



**EXHIBIT
"A"**

City of Round Rock Title VI Program

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Table of Contents

Introduction and Objectives.....	1
Title VI of the Civil Rights Act of 1964 and Related Authorities.....	1
Organization/Staff Responsibilities.....	2
Title VI Notice to the Public /Outreach Activities.....	2
Limited English Proficiency Program.....	3
Environmental Justice in Minority and Low-Income Populations.....	3
Training.....	3
Title VI Contract Provisions.....	4
Consultant Procurement.....	4
Site and Facility Location.....	4
Internal Complaint Procedures.....	4
External Procedures.....	5
Appeal.....	5
Data Collection.....	6
List of Complaints, Title VI Investigations and Lawsuits.....	6
Record & Summary of Title VI Complaints Investigation, Lawsuits 2018-2020.....	6
Attachment A – Notice of the Public’s Rights Under Title VI.....	7-8
Attachment B – Public Participation Plan.....	9-12
Attachment C – Limited English Proficiency Plan (LEP).....	13-19
Attachment D – Complaint Forms.....	20-32
Attachment E - Complaint Log.....	33
Attachment F – FTA Title VI Specific Requirements.....	34-37
Attachment G – TxDOT Specific Requirements.....	38-46

Title VI Nondiscrimination Policy Statement

The City of Round Rock, as a recipient of Federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, affirms no person shall on the grounds of race, color, national origin, gender, gender identity, age, disability or religion (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity conducted by the City regardless of whether these projects and activities are federally funded or not.

Craig Morgan, Mayor
City of Round Rock, Texas

Date

Introduction and Objectives

The City of Round Rock's Transportation Department is a recipient of federal assistance and is required to comply with Title VI of the Civil Rights Act of 1964. The objectives of the Title Program are to:

- Ensure the Transportation Department complies with the non-discrimination requirements of Title VI.
- Ensure all persons receive the benefits of the activities of the Transportation Department.
- Ensure limited English proficient (LEP) individuals are provided meaningful access to Transportation Department information.
- Avoid, minimize, or mitigate disproportionate adverse environmental effects, including social and economic effects, on communities of color and low-income populations as a result of the Transportation Departments programs, services and activities.
- Establish clear procedures for filing, investigating, and successfully resolving complaints on a timely basis and at the lowest level possible.

The Federal Highway Administration (FHWA) and Federal Transportation Authority (FTA) requires recipients of federal-aid highway funds and public transportation funds to prepare and implement a program to clarify roles, responsibilities and procedures established to ensure compliance with Title VI of the Civil Rights Act of 1964.

The City's Title VI Program focuses on fair and equitable access by the public and provides the policy direction necessary to ensure compliance with Title VI of the Civil Rights Act of 1964.

Title VI of the Civil Rights Act of 1964 and Related Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits or be subjected to discrimination under any program or activity receiving Federal financial assistance (implementation through 23 CFR 200.9 and 49 CFR 21).

Section 162(a) of the Federal-Aid Highway Act of 1973 (Section 324, Title 23 U.S.C.) added the requirement that there be no discrimination on the grounds of sex.

Section 504 of the Rehabilitation Act of 1973 provides nondiscrimination under Federal grants and programs.

The Civil Rights Restoration Act of 1987, P.L. 100-209 provides clarification of the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Educational Amendments Act of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973.

Executive Order 12898 (issued February 11, 1994) addresses Environmental Justice regarding minority and low-income populations. Agencies must develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations; promote nondiscrimination in federal programs substantially affecting human health and the environment; and provide minority and low income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

Executive Order 13166 (issued August 16, 2000) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided, consistent with, and without unduly burdening the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial assistance provide meaningful access to programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

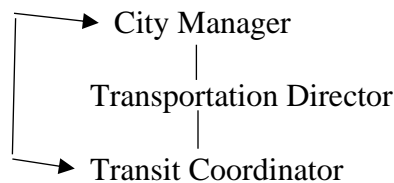
- Obtaining services and information relating to services, programs and projects.
- Taking advantage of the transit system, which could affect their jobs and social opportunities.
- Understanding the benefits to which they are entitled when their home or business property is acquired through eminent domain.

