

**TITLE VI PROGRAM  
WICHITA FALLS TRANSIT SYSTEM**

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**TITLE VI PROGRAM****A REPORT DOCUMENTING THE ON GOING IMPLEMENTATION OF****TITLE VI CONDITIONS OF THE CIVIL RIGHTS ACT OF 1964****INTRODUCTION**

In 2017, the Wichita Falls Transit System (WFTS) will submit its 2017 Title VI Program report to the Federal Transit Administration (FTA) providing for a program to ensure that its transit services are available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin. WFTS will update this program every three years and submit it to FTA for concurrence.

WFTS prepared this Title VI Plan pursuant to Title VI of the Civil Rights Act of 1964; October 1, 2012 FTA issued Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"; U.S. Department of Transportation's Title VI regulations (49 CFR part 21); Environmental Justice (Order 5610.2); and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087). The Aviation, Traffic, and Transportation Director oversees the transit system and reports directly to the City Manager. It is the responsibility of the Aviation, Traffic and Transportation Department Director to ensure that transportation programs utilizing federal funds are in compliance with the transit system's Title VI Program and 49 CFR Section 21.9(b). The Aviation, Traffic and Transportation Director has the responsibility for coordinating and implementing the Title VI Program/Environmental Justice Assessments. The Wichita Falls Mayor and City Council approves the Wichita Falls Transit System's Title VI Program. The Mayor and City Council will submit a cover letter with the WFTS Title VI program attesting their approval of the program. WFTS does not utilize sub-recipients for any of its transit functions, operations, planning, or capital acquisitions.

**TYPE OF SERVICE PROVIDED**

The Wichita Falls Transit System (WFTS) operates a demand response/route deviation municipal transit system that runs exclusively within the city limits of the City of Wichita Falls, Texas and is a division of the City's Aviation, Traffic, and Transportation Department. WFTS equally serves both disabled and non-disabled passengers within its area of operation. The route deviation portion of our service offers curb to curb service to passengers living within  $\frac{3}{4}$  mile either side of our regular routes. Passengers using this service are required to make requests a day in advance by calling the dispatch office at 940-761-7433. The Urbanized Area (UZA) that we serve is less than 200,000 people. WFTS operates less than 50 vehicles during peak hours. Our total bus fleet is 13 buses.

**GENERAL REPORTING REQUIREMENTS****Active Lawsuits or Complaints**

Currently, there are no lawsuits or complaints alleging that the Wichita Falls Transit System discriminates against anyone based on race, color, or national origin with respect to service or other transit benefits. There have been no lawsuits or complaints filed against WFTS within the past three years (2014-2017). The Wichita Falls Metropolitan Planning Organization/Transportation Planning Division has a letter on file from the City Attorney's office verifying this fact.

**Pending Applications for Financial Assistance Provided by Other Federal Agencies**

To date, WFTS has five (5) pending applications for financial assistance from the FTA. All other funding comes from state and local sources. The following is a description of the pending applications for financial assistance from FTA:

WFTS 2013 Transit Grant: This grant contains Capital, Planning, Preventive Maintenance, and Operating Assistance activity line items.

WFTS 2014 Transit Grant: This grant contains Capital, Planning, Preventive Maintenance, and Operating Assistance activity line items.

WFTS 2015 Transit Grant: This grant contains Capital, Planning, Preventive Maintenance, and Operating Assistance activity line items.

WFTS 2016 Transit Grant: This grant contains Capital, Planning, Preventive Maintenance, and Operating Assistance activity line items.

WFTS 2016 Transit Discretionary Grant: This grant contains Capital activity line items.

**Civil Rights Compliance Review Activities**

There have been no federal, state, or local reviews of civil rights compliance in the last three (3) years.

**FTA Civil Rights Assurance and USDOT Title VI Assurance**

WFTS filed all certifications and assurances for fiscal year 2017 electronically with the FTA's online Grants Management Information System (TrAMS), including the FTA Civil Rights Assurance and the DOT Title VI Assurance.

**Title VI Complaint Procedures**

WFTS has developed a public notice to inform customers of their rights under 49 CFR Section 21.9b, which is posted in the transit operations facility, the travel center, online at [www.FallsRide.com](http://www.FallsRide.com), and at the individual's request. See Appendix 3 for a copy of the posted notice. The WFTS Transit Administrator will maintain all complaints received by WFTS as an official record for five years from the date the complaint was resolved. In addition, WFTS will develop contract language to include adherence to its Title VI program for all contracts funded with federal dollars.

**Notice to the Public**

In compliance with 49 CFR part 21, WFTS shall provide the public with information about their protections against discrimination afforded to them by Title VI. Options for notifying the public include posting Title VI information on the agency's website; [www.wichitafallstx.gov](http://www.wichitafallstx.gov), using posters, sending out comment cards, and placing flyers at the Travel Center; 306 Scott Street, Wichita Falls, Texas, and in all transit vehicles. The notice must include the following:

- A statement that the agency operates programs without regard to race, color, and national origin

- A description of the procedures that members of the public should follow in order to request additional information on the recipients’ or sub recipients’ nondiscrimination obligations
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the recipient or sub recipient

**Service Standards and Policies**

As required by the FTA, Wichita Falls Transit System has developed quantitative standards for the following indicators;

- **Vehicle Load** – Expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle’s maximum load point.

VEHICLE TYPE	SEATED CAPACITY	STANDING CAPACITY	TOTAL CAPACITY	AVERAGE LOAD
Gillig 35’	31	23	54	1.7
Glaval Entourage	17	16	33	1.2

- **Vehicle Headway** – Expressed as the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. All WFTS routes are set up for 60 minute headways, so that transfers between routes can be accomplished.
- **On Time Performance** – A measure of runs completed as scheduled. A vehicle is considered on time if it passes a scheduled time point no more than 2 minutes early, and no more than 5 minutes late. WFTS’s on time performance goal is 90% or higher.
- **Service Availability** – A general measure of the distribution of routes within an agency’s service area. WFTS has 7 routes that cover approximately 90% of the city’s 73 square miles. Bus stops in high density areas are placed with approximately 2 to 3 blocks distance between stops. When demand and passenger requests warrants it, additional stops are considered.
- **Vehicle Assignment** – Assigning buses by taking into account the operating characteristics of the buses and matching them to the operating characteristics of the route. Since the type of buses in the WFTS’s fleet are approximately the same size and have the same characteristics, there is no need to match a particular bus to a particular route. All buses are rotated through the various routes on a daily basis.
- **Transit Amenities** – Installation of transit amenities along bus routes is based on the number of passengers boarding at each particular stop along the routes. WFTS has over 260 stops total, covering 7 routes. There are a total of 40 locations that have a shelter and bench. Shelters are placed according to the ridership demand at those locations. WFTS takes passenger suggestions on the locating of amenities at any stop, and researches the rider demand and need prior to making a determination on that stop’s merits.

## **Title VI Equity Analysis**

### **Fare Increases**

#### **Required Activities**

Fare increases are increases to the base full adult fare. When the full adult fare is increased, discount fares and fare media may increase at the same time. The WFTS Transit Administrator initiates fare increase requests. Once initiated, WFTS will conduct the following activities to solicit public input:

- Prepare notices in the form of press releases and notices on-board buses
- Schedule public hearings in accordance with established Public Participation Plan notice procedures
- Hold public hearings and meetings to gain public input

#### **Service Reductions**

Service reductions occur when WFTS does the following to an individual route or set of routes:

- Reduces the span of service (hours in a day when service operates)
- Reduces the days during which service operates
- Reduces the frequency of service
- Eliminates a route altogether unless the route is a planned service development or experimental service that has been in existence for less than two years

#### **Required Activities**

Public involvement is required if any of the above activities impact more than 25% of an individual route's total service hours or 25% of an individual route's current ridership. When the Transit Administrator deems that one or both criteria have been met, the following activities will occur:

- Prepare notices in the form of press releases and notices on-board buses
- Schedule public hearings in accordance with established Public Participation Plan notice procedures
- Hold public hearings and meetings to gain public input

#### **Other Activities Related to Service Reductions – Not Required**

When deemed appropriate and reasonable, the Transit Administrator may also elect to conduct other activities to solicit public comment, including but not limited to:

- Hold public workshops in communities affected by the service reduction
- Make presentations to elected officials and local jurisdictions
- Make presentations to business and community groups
- Publicize the service reduction via promotions on radio, television and in newspapers

**Conduct Equity Analysis to Determine Site or Location of Facilities**

Wichita Falls Transit System has not had any projects that would require an Equity Analysis, within the past three (3) years.

**Public Outreach and Public Involvement/Participation Activities**

Noted below, the Wichita Falls Transit System (WFTS) lists a summary of public outreach and public involvement/participation activities undertaken since the last Title VI submission and a description of steps taken to ensure that minority persons and low-income individuals had, and continue to have, meaningful access to planned transit system projects.

**Public Meetings and Public Hearings**

The Wichita Falls Transit System (WFTS) holds one public meeting and one public hearing each year during the development of its annual Section 5307 capital, planning, and operating transit grant. WFTS also holds one public meeting and one public hearing for any special grant opportunities such as Section 5339 capital improvement projects, or any other Section 5307 grant projects. The following is a summary of all outreach efforts made since our last Title VI program update, which FTA approved on August 10, 2015.

**FY 2013 Transit Grant TX-95-X052 (Travel Center Construction Grant)**

Meeting notices were posted at the following locations for a public hearing held on March 5, 2013 in the Central Services Complex conference room to allow the public to review and comment on the FY 2013 Downtown Travel Center construction grant. Four people attended the public hearing on that day.

Notices were also posted in the same locations for a Wichita Falls City Council meeting on March 19, 2013. The transit grant public hearing became a part of the City Council meeting on that day.

- Wichita Falls City Clerk's Office
- Wichita County Clerk's Office
- Archer County Clerk's Office
- Wichita Falls Times Record News
- Wichita Falls Public Information Office (Cable Channel 11 & City Website)
- Martin Luther King Center

**FY 2013 Transit Grant TX-90-Y115 (Annual Capital, PM, Operating, & Planning Grant)**

Meeting notices were posted at the following locations for a public hearing held on July 31, 2013 in the Central Services Complex conference room to allow the public to review and comment on the FY 2013 annual capital, preventive maintenance, operating, and planning grant. Four people attended the public hearing on that day.

Notices were also posted in the same locations for a Wichita Falls City Council meeting on August 6, 2013. The transit grant public hearing became a part of the City Council meeting on that day.

- Wichita Falls City Clerk's Office
- Wichita County Clerk's Office
- Archer County Clerk's Office
- Wichita Falls Times Record News
- Wichita Falls Public Information Office (Cable Channel 11 & City Website)
- Martin Luther King Center

**FY 2014 Transit Grant TX-90-Y070 (Annual Capital, PM, Operating, & Planning Grant)**

Meeting notices were posted at the following locations for a public hearing held on September 22, 2014 in the Clarence Muehlberger Travel Center conference room to allow the public to review and comment on the FY 2014 annual capital, preventive maintenance, operating, and planning grant. Seven people attended the public hearing on that day.

Notices were also posted in the same locations for a Wichita Falls City Council meeting on September 16, 2014. The transit grant public hearing became a part of the City Council meeting on that day.

- Wichita Falls City Clerk's Office
- Wichita County Clerk's Office
- Archer County Clerk's Office
- Wichita Falls Times Record News
- Wichita Falls Public Information Office (Cable Channel 11 & City Website)
- Martin Luther King Center

**FY 2015 Transit Grant TX-90-Y144 (Annual Capital, PM, Operating, & Planning Grant)**

Meeting notices were posted at the following locations for a public hearing held on November 10, 2015 in the Clarence Muehlberger Travel Center conference room to allow the public to review and comment on the FY 2015 annual capital, preventive maintenance, operating, and planning grant. Seven people attended the public hearing on that day.

Notices were also posted in the same locations for a Wichita Falls City Council meeting on November 17, 2015. The transit grant public hearing became a part of the City Council meeting on that day.

- Wichita Falls City Clerk's Office
- Wichita County Clerk's Office
- Archer County Clerk's Office
- Wichita Falls Times Record News
- Wichita Falls Public Information Office (Cable Channel 11 & City Website)
- Martin Luther King Center

**FY 2016 Transit Grant TX-2017-014-00 (Annual Capital, PM, Operating, & Planning Grant)**

Meeting notices were posted at the following locations for a public hearing held on August 8, 2016 in the Clarence Muehlberger Travel Center conference room to allow the public to review and comment on the FY 2015 annual capital, preventive maintenance, operating, and planning grant. Seven people attended the public hearing on that day.

Notices were also posted in the same locations for a Wichita Falls City Council meeting on August 16, 2016. The transit grant public hearing became a part of the City Council meeting on that day.

- Wichita Falls City Clerk's Office
- Wichita County Clerk's Office
- Archer County Clerk's Office
- Wichita Falls Times Record News
- Wichita Falls Public Information Office (Cable Channel 11 & City Website)
- Martin Luther King Center

**FY 2016 Transit Grant 1560-2017-1 (Discretionary 5339 Bus and Bus Facilities Grant)**

Notice was posted for a Wichita Falls City Council meeting on May 3, 2016. The transit grant public hearing became a part of the City Council meeting on that day that was passed by the City Council and Mayor.

**Wichita Falls MPO 2015-2040 Metropolitan Transportation Plan Update – Public Survey**

In April and May of 2014, the Wichita Falls Metropolitan Planning Organization (WFMPO) conducted an online and paper survey to gain information from the public about transportation needs within the WFMPO area. The survey included questions about transit routes, fares, and headways. The MPO used this information to aid in the development of the 2015-2040 Metropolitan Transportation Plan update, which includes a Public Transportation Plan as part of the overall Metropolitan Transportation Plan. WFMPO staff provided the results of the survey to the Wichita Falls Transit System.

**Sub Recipient Compliance**

The Wichita Falls Transit System currently does not contract with sub recipients, and does not pass Federal or State money through to sub recipients.

**Responsibilities of City of Wichita Falls City Council and Mayor**

The Mayor and City Council of the City of Wichita Falls is solely responsible for the review and approval of all policy decisions concerning the Title VI Program. Wichita Falls Transit System is not governed by a board; neither elected nor appointed. The City of Wichita Falls maintains copies of cover letters and any other appropriate documentation showing the approval of the Title VI document in the Wichita Falls MPO's office.

**Responsibilities of the Title VI Coordinator**

The Title VI Coordinator supervises staff activities pertaining to Title VI regulations and procedures set forth in federal guidance in accordance with the Wichita Falls Transit System's Title VI Program. In support of this, the Title VI Coordinator will:

- Identify, investigate, and work to eliminate discrimination when found to exist
- Process Title VI complaints received by the Wichita Falls Transit System
- Meet with appropriate staff members to monitor and discuss progress, implementation, and compliance issues related to the Title VI program
- Periodically review the agency's Title VI program to assess if administrative procedures are effective, staffing is appropriate, and adequate resources are available to ensure compliance
- Review important Title VI related issues with the City Manager, as needed
- Assess communications and public involvement strategies to ensure adequate participation of impacted Title VI protected groups and address additional language needs when needed

WFTS strives to meet evolving public transportation needs within the city limits of Wichita Falls, Texas through cooperation, leadership and planning. WFTS works through and with the Wichita Falls MPO, which maintains a Technical Advisory Committee that is comprised of nine (9) members including the

MPO Director. This committee reviews all grant applications, planning documents, proposed service changes, and fare adjustments. The TAC committee then forwards all grants, with recommendations, to the Transportation Policy Committee, which is comprised of nine (9) members including the Mayor and two (2) City Councilors. The transit system has consistently sought public input and involvement from veteran, minority, elderly, and disabled organizations to ensure meaningful access to related activities.

### **Responsibilities of Other Staff Members**

Other staff members, under supervision of the Title VI Coordinator, will occasionally be asked to accept or share responsibility for day-to-day administration of the Title VI program, including implementation of the plan and Title VI compliance, program monitoring, reporting, and education within an applicable program area, as described in the “Program Area Responsibilities” section of this document. In addition, some staff members may be asked to accept responsibility for drafting text for an assigned section of the Triennial Title VI Program Update, and maintaining the data and documentation necessary for that program update.

These responsibilities may include reviewing guidelines and procedures for the assigned Title VI Program Area, and incorporating Title VI related language and provisions into agency documents, as appropriate.

### **Program Area Responsibilities**

#### **Program Area 1: Communications and Public Participation**

The goal of WFTS is to have significant and ongoing public participation in the transportation planning process. WFTS strives to ensure early and continuous public involvement in all major actions and decisions through use of the WFTS’s Public Participation Plan.

#### **Strategies for Engaging Title VI Protected Groups**

WFTS realizes that there are large segments of the population from whom input is rarely if ever received. In an effort to hear a truly representative voice of the public, WFTS will take the approach of “going to the public,” in addition to receiving public comment from and educating those already interested and involved. As part of this effort, WFTS will take the following steps:

- Plan meeting locations carefully: WFTS should hold public meetings in locations that are accessible by public transit. In addition, facilities should be compliant with the Americans with Disabilities Act. If a targeted population is located in a certain geographic area, then the meeting location should be in that area for their convenience
- Seek help from community leaders and organizations: To facilitate involvement of traditionally underserved populations, WFTS should consult with community leaders and organizations that represent these groups about how to effectively reach their members. WFTS should maintain relationships with these groups for future partnerships in the planning process
- Use alternative news organizations: In addition to mainstream media organizations, WFTS should target advertisements and news releases announcing public participation opportunities to media that reaches minority and ethnic populations
- Provide services for the disabled: Upon advance notice, WFTS can provide deaf interpreters, translators, and Braille documents for public meetings. Notifications of opportunities for public

involvement will include contact information for people needing these or other special accommodations

- Be sensitive to diverse audiences: At public meetings, WFTS staff should attempt to communicate as effectively as possible. Staff should avoid technical jargon and appropriate dress and conduct are important. For some meetings, it may be best to use trained facilitators or language translators for better communication with the audience

### **Strategies for Engaging Individuals with Limited English Proficiency**

According to U.S. Census Bureau 2010 data, approximately 14.1% of persons within the Wichita Falls Metropolitan Statistical Area speak a language other than English at home, with Spanish, Chinese, and French being the most used non-English languages. Spanish was the number one non-English language spoken by 8.4% of the total Wichita Falls MSA population. WFTS publishes the Falls Ride transit booklet in both English and Spanish. WFTS will endeavor to ensure that public notices and advertisements are advertised in Spanish in minority newspapers, and will maintain a list of those staff members who speak a language other than English to provide points of contact for persons needing information. In addition, WFTS will establish a list of qualified interpreters and businesses that can provide translation services in the event that a translation is needed. WFTS submitted its LEP Plan to FTA Region VI on June 11, 2014.

### **Title VI Responsibilities**

Staff involved in public involvement is responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the agency's public involvement process. These staff members will:

- Ensure that all communications and public involvement efforts comply with Title VI
- Develop and distribute information on Title VI and agency programs to the public
- Provide information in languages other than English, as needed
- Disseminate information to minority media and ethnic/gender related organizations, to help ensure all social, economic, and ethnic interest groups in the region are represented in the planning process
- Include the Title VI Notice to the Public, full or abbreviated versions (see Appendix 3), in relevant press releases and on the agency website
- Notify affected, protected groups of public hearings regarding proposed actions, and make the hearings accessible to all residents. This includes the use of interpreters when requested, or when a strong need for their use became apparent
- Collect statistical information on attendees of public meetings to track how well different segments of the population receive representation
- Encourage WFTS committee structure to include representation from Title VI relevant populations

## **Program Area 2: Planning and Programming**

The WFTS, with the assistance from the Wichita Falls MPO, develops long and short-range transportation plans to provide efficient transportation services to the Wichita Falls metropolitan area. A comprehensive transportation planning process is used, which entails the monitoring and collection of data pertaining to transportation issues.

### **Operational Guidelines**

Primary guidance provided by:

- The Metropolitan Planning Organization (MPO) Regulations 23 CFR 450
- Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP 21)

### **Title VI Responsibilities**

Staff members are responsible for evaluating and monitoring environmental justice compliance with Title VI. Staff members will:

- Ensure Title VI environmental justice compliance
- Analyze and make findings regarding the population affected by the action
- Analyze and make findings regarding the impacts of planned projects on protected Title VI groups, and determine if there will be a disproportionately high and adverse impact on these groups
- Disseminate information to the public on the processes used and findings of any analysis, in accordance with all agency public involvement procedures. This includes dissemination to groups representing minority media and ethnic/gender related organizations, and the use of public comment periods and public hearings, interpreters, and materials in other languages, as needed.

## **Program Area 3: Consultant Contracts**

WFMPO is responsible for the selection, negotiation, and administration of all consultant planning contracts concerning the Wichita Falls Transit System. WFMPO operates under the internal City of Wichita Falls' contract procedures and all relevant federal and state laws.

### **Title VI Responsibilities**

Title VI responsibilities associated with consultant contracts include the following:

- Ensure inclusion of Title VI language in contracts and Requests for Proposals (RFP)
- Review consultants for Title VI compliance as described below:
  - Ensure that all consultants verify their compliance with Title VI procedures and requirements

- If a recipient or sub recipient is found to be not in compliance with Title VI, the Title VI Coordinator and relevant staff will work with the recipient or sub recipient to resolve the deficiency status and will write a remedial action if necessary

#### **Program Area 4: Education and Training**

Title VI Federal anti-discrimination laws, prohibits discrimination based on Race, Color, or National Origin. Federal law provides these groups with an equal opportunity and with fair treatment in all employment-related decisions, including opportunities for education and training. All Wichita Falls Transit System personnel will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities
- What language assistance services WFTS offers
- Use of LEP “I Speak Cards”
- How to access a staff interpreter
- Documentation of language assistance requests
- How to handle a complaint

#### **Title VI Responsibilities**

Under the category of education and training, Title VI responsibilities include:

- Assisting in the distribution of information to WFTS staff on training programs regarding Title VI and related statutes
- Ensure equal access to, and participation in, applicable NHI and NTI courses for qualified WFTS employees
- Track staff participation in Title VI, NHI and NTI courses
- Establish, maintain, and update a Title VI procedures manual containing general information pertaining to the administration of the WFTS Title VI program, as well as related documents (such as a complaint form)

#### **Questions**

For questions on the WFTS Title VI Program and Procedures, please contact the Title VI Coordinator at 940.761.7640 or by email at [John.Burrus@wichitafallstx.gov](mailto:John.Burrus@wichitafallstx.gov).

**APPENDIX 1 – WFTS TITLE VI NOTICE TO THE PUBLIC (ENGLISH)**

**Wichita Falls Transit System**

**D.B.A “Falls Ride”**

**Title VI Notice to the Public**

The Wichita Falls Transit System D.B.A “Falls Ride” hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Wichita Falls Transit System receives Federal financial assistance.

To request a copy of this agency’s Title VI program contact the Wichita Falls Transit System. To request copies of the program in an alternative format in accordance with ADA and LEP regulations contact the Wichita Falls Transit System at 940-761-7642.

For more information on the Wichita Falls Transit System’s civil rights program, please visit the Administration office located at 2100 Seymour Highway, Wichita Falls, Texas, call 940-761-7642, or visit the web site at [www.wichitafallstx.gov](http://www.wichitafallstx.gov).

Any person who believes they have been discriminated against under Title VI should file complaints with the Wichita Falls Transit System by contacting the Transit Administrator, Dennis Burket, at [Dennis.Burket@wichitafallstx.gov](mailto:Dennis.Burket@wichitafallstx.gov) or by calling 940-761-7642.

Complainants may also file a formal complaint within 180 days of the alleged discrimination, with the Federal Transit Administration’s Office of Civil Rights. The complaint may be sent to:

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 the Administration office at 940-761-7642.

This notice will be posted at the Administration Office, Travel Center, and at [www.wichitafallstx.gov](http://www.wichitafallstx.gov).

**APPENDIX 2 – WFTS TITLE VI NOTICE TO THE PUBLIC (SPANISH)****Sistema de Tránsito Wichita Falls****D.B.A "Falls Ride"****Título del Anuncio VI al Público**

The Wichita Falls Tránsito Sistema DBA "Falls Ride" por este medio da aviso público de su política para asegurar el pleno cumplimiento con el Título VI del Acta de Derechos Civiles de 1964 y todas las leyes relacionadas. Título VI establece que ninguna persona en los Estados Unidos de América, por motivos de raza, color, sexo, u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación bajo cualquier programa o la actividad para la cual el sistema de tránsito de Wichita Falls recibe asistencia financiera federal.

Para solicitar una copia del Título VI programa de contacto de esta agencia del Sistema de Transporte Falls Wichita. Para solicitar copias del programa en un formato alternativo de conformidad con la normativa ADA y LEP en contacto con el sistema de tránsito de Wichita Falls a 940-761-7642.

Cualquier persona que cree que ha sido discriminado en el Título VI se debe presentar una denuncia ante la Wichita Falls Sistema de Tránsito por el contacto con la Administración, Dennis Burket, en [Dennis.Burket@wichitafallstx.gov](mailto:Dennis.Burket@wichitafallstx.gov) o llamando al 940-761-7642. Los denunciantes también puede presentar una queja formal dentro de los 180 días de la presunta discriminación, con la Administración Federal de Tránsito la Oficina de Derechos Civiles. La queja puede ser enviado a: Cualquier persona que cree que ha sido discriminado en el Título VI se debe presentar una denuncia con el Wichita Falls Sistema de Tránsito por ponerse en contacto con el Administrador Tránsito, Dennis Burket, en [Dennis.Burket@wichitafallstx.gov](mailto:Dennis.Burket@wichitafallstx.gov) o llamando al 940-761-7642. Los denunciantes también puede presentar una queja formal dentro de los 180 días de la presunta discriminación, con la Administración Federal de Tránsito la Oficina de Derechos Civiles.

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

Si necesita información en otro idioma, póngase en contacto con la oficina de la Administración al 940-761-7642.

Este aviso se publicará en la Oficina de la Administración, Centro de Viajes, y en [www.wichitafallstx.gov](http://www.wichitafallstx.gov).

### APPENDIX 3 – NON DISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964. In addition, complaint filed regarding Disadvantaged Business Enterprises (DBE), Equal Employment Opportunity (EEO), Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990 will follow these procedures. These procedures relate to any program or activity administered by WFTS or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

#### Procedures

- 1) Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by non-discrimination provisions may file a written complaint with the WFTS Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
  - (a) Complaint shall be in writing and signed by the complainant(s).
  - (b) Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
  - (c) Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
  - (d) Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for WFTS to be able to process it.
  - (e) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to WFTS for processing.

- 2) Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. Complaints against WFTS, that cannot be resolved by WFTS, will be referred to the Texas State Department of Transportation's (TxDOT) Office of Equal Opportunity (OEO), as appropriate, for proper disposition pursuant to their procedures.
- 3) In order to be accepted, a complaint must meet the following criteria:
  - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
  - b. The allegation(s) must involve a covered basis such as race, color, national origin.
  - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub recipient, or contractor, or, in the case of ADA allegations, an entity open to the public.
  - d. The complainant(s) must accept reasonable resolution based on WFTS's administrative authority (reasonability to be determined by WFTS).
- 4) A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
- 5) Once WFTS decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within five calendar days. The complaint will receive a case number and will then be logged in WFTS's records identifying its basis and alleged harm, and the race, color, national origin, and gender of the complainant.
- 6) In cases where WFTS assumes the investigation of the complaint, WFTS will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of WFTS's written notification of acceptance of the complaint to furnish his/her response to the allegations.
- 7) In cases where WFTS assumes the investigation of the complaint, within 40 calendar days of the acceptance of the complaint, WFTS's Investigator\* will prepare an investigative report for review by the agency's Legal Counsel and City Manager. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.

\*This can be one of WFTS's Title VI Liaisons, or WFTS's Title VI Coordinator.
- 8) The investigative report and its findings will be sent to WFTS's Legal Counsel for review. The Council will review the report and associated documentation and will provide input to the Investigator within 10 calendar days.

- 9) Any comments or recommendations from WFTS's Legal Counsel will be reviewed by WFTS's Investigator. The Investigator will discuss the report and recommendations with the Executive Director within 10 calendar days. The report will be modified as needed and made final for its release.
- 10) WFTS's final investigative report and a copy of the complaint will be forwarded to TXDOT's OEO within 60 calendar days of the acceptance of the complaint. WFTS will share the report with FHWA and FTA, Washington Division Offices, as part of its Annual Title VI Update and Accomplishment Report.
- 11) TXDOT will also serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by WFTS. TXDOT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.
- 12) Complainants may also file a complaint directly with the Federal Transit Administration. Information on how to file a Title VI complaint with the FTA can be found on the website: [http://www.fta.dot.gov/civilrights/12328\\_5104.html](http://www.fta.dot.gov/civilrights/12328_5104.html). The complaint form must be signed and mailed to:

Federal Transit Administration  
Office of Civil Rights  
Attn: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

**APPENDIX 4 – TITLE VI COMPLAINT FORM**

Wichita Falls Transit System

Complaint Form Page 1

Instructions: If you would like to submit a Title VI complaint to the Wichita Falls Transit System, please fill out the form below and send it to: Wichita Falls Transit System, Attn: AT&T Director, 2100 Seymour Hwy., Wichita Falls, TX 76301. For questions, please contact John Burrus at (940) 761-7640 or email at John.Burrus@wichitafallstx.gov. For a copy of Wichita Falls Transit System’s full Title VI Plan or Notice to the Public, see our Web site at www.FallsRide.com, or contact Public Transportation at (940) 761-7642 or email Dennis.Burket@wichitafallstx.gov.

1. Name (Complainant):	2. Phone:	3. Home address (street #, city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:		
5. Location and position of person(s) if known:		6. Date of alleged incident
7. Discrimination because of: (circle one)  Race  Color  National origin		
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.  <p style="text-align: center;">PLEASE COMPLETE PAGE 2 OF THIS FORM</p>		

Complaint Form Page 2

ADDITIONAL INFORMATION:

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses, fellow employees, supervisors, others):

Name:                      Job Title:                      Address:                      Phone number:

Date of Complaint	Complainant Name (print)	Complainant Name (signature)

## **APPENDIX 5 - PUBLIC PARTICIPATION PLAN**

The Wichita Falls Transit System's (WFTS) Public Participation Plan (PPP) defines the process for communicating with and obtaining input from the public concerning agency programs, projects, and program funding. The guidelines and principles outlined in the plan guide the agency's public outreach and involvement efforts for local transportation projects, transit fare changes, environmental, and other planning efforts.

The PPP is meant to inform the public and other stakeholders about the overall WFTS public participation process, how they can receive information from WFTS, and how they can provide input into local planning, policy, and decision-making efforts. It sets forth WFTS's commitment to an open process that provides opportunities for input throughout the decision making process.

### **PUBLIC PARTICIPATION PROCESS**

The WFTS Public Participation Plan establishes a process for obtaining input from and providing information to the public concerning agency policies, programs, projects, and program funding in order to ensure the public is informed and has the opportunity to provide WFTS with input so plans can reflect the public's vision. In accordance with FHWA regulations and FTA Title VI Program, WFTS will review and update this plan as needed. The various federal and state laws and regulations mentioned require that an agency such as WFTS conduct public participation programs to ensure that the public is involved and that community concerns are addressed. For example, planning of public transit capital projects, development of short-range transit service policies and plans, and setting of transit fare policy and structure changes to public transportation require public participation. A significant component of the WFTS mission is a strong commitment to public participation and involvement to include all residents and stakeholders in the local planning process. The public participation process, development of plans, and outreach activities are coordinated through the Wichita Falls Metropolitan Planning Organization.

Ensuring the meaningful involvement of all social and economic groups, including low-income, minority, disabled, senior, and other traditionally underrepresented communities is a key component of the PPP. As discussed in the Introduction section, activities covered in the PPP are consistent with federal and state environmental justice laws, regulations, and requirements, Title VI of the Civil Rights Act and related nondiscrimination requirements, and they reflect the principles of social equity and environmental justice. The overall public participation process follows these guidelines and principles.

1. The Public Participation Plan is designed to inform and involve people and organizations in the region's decision-making process on issues such as growth, transportation, environmental management, economic development, and public safety. The PPP seeks to involve minority and LEP individuals, including, but not limited to, low-income households, Hispanic, African American, Asian, Native American, senior, limited English speaking populations, persons with disabilities, as well as community-based and civic organizations, public agencies, business groups and associations, environmental organizations, corporations, city commissions, schools, and other stakeholders in the decision-making process.

2. WFTS seeks to involve audiences outlined in Section 450.316 of Title 23 in the Code of Federal Regulations: citizens, affected public agencies, representatives of public transportation employees, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties. These efforts also are designed to reach affordable housing advocates, transportation advocates, neighborhood and community groups, environmental advocates, home builder representatives, broad-based business organizations, landowners, commercial property interests, and homeowner associations.
3. WFTS and MPO meetings provide the public input forum and decision point for significant regional issues. The MPO typically holds two board meetings each quarter: a Technical Advisory Committee (TAC) meeting the first month of each quarter, and a Transportation Policy Committee meeting, two weeks later. Meetings held at the Travel Center in Wichita Falls, are accessible by public transit. During these meetings, Directors solicit public input, adopt plans, allocate transportation funds, approve transit construction plans, approve transit fare and implement smart growth initiatives, consider energy and habitat plans, and establish policies and develop programs that are used by local governments, as well as other public and private organizations.
4. For planning, project, funding, transit fare changes, and policy decisions, public input shall be documented, issues or concerns addressed, and resolution of issues and/or changes made reflected in final reports, plans, or other documents. The final reports or documents are subject to approval by a vote at a public City of Wichita Falls City Council meeting.
5. WFTS proactively seeks and promotes public participation in meetings, and hearings, as well as participation and attendance at committees, and working groups. WFTS follows local, state, and federal guidelines for posting public meeting and hearing notices. Depending upon the specific project, WFTS endeavors to hold meetings at times that can attract as many participants as possible. WFTS endeavors to hold these meetings in locations that are accessible by public transit. These meetings are held in buildings, rooms, or locations that are accessible to persons with disabilities.
6. WFTS informs the public in a timely manner about regional issues, actions, and pending decisions through a number of efforts. As needed or required, WFTS provides adequate notice in newspapers of general circulation for publication of legal notices, including minority and Spanish language publications. Other publication and distribution efforts to residents, agencies, and city/county governments may include e-mail notification, notices on the WFTS and MPO website.
7. WFTS conducts periodic public opinion surveys as part of the outreach and citizen participation component of the WFTS PPP. These surveys are designed to keep WFTS officials aware of issues that are of concern to the diverse groups of people who live here.
8. WFTS periodically reviews the effectiveness of the procedures and strategies contained in the PPP and any other planning, program, or project-specific public participation plans to ensure the goals of the outreach and involvement are met. Assessment is considered to determine results of outreach effectiveness by reporting how many people are contacted, how many respond, as well as what follow up measures were taken to ensure persons who commented know what was done with their comments.

9. WFTS coordinates and consults with other federal, state, local, and nonprofit agencies in developing regional transportation plans and transportation improvement programs, including ensuring coordination of metropolitan planning activities with planning for non-emergency transportation services.

10. During the previous three-year period, WFTS worked with the following community organizations in an ongoing outreach effort to educate minority and LEP individuals about the transit planning process, services offered by WFTS, and planning meeting dates where they can get information about the services System has to offer them.

MLK Center – WFTS works with the Center’s personnel, to train them on how to ride the Transit System. They then can work with their clients and give them instructions on how to ride. WFTS also holds informational meetings to answer questions about the Transit System.

United Way of North Texas 211 System – WFTS personnel trained the 211 telephone operators on directing inquiries for help with transportation needs to WFTS, where they will receive information on the services that WFTS offers.

Wichita Falls Housing Authority – WFTS provides the Housing Authority with discounted ride tickets for the residents who need transportation for medical appointments and job interviews. WFTS also does outreach with the residents and works with them directly on the services we offer.

NORTEX Regional Planning Commission – NORTEX is the local Council of Government, or COG, for our region. WFTS works with the NORTEX agencies that serve minorities and LEP persons to create a dialogue between them about the transportation opportunities that WFTS offer.

In addition to working with these organizations to educate their minority and LEP populations on the use of public transportation, WFTS also uses them as a source of information during any transit planning processes, including establishing or modifying routes, stops, fares or services.

## **PUBLIC INVOLVEMENT PLANS**

1. WFTS will follow current federal and state regulations regarding public involvement processes and procedures. WFTS will develop public involvement plans in consultation with all interested parties and will describe and secure feedback on procedures, strategies, and desired outcomes.

2. WFTS will develop public involvement plans tailored to meet specific project needs, which address the unique challenges presented by each project. WFTS will follow best practices in developing these plans. This includes addressing needs and conducting outreach with stakeholders.

3. The tailored public involvement plans will set objectives, identify people to be reached, develop public involvement strategy, and define specific outreach techniques. This will be developed in consultation with interested stakeholders.

4. WFTS will maintain and enhance opportunities to promote plans and projects and secure input on those plans and projects through the WFTS website, email newsletters and notification, social media channels, and other web-based activities.

5. The PPP will be developed so that critical community concerns and technical issues are identified and potential options to address those concerns are provided.

6. For planning, project, funding, transit fare, and policy decisions, public input shall be documented, issues or concerns addresses, and resolution of issues and/or changes made reflected in final reports, plans, or other documents.

7. To facilitate community participation, lists of individuals, agencies, and organizations will be maintained for distribution of agency materials. These lists will include persons who have indicated an interest in transportation planning projects during previous public information efforts and/or focused on the specific project.

### **CAPITAL PROJECTS**

For all capital improvement projects with significant community impacts, WFTS will provide opportunities for members of the public to provide input and express concerns. WFTS also will implement a program designed to inform the public of progress, as well as safety and community impacts in the event of construction.

1. WFTS will hold public meetings at key stages of project development and implementation. WFTS will endeavor to hold off-site public meetings at locations accessible by public transit in the vicinity of the project area at times convenient for the public to attend. WFTS will solicit input from representatives of interest groups of the local population, such as community groups, planning groups, business groups and associations, environmental organizations, neighborhood associations, minority groups, and senior and disabled riders. These stakeholders will be consulted during the design and construction of capital projects

2. WFTS will work to advise the public regarding actual and perceived disruption during construction of capital projects by distributing informational, educational, and public information materials and by using other traditional community outreach tools.

3. WFTS will endeavor to meet citizen concerns as they arise and attempt to resolve those concerns.

### **TRANSIT SERVICE AND FARE CHANGES**

1. WFTS seeks to inform and involve public transit riders, stakeholders, and the general public about proposed changes in transit fares. This includes addressing needs and conducting outreach with transit riders and stakeholders.

2. Public hearings will be held by WFTS for fare changes. Public meetings will be held at a time and location that is accessible by users of public transit. When appropriate, meetings at which the public can provide comments will be held during evening hours.

3. Public notices in both English and Spanish will be posted on all public transit vehicles and will include a description of the proposed fare change, the date, time, intent and location of the public hearing, and the deadline for written, email, and phone comments from the public.

4. Print notice of public hearings will be provided 72 hours prior to the public hearing meeting date in newspapers of general circulation including appropriate minority and community publications.

5. Additional public outreach will be performed through media notification, web postings, social media notifications and email newsletters.

**APPENDIX 6 - PUBLIC PARTICIPATION PLAN SURVEY QUESTIONAIRES**

<b>How would you prefer to receive information from WFTS? Please select up to three.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Public meetings		
Informal community meetings		
Surveys		
Not interested in receiving information		
Other		

<b>How would you prefer to provide input to WFTS? Please select up to three.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Public meetings		
Informal community meetings		
Mail group		
E-mail comment		
Letter		
Phone comment line		
Not interested in providing input		
Other		

<b>When would you prefer to attend a meeting?</b>	
<b>Answer Options</b>	<b>Response</b>
Monday through Friday between 8 a.m. and 11 a.m., or between 1 p.m. and 5 p.m.	
Monday through Friday between 11 a.m. and 1 p.m.	
Monday through Friday after 5 p.m.	
Saturday or Sunday between 9 a.m. and 5 p.m.	
Other times/days of week	
Not interested in attending a meeting	

<b>How would you prefer to have detailed or complicated material presented to you? Please only check one.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Written information online for review and/or download in advance		
Live presentation at a meeting or workshop		
Brochure, flier, or printed material		
Map, chart, or other visual		

<b>How well do you believe WFTS currently communicates opportunities for public input in the planning process?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very well		
Somewhat well		
Not very well		
Not well at all		
No opinion		

<b>Which of the following best describes you?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Business person		
Elected official		
Community group member		
Government agency staff		
Environmental group member or staff		
Community-based organization member		
Student		
Non-profit		
Stakeholder		
Concerned / interested resident		

<b>¿Cómo preferiría recibir la información de WFTS sobre estos asuntos regionales? Por favor marque únicamente hasta tres opciones.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Reuniones públicas		
Reuniones informales con la comunidad		
Encuestas		
No estoy interesado en recibir información		
Otro		

<b>¿Cómo preferiría darle a WFTS sus comentarios sobre asuntos regionales? Por favor marque únicamente hasta tres opciones.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Reuniones públicas		
Cartas		
Comentarios por teléfono		
Reuniones informales con la comunidad		
Encuesta por correo		
Comentarios por correo electrónico		
No estoy interesado en dar información		
Otro		

<b>¿Cuándo prefiere que sean las reuniones?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
De lunes a viernes, de 8 a.m. a 11 a.m., o entre 1 p.m. v 5 p.m.		
De lunes a viernes entre 11 a.m. y 1 p.m.		
De lunes a viernes después de las 5 p.m.		
Sábados o domingos, entre 9 a.m. y 5 p.m.		
Otros horarios/días de semana		
No me interesa asistir a una reunión		

<b>¿Cómo preferiría que le presentaran material con contenido detallado o complicado? Por favor marque uno sólo.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Información disponible en Internet y/o descargada para su revisión previa		
Presentación en vivo		
Folleto, volante o otro material impreso		
Mapa, gráficas o otro material visual		

<b>¿Qué tan bien comunica WFTS las oportunidades que tiene el público para comentar en el proceso de planeación?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Muy bien		
Más o menos bien		
No muy bien		
Nada bien		
Sin opinión		

<b>¿Cuál de las opciones a usted describe mejor?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Persona de negocios		
Un individuo interesado en el tema		
Autoridad electa		
Personal o miembro de un grupo comunitario		
Personal de una agencia gubernamental		
Personal o miembro de un grupo ambientalista		
Estudiante		
Otro		

## **APPENDIX 7 – LIMITED ENGLISH PROFICIENCY PLAN**

### **Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address Wichita Falls Transit System's (WFTS) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and Federal Transit Administration Circular 4702.1, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

### **Plan Summary**

WFTS is the public transportation provider for the City of Wichita Falls and 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 WFTS. 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, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, WFTS undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a WFTS program, activity or service.
2. The frequency with which LEP persons come in contact with WFTS activities or services.
3. The nature and importance of programs, activities or services provided by WFTS to the LEP population.
4. The resources available to WFTS and overall costs to provide LEP assistance. A summary of the results of the WFTS four-factor analysis is in the following section.

**Four-Factor Analysis**

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

WFTS staff works with the Wichita Falls Independent School District to identify families and households where English is not the primary language. By identifying these households, WFTS staff can make a reasonable effort to contact and inform the LEP individuals living in them about the LEP programs and services offered by the Wichita Falls Transit System. WFTS also works with many area businesses to inform their workers about the routes and services provided within Wichita Falls using Spanish route booklets, leaflets, and flyers. Faith based organizations interact regularly with WFTS staff as they have a definite need for LEP materials for the persons they serve. WFTS works with the North Texas Regional Planning Commission on a regular basis to improve transit service within the region. All of the aforementioned institutions and agencies usually have a list of individuals that they serve. WFTS can analyze these lists and make a fair determination about the number of LEP persons living near transit. WFTS can then work with the WFISD, employers, faith based institutions, social service agencies, the United Way, the Wichita Falls Chamber of Commerce and Industry, the Wichita Falls Public Library, and area minority groups such as LULAC to make contact with these LEP individuals.

Another tool that WFTS uses to help identify LEP persons living within the service area is the Census Bureau's American Community Survey. WFTS staff reviewed the 2013 U.S. Census ACS Demographic and Housing Estimates and determined the following information on the next page.

**Limited English Proficient Persons in the WFTS Service Area**

**2013 American Community Survey 5-Year Estimates**

Subject	Estimate	Perc. of Total Pop. Estimate	Percentage of specified language speakers	
			Speak English "Very Well"	Speak English less than "Very Well"
Population 5 years and over	97,468	x	93.2%	6.8%
				<b>6,628</b>
Speak only English	82,814	85.0%	x	x
Speak a language other than English	14,654	15.0%	54.9%	45.1%
			8,045	6,609
Spanish or Spanish Creole	11,223	11.5%	54.0%	46.0%
			6,061	<b>5,162</b>
Other Indo-European languages	1,173	1.2%	67.8%	32.8%
			788	<b>385</b>
Asian and Pacific Islander languages	2,052	2.1%	48.9%	51.1%
			1004	<b>1,048</b>
Other languages	206	0.2%	86.4%	13.6%
			178	<b>28</b>

*Note: the total population for Wichita Falls, Texas is 104,402 (2009-2013 ACS). For the purposes of LEP analysis the population group "Under 5 Years" was parsed out of the sample group.*

*Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.*

*ACS Data used are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. This is*

*common for all Census data. To review the data please reference the following: S1601: LANGUAGE SPOKEN AT HOME for Wichita Falls, Texas.*

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

WFTS assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. Research shows that WFTS bus drivers have the largest frequency of contact with LEP persons. Spanish is by far the most frequently encountered language barrier. WFTS addresses this issue by translating fares, schedules, route maps, notices to the public, transit rules, and other important information into Spanish or other languages as the need arises. WFTS staff provides these materials at the Downtown Travel Center, City Hall, the bus dispatcher's office, bus shelters, on board the buses, and at public meetings and hearings. WFTS staff also provides this information to area employers and health care facilities free of charge. WFTS works hard to increase the frequency of contact with LEP persons through all of these measures.

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

The largest geographic concentration of LEP individuals in the WFTS service area speaks Spanish. Services provided by WFTS that are most likely to encounter LEP individuals are the fixed route system that serves the public. It is highly likely that WFTS will encounter LEP individuals at the Wichita Falls Downtown Travel Center. The center serves as a transfer point for urban, rural, and intercity transportation providers. WFTS sells transit and intercity bus line tickets at this location, which includes displaying and providing information about public transportation in LEP formats. Spanish is the primary language for most LEP persons that interact with WFTS, but WFTS accommodates other languages as the need arises. WFTS continues to identify programs and activities that may have serious consequences to LEP individuals if there are language barriers that could prevent LEP persons from benefitting from an activity. WFTS staff will continue to review input from community organizations and LEP persons in order to improve the modes and types of service provided to LEP populations.

4. The resources available to WFTS and overall cost to provide LEP assistance.

WFTS assessed its available resources for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as needed basis. WFTS analyzed which of its documents are the most valuable for translation if the need should arise. WFTS staff also took inventory of available organizations that WFTS could collaborate with for outreach and translation efforts and considered the amount of staff and vehicle operator training needed. In regards to the Safe Harbor Provision, WFTS has focused the majority of its resources on the Spanish translation of vital documents because our analysis shows that 11.5% of the total population speaks Spanish or Spanish Creole. WFTS does not print vital documents in any other language because Other Indo-European Languages, Asian and Pacific Islander languages, and Other Languages combined makes up 3.5% of the total population. The Safe Harbor Provision states that the trigger for a recipient of federal funds is 5%. However, WFTS will provide written notice in the primary language

of the LEP language group of their right to receive competent oral interpretation of any written materials, free of cost. Based on the four-factor analysis, WFTS developed its LEP Plan as outlined below.

### **Limited English Proficiency (LEP) Plan Outline**

How WFTS and staff may identify an LEP 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 a staff person greet participants as they board the system's buses. By informally engaging participants in conversation it is possible to gauge each passenger's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at WFTS meetings. This will assist WFTS in identifying language assistance needs for future events and meetings.
4. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to WFTS's management for follow-up.
5. Vehicle operators and other front-line staff, like dispatchers, and trainers, will be surveyed on their experience concerning contacts with LEP persons during the previous year.

### **Language Assistance Measures**

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which WFTS staff responds to LEP persons, whether in person, by telephone or in writing;

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on WFTS programs and services
- Provide a bilingual Community Outreach Coordinator at community events, and public hearings;
- Placement of statements in notices and publications that interpreter services are available for these meetings, with 72 hour advance notice;
- Provide Language Identification Flashcards at the Travel Center, onboard the WFTS buses, and at the WFTS administrative office;
- Post the WFTS Title VI Policy and LEP Plan on the agency website; [www.fallsride.com](http://www.fallsride.com)
- Provide group travel training to LEP persons with the assistance of bilingual staff;

- Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers. A list of volunteers will need to be developed.

### **Staff Training**

The following training will be provided to WFTS staff:

1. Information on the WFTS Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Staff Training is conducted on a semi-annual basis for established staff members, and new staff members are trained as part of their initial orientation, and subsequently semi-annually.

### **Outreach Techniques**

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

### **Monitoring and Updating the LEP Plan**

WFTS will update the LEP every 3 years as required by U.S. DOT. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether WFTS’s financial resources are sufficient to fund language assistance
- Determine whether WFTS has fully complied with the goals of this LEP Plan

- Determine whether complaints have been received concerning WFTS's failure to meet the needs of LEP individuals

**Dissemination of the WFTS LEP Plan**

Any person or agency with internet access will be able to access and download the plan from the WFTS website ([www.wichitafallstx.gov](http://www.wichitafallstx.gov)). Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person at the Wichita Falls Travel Center, 306 Scott Street, and WFTS Administrative Offices, 2100 Seymour Highway. Copies of the plan shall be provided at no cost. Questions or comments regarding the LEP Plan may be submitted to the WFTS Administrator by calling 940-761-7642. English and Spanish versions of the notice of locations where a copy of the LEP plan is available, will be posted at the Wichita Falls Travel Center, and the WFTS Administrative offices.