area.
- Determine as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the needs.
- Determine whether SWART's financial resources are sufficient to fund language assistance resources as needed.
- Determine whether SWART has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning SWART's failure to meet the Limited English Proficient (LEP) Resource Materials:

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	Other
Population	25.48%	61.86%	.70%	.23%	.71%	11.2%
Citizens Advisory Council	31.25%	62.5%	6.25%	0.0%	0.0%	0.0%

B. Efforts to Encourage Minority Participation

The Southwest Area Region Transit District understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the Southwest Area Region Transit District encourages participation of all its citizens. As of January 2014, , all races residing in the Southwest Area Region Transit District were represented on the transit-related committees/ councils. As vacancies on boards, committees and councils become available, the Southwest Area Region Transit District will make efforts to encourage and promote diversity. To encourage participation on its boards, committees and councils, the Southwest Area Region Transit District will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, the Southwest Area Region Transit District will use create ways to make participating realistic and reasonable. Such as, scheduling meetings at times best suited to its members and providing transportation and child care, if needed for its members.

SWART Minority Representation Data Collection Form

Southwest Area Regional Stakeholders Council

Date: May 28, 2014

Dear Member,

As the Southwest Area Region Transit District is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for the Southwest Area Region Transit District to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a council under the jurisdiction of the Southwest Area Region Transit District, we invite council members to voluntarily self-identify their race/ethnidistrict in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnidistrict

If you choose to self-identify, please mark the one box describing the race/ethnidistrict category with which you primarily identify:

___ Asian or Pacific Islander: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ Black and/or African American (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ American Indian or Alaskan Native: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ Caucasian (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Signature/Date

**Southwest Area
Regional Transit Advisory Council**

Name	Organization	Seat
Sarah Cook	SWART	Rural Transit District
Elsa Reyes	City of Del Rio	Rural Transit District
Mary Keeler	American Medical Response	MTP Representative
Elba Martinez	TxDOT	TxDOT Representative
Ramiro Torres	TDADS	TDADS Representative
Monica Gonzalez	TDARS	TDARS Representative
Joe Alcala	MRGDC	MRGDC
Ismael Castillo	Maverick County Veterans	Rep of Veterans Association
Jose Salinas	Avance	Rep of Education Institution
Robert Gutierrez	County of Uvalde	Rep of Law Enforcement
Jennifer Gilliland	Uvalde, Texas	Rep of ADA Consumer
Stephen Stephens	Uvalde Ambulance Service	Rep of a Private Provider
Open		Rep of a Public Official
Carmen Martinez	Hill County MHDD	Rep of Regional MHDD
Rosa Uriegas	En Su Casa	Rep of Private Sector
Veronica Conoley	St. Henry De Oso Family Project	Rep of Faith Based Organization
Nelson Riley	Uvalde Medical & Surgical Associates	Rep of Medical Facility/KDC
Josie Diaz	Uvalde, Texas	Rep of Public Transit Consumer