Organization/Staff Responsibilities

The organizational chart below shows the relative position of the Title VI Coordinator within the City's structure.

The Transit Coordinator serves as the Title VI Coordinator for the Transportation Department. The Title VI Coordinator works to ensure the requirements of Title VI are enforced by:

- Being the point of contact for Title VI implementation and monitoring of programs and activities receiving federal financial assistance.
- Reviewing documents, as needed, for compliance with Title VI.
- Developing Title VI information for dissemination to the public and, where appropriate, in languages other than English.
- Conducting investigations of Title VI complaints of discrimination.
- Ensure required information is included in bid documents, contracts and contractor's sub- contracts.



Title VI Notice to the Public /Outreach Activities

The City of Round Rock is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with Title 49 CFR Section 21.9(d) and guidance provided in FTA Circular 4702.1B, City of Round Rock's Title VI notice includes:

- A statement that the agency operates programs without regard to race, color, or national origin;
- A notice and description of the procedures and where appropriate, in languages other than English stating that the City administers programs subject to the non-discrimination requirements of Title VI. It will also include information on what steps the public should follow in order to request additional information regarding the City's Title VI obligations; and
- A description of the procedures that the public needs to follow in order to file a Title VI discrimination complaint.

A Notice of the Public's Rights Under Title VI (**Attachment A**) is posted at City Hall, Department of Transportation offices, and on the City's website. It is also posted on all fixed route and paratransit buses, which are monitored for compliance annually to ensure the notices are posted both in English and Spanish. This notice contains a phone number as well as e-mail and surface mailing addresses for customers to file a Title VI discrimination complaint. The City Title VI information can be found on the website at <https://www.roundrocktexas.gov/departments/transportation/title-vi-program/>

Upon request from persons served by or participating in federal aid programs administered by the City, the City will provide sign language interpreters and make information available to the public in alternate formats, such as Braille or large text. The following language (or a version of) will be incorporated into all public participation/outreach materials:

Individuals requiring reasonable accessibility accommodations may request written materials in alternate formats, physical accessibility accommodations, sign language interpreters, language interpreters, or other reasonable accommodations by contacting our Title VI Coordinator at (512) 671-2869. Requests should be made at least 72 hours in advance. Some services require more time to process.

Limited English Proficiency Program

In accordance with Executive Order 13166 ("Improving Access to Services for Persons with Limited English Proficiency"), the City will develop an evaluation and implementation program to ensure that Limited English Proficiency (LEP) persons who are served by federal aid programs administered by the City are provided, free of charge, meaningful access to programs and services. Specifically, the LEP program will address language barriers that could prevent LEP persons from obtaining services and information relating to services, programs and projects and understanding the benefits to which they are entitled.

For federal aid programs administered by the City, the City will conduct an LEP Needs Assessment using the four-factor analysis recommended by United States Department of Transportation to identify reasonable steps to ensure meaningful access to its programs and activities by Limited English Proficiency (LEP) persons in accordance with the guidance described in **Attachment C**.

Environmental Justice in Minority and Low-Income Populations

In accordance with Executive Order 12898 ("Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations") the City will develop strategies to address disproportionately high and adverse human health or environmental effects on minority and low-income populations, to promote nondiscrimination in Federal-aid programs substantially affecting human health and the environment, and to provide minority and low-income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

Training

The City will provide training on Title VI and its related statutes, including the Executive Order on Limited English Proficiency, for managers, supervisors, and staff, especially those with frequent public interaction.

Title VI Contract Provisions

Federal aid construction contracts must include provisions, which require compliance with Title VI. The specific contract provision language to be included can be found in the Federal Highway Administration (FHWA) Form 1273. Instructions for certifications and assurances for Federal Transit Authority (FTA) grants can be found on the FTA website.

Consultant Procurement

City contracts should contain the following or similar language regarding compliance and Civil Rights laws:

Compliance with Civil Rights Laws: Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e)(17), to the end that no person shall, on the grounds of race, color, and national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program or activity supported by this Contract. Contractor shall comply with its EEO Certification (Form PW-7).

Site and Facility Location

The City shall not make a selection of a site or location of a facility for participants and beneficiaries of the City's federal aid programs if that selection could exclude individuals from participation in, or deny them the benefits of, or subject them to discrimination on the grounds of race, color and national origin or could substantially impair the accomplishment of the objectives of nondiscrimination on the aforesaid grounds.

Internal Complaint Procedures

The City is an equal opportunity employer. The City does not allow discrimination against any person in job structuring, recruitment, examination, selection, appointment, placement, training, upward mobility, discipline, or any other aspect of employment on the basis of race, color, religion, national origin, gender, gender orientation, disability, age, equal pay, genetic information, or any other manner that violates the law.

All employees, applicants, vendors, volunteers and unpaid interns are eligible to file a discrimination and/or harassment complaint. The City takes all complaints seriously. Acts of discrimination and harassment by any employee are prohibited. Employees and supervisors should make every effort to resolve problems or issues informally through discussion and consultation. If these efforts do not resolve the problems or issues, the employee may initiate proceedings as specified in the Policies and Procedures Manual in order to resolve those matters.

Retaliation against an employee for attempting to resolve a dispute, filing a complaint or for participating in any way in an investigation of a complaint will not be tolerated. Employees shall report such reprisal and/or retaliation to the Department Director and/or Human Resources Department. Supervisors will take appropriate corrective action in consultation with the Department Director and Human Resources Department to address any violations of law or policy that are discovered in the course of an investigation.

External Procedures

Any person who believes they have been discriminated against, on the grounds of race, color, national origin, gender, gender identity, age, disability or religion (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) can file a complaint with the City. A complaint may also be filed by a representative on behalf of such a person.

The City will ensure that no employee or agent of the City shall not intimidate, retaliate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege to file a complaint, or because an individual has made or participated in a complaint. If any individual believes that s/he or any other federal aid program beneficiaries have been subjected to unequal treatment or discrimination on the grounds of race, color or national origin, s/he may exercise their right to file a complaint with the City.

Complaints submitted shall be in writing, on the City's complaint forms (**Attachment D**) and must be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. Complaints should be mailed to the City of Round Rock, Attn: Title VI Coordinator, 3400 Sunrise Road, Round Rock, Texas 78665. The information for filing a complaint can also be found on the City's website, www.roundrocktexas.gov/titlevi.

Upon receipt of the complaint, the City will acknowledge receipt of the allegation to the complainant. The City shall review the complaint, policies and procedures associated with the complaint, circumstances under which the alleged discrimination occurred and any other pertinent factors. Within 30 days of the receipt of the complaint, the City shall respond to the complainant in writing, of the results.

If the City *is named* as the discriminatory party, the City shall forward the complaint to the appropriate division within the U.S. Department of Transportation, within 10 days.

Complaints may also be filed with the Federal Transit Administration by completing their Complaint Form (**Attachment D**) and mailing it to Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Complaints may also be filed with the Texas Department of Transportation by completing their Complaint Form (**Attachment D**) and mailing it to Texas Department of Transportation, Office of Civil Rights, 125 East 11th Street, Austin, Texas 78701.

Appeal

If no violation is found and the complainant wishes to appeal, the complainant may appeal directly to the City Manager's Office at: Human Resources Department, Attn: Director of HR, City of Round Rock, 221 E. Main Street, Round Rock, Texas 78664. If the complaint is against the City on a transportation-related complaint it will be forward to TxDOT or FTA within 10 days.

Data Collection

The City will gather, analyze and maintain statistical data on race, color and national origin of participants in and beneficiaries of the City's federal-aid programs to determine the investment benefits and burdens to the eligible population, including minority and low-income populations. Data gathering procedures will be reviewed regularly to ensure sufficiency of the data administration. The City will regularly analyze and evaluate the data collected and data-collecting procedures to determine the effectiveness of outreach methods in meeting requirements of the Title VI Program to ensure no group is excluded during the decision-making process or is not given an opportunity to voice their opinions or concerns.

List of Complaints, Title VI Investigations and Lawsuits

The City maintains a complaint log, which documents all activity related to the complaint. The complaint log (**Attachment E**) shall include the following information:

- Date complaint filed
- Complainant identification – name, race, color, gender, and/or national origin
- Nature of complaint
- Who the complaint is against
- Date investigation completed
- Result of investigation
- Date complainant notified of the result of the investigation

Record & Summary of Title VI Complaints Investigation, Lawsuits 2018-2020

The City has not received nor been notified by the Department of Transportation or Federal Transit Administration or other programs of any Title VI complaints. The City's legal team keeps records of any lawsuits regarding Title VI

Attachment A

Notice of the Public's Rights Under VI

City of Round Rock

The City of Round Rock, Texas is responsible for implementing transportation and transit projects, which are funded in part with Federal financial assistance awarded by the U.S. Department of Transportation, the Federal Transit Administration (FTA) and the Texas Department of Transportation, without discriminating against any person on the basis of race, color, or national origin.

Filing a Discrimination Complaint

Any person who believes they have been discriminated against, on the grounds of race, color, national origin, gender, gender identity, age, disability or religion (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) can file a complaint with the City. A complaint may also be filed by a representative on behalf of such a person.

The complaint may be filed directly with the City by completing the City's Civil Rights Complaint Form. Mail the completed form to City of Round Rock, Attn: Title VI Complaints, 3400 Sunrise Road, Round Rock, Texas 78665.

Complaints may also be filed with the Federal Transit Administration by completing their Complaint Form and mailing it to Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Complaints may also be filed with the Texas Department of Transportation by completing their Complaint Form and mailing it to Texas Department of Transportation, Office of Civil Rights, 125 East 11th Street, Austin, Texas 78701 or by faxing it to 512-416-4751.

The forms for filing a complaint and the information for filing can also be found on the City's website, www.roundrocktexas.gov/titlevi.

All complaints must be filed within 180 days of the alleged discrimination.

Request for Additional Information

For more information regarding the City's Title VI Program please visit our website at www.roundrocktexas.gov/titlevi or contact the Title VI Coordinator at (512) 218-7074.

Information in Another Language

If you need this information in another language please call (512) 218-7074.

Aviso de los derechos del publico según el título VI

La Ciudad de Round Rock, Texas tiene la responsabilidad de manejar todos los programas de Transportación Pública y otros proyectos relacionados con el tránsito. Estos programas y proyectos son pagados en parte con asistencia financiera del Departamento Federal de Transportación de los Estados Unidos y la Administración de Transito Federal sin discriminar a ninguna persona en los en base a su raza, color, u origen nacional.

Presentar una queja de discriminación

Cualquier persona que cree han sido discriminados por motivos de raza, color, nacionalidad, genero, identidad de género, edad, discapacidad o religión (cuando el objetivo primordial de la asistencia financiera es proporcionar empleo por código 42 U.S.C. 200d-3) puede presentar una queja a la Ciudad.

La queja puede ser presentada directamente con la ciudad, completando el formulario de reclamación. Envíe por correo el formulario completado, Atención: Title VI Complaints, 3400 Sunrise Road, Round Rock, Texas 78665.

Las quejas también se pueden presentar ante la Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Las quejas también se pueden presentar ante la Oficina de Administración Federal de Transito completando el formulario. Envíe por correo a Texas Department of Transportation. Office of Civil Rights, 125 East 11th Street, Austin, Texas 78701 O enviándola por fax a 512-416-4751.

Los formularios para presentar una queja y la información para presentarla también se pueden encontrar en el sitio web, www.roundrocktexas.gov/titlevi.

Todas las quejas deben ser presentadas dentro de un plazo de 180 días de la supuesta discriminación.

Solicitar Información Adicional

Para obtener más información acerca de título VI programa de la ciudad favor visite nuestro sitio Web www.roundrocktexas.gov/titlevi o contactando al Title VI Coordinator al (512)218-7074.

Información en otro idioma

Si necesita esta información en otro idioma, llame al 512-218-7074.

Attachment B

Public Participation Plan City of Round Rock

Introduction

As a recipient of federal funds from the Department of Transportation (DOT), the City is subject to legal requirements to create and implement a public participation plan that identifies and describes the City's policies and procedures for public participation and to ensure meaningful access to benefits, services and information. The City has written a separate LEP Plan to address the specific communication needs of LEP populations; the communication strategies identified in this Public Participation Plan (PPP) will be coordinated with the policies and procedures identified in the LEP Plan

Public Participation Plan and Policy

The City of Round Rock believes that effective community involvement improves the quality of decision-making processes and builds public trust in the City. The purpose of this policy is to ensure that the City integrates, in a meaningful way, the knowledge and opinions of its many stakeholders into its decision-making processes.

The City of Round Rock will maintain a comprehensive community involvement program for their transportation programs that includes plans for receiving public comments for major decision-making processes including, but not limited to, policy development, strategic planning, budgeting, capital projects planning, fare adjustments and transit service changes. The City will also develop methods to provide the public with access to accurate, understandable, and timely information to facilitate effective involvement in the decision-making process.

Existing Public Involvement Strategies, Procedures and Desired Outcomes

The City uses a mix of print and electronic media as well as in-person communication strategies to share information about planned events, City news and happenings, and to provide notification, background, and progress information about City projects.

Print Media

The City uses several forms of print media:

- Publications that can be sent with the monthly utility bills. City surveys have shown that this publication is among the most effective means of communication the City uses. This print medium is primarily used to announce planned events and/or to provide information about project updates.
- Fliers are produced in a fact sheet format and are used primarily for project-specific information about project activities that will occur in the surrounding area. They are distributed by hand to potentially affected stakeholders. This print medium can be translated into Spanish and can be interpreted into other languages, upon request.
- Formal Letters are produced on standard City letterhead and mailed; they are used to communicate with specific individuals and/or business and they serve primarily as project notification and/or correspondence.

Electronic & Web-based Media

The City also makes use of electronic and web-based media to communicate information about planned activities and on-going projects:

- Round Rock Electronic Newsletter/Electronic Newsletter Blasts serve as the electronic version of the News Flash, however the electronic version allows for more content and connectivity to other electronic/web-based media. Surveys can be tied to the newsletter to gather feedback.
- Press Releases are used to announce events that will occur within two weeks or to communicate project milestones, immediate releases of information and/or to provide notice of closures.
- Social Media – Blogs/Facebook/Twitter is used to provide communications about project progress and allow for interaction among and between stakeholders and the City. These social media outlets can also be used to generate a historical record of project progress and commentary provided by the community.
- Online Public Engagement Tools, including on the City's website and third party websites, provide the ability to host virtual meeting materials and gather comments from the public on projects or topics of interest.

Public Meetings

The City employs several different types of public meetings based on the communication needs:

- Public Meetings are generally involve a discussion between City staff and community members about specific concerns, related to projects which directly impact them. The function of these meetings is to provide information and receive feedback about a proposed project, ensure public participation in the development of the project, and to keep the community informed during the project's life cycle.
- Open Houses are generally informal meetings that allow for participants to come and go as they please, ask questions of City staff, and provide written and/or verbal comments. The City uses this meeting format to provide information to the community and to solicit community feedback on proposed projects. These meeting are often conducted when a program or service is beginning terminated and/or changing.

Close the Loop

It is very important after a public involvement activity occurs to let the participants know what information was gained from this activity and how it will be used in the decision-making process. This can be accomplished in meeting summaries; by sending postcards, emails, letters to participants; or in the case of an on-going committee it could be a regular agenda item.

Communication Strategies and Consideration for Minority, Low-Income, and/or LEP Populations

There are many ways that the City can help ensure meaningful communications are provided to minority, low-income and/or LEP populations. One way the City can provide effective communications to the local minority, low-income, and/or LEP community is to tailor public involvement activities to the local population they are trying to reach. The City can tailor neighborhood meeting format and content to unique minority, low-income and/or LEP communities based on demographic information and input from stakeholder interviews. Locations should be convenient to transit. These could be a community center, a church, a store, etc.

All meetings should be held in ADA-compliant facilities. Invitation and meeting announcements will offer to accommodate special needs upon request. Special needs could include those related to physical, mental, sensory and other disabilities. Meetings should be set up in a format that a person with a wheelchair would be able to fully participate in all activities.

Translate Outreach Materials

A Spanish interpreter can be present to provide interpretive services for other public involvement activities, such as surveys and meetings. The presence of the interpreter should be identified at meetings with notices posted to let participants know that this service can be made available. Meeting materials (including exhibits, agendas, comment cards, handouts, presentations, pocket cards, postcards, newsletters, etc.) can be translated into Spanish, as needed and if requested in advance, or the interpreter would provide competent oral translation of meeting materials. Other technical exhibits could use pictograms and photos to communicate the intended message with fewer words.

Public meeting announcements should be translated into Spanish. Translated notification could be added to the English version of these announcements indicating that interpretive services are available upon request and free of cost. The City should provide at least one Spanish interpreter at each public meeting, if requested.

The City should reconsider the effectiveness of their communication strategies and procedures every two and a half years (on the same schedule as the re-evaluation of the LEP Plan). The following discussion describes what should occur during this evaluation step.

Conduct Internal Monitoring

It is important to obtain informal feedback from internal as well as external stakeholders. This could be in the form of a team meeting including City staff and any consultants who may be involved in the process. Questions that could be discussed in this meeting include:

- Is the input received from the public useful in the decision making process? If so, how has it been useful? If not, how could it be improved?
- Did the public receive the information they needed to provide meaningful input?
- Has anything occurred to warrant changes to the existing plan?
- Is the internal commitment of all parties still in place?

Obtain Feedback from Community Organizations

Community and civic organizations and businesses may be useful outlets to contact when planning and/or implementing future public involvement activities. This outreach would allow the City to determine if there have been any noticeable changes in the demographics of the population in their service area. It would provide input on whether the public involvement strategies currently in place and efforts to inform the EJ and LEP communities of the availability of language assistance are working and to continue to inform the LEP community of new or updated language assistance.

Meeting Evaluations

A short, to-the-point questionnaire could be used at the end of public meetings to get a sense of how effective the meeting was perceived to be by the public. This questionnaire could be placed on the back of a comment card or provided as a separate handout. Possible questions could include:

- How did you hear about tonight's meeting?
- On a scale from 1 (did not like) to 5 (liked very much), rate the location of this meeting?
- On a scale from 1 to 5, rate the information presented and on display?
- On a scale from 1 to 5, how would you rate the "Open House" format used for tonight's meeting?
- In which language do you prefer to receive project information?
- Do you have any other comments?

Make Modifications to PPP Plan as Necessary

Based on the feedback received from the internal monitoring and feedback from community organizations, the City would likely need to make incremental changes to the public involvement strategies as well as staff training. Please review the LEP Plan for more information on how language assistance measures will be monitored and reevaluated.

Capital Area Metropolitan Planning Organization (CAMPO)

CAMPO was established in 1973 and serves as the federally designated MPO for the Central Texas region, including the City of Round Rock. In cooperation with the state transportation department and transit operators, CAMPO develops the Transportation Improvement Program (TIP). The four-year program lists all federal funded highway and transit projects in addition to regionally significant projects. This program must also be consistent with the long-range Regional Transportation Plan.

In developing the TIP, CAMPO provides citizens, affected public agencies, representatives of transportation agency employees, other affected employee representatives, private providers of transportation, and other interested parties with a reasonable opportunity to comment on the proposed program. According to Texas Administrative Code, Title 43, Chapter 16, Section 101(b), the TIP shall be updated and approved at least every two years. The TIP development process, including public involvement activities and opportunities for public review and comment, is being used to satisfy program or project requirements of the Federal Transit Administration Urbanized Area Formula Program. The City of Round Rock participates in CAMPO's planning projects by providing and listing city transportation projects.

Attachment C

Limited English Proficiency Plan (LEP) City of Round Rock

PURPOSE

Language barriers prohibit persons from obtaining services and information relating to a variety of services and programs because they may not be able to read instructions or correspondence written in English and may not understand verbal information. Many times, they are not aware of regulatory requirements and legal implications of the services they seek. When LEP persons receive legal documents, they often do not understand the contents of the correspondence and its implication to their daily lives. LEP persons may not be able to take advantage of services, which can affect different aspects of their lives.

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Executive Order 13166 (issued August 16, 2000) improves access to services for persons with limited English proficiency. Agencies are directed to evaluate services provided and implement a system that ensures that Limited English Proficiency (LEP) persons are able to meaningfully access the services provided, consistent with, and without unduly burdening the fundamental mission of the local agency. Agencies are directed to ensure that recipients of federal financial assistance provide meaningful access to programs, services and information to their LEP applicants and beneficiaries free of charge. Language barriers have the potential of prohibiting LEP persons from:

- Obtaining services and information relating to services, programs and projects.
- Taking advantage of the transit system, which could affect their jobs and social opportunities.
- Understanding the benefits to which they are entitled when their home or business property is acquired through eminent domain.

GOALS

It is essential that City staff be informed about their diverse clientele from a linguistic, cultural and social perspective. The goal in providing meaningful access is to ensure that LEP persons can communicate effectively and act appropriately based on that communication. Minimum reasonable measures would be to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in programs or activities.

The City will take reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in recipient programs or activities, where appropriate.

FOUR FACTOR ANALYSIS

The City of Round Rock's LEP Plan includes discussion of the four factors as applied to the City. The Policy reflects language service options and determinations of important areas for the provision of language services based on the four-factor analysis. The Language Assistance Implementation Plan provides detailed information on the protocols for accessing language services, translating vital documents, training, monitoring, and other specifics to implement the Policy.

Factor 1: The number or proportion of LEP persons in the service area who may be served by the City. City staff reviewed the 2018 United States Census Bureau to determine the approximate number of LEP persons age 5 years and older in the City of Round Rock. 26% of the City's population spoke a language other than English at home. This meets the Department of Justice (DOJ) Safe Harbor provision of every 1000 speakers or 5% of the population, whichever is less.

Estimated Population of City of Round Rock (US Census Bureau 2018)

	Percent
Spanish	18.9
Other Indo-European languages	3.3
Asian and Pacific Islander languages	3.5
Other languages	0.9

Language Spoken at H...

26.6% +/- 1.5%

Language other than English spoken at home in Round Rock city, Texas

21.5% +/- 0.1%

Language other than English spoken at home in the United States

Table: DP02
Table Survey/Program: 2018
American Community Survey 5-Year Estimates

Types of Language Spoken at Home in Round Rock city, Texas

English only - 73.4%

Spanish - 18.9%

Other Indo-European languages - 3.3%

Asian and Pacific Islander languages - 3.5%

Other languages - 0.9%

0 10 20 30 40 50 60 70 80



LANGUAGE SPOKEN AT HOME 2018

Note: This is a modified view of the original table produced by the U.S. Census Bureau. This download or printed version may have missing information from the original table.

	Round Rock city, Texas	
	Total	
* Population 5 years and over	120,163	±1,819
Speak only English	93,793	±4,115
Speak a language other than English	26,370	±3,765
* SPEAK A LANGUAGE OTHER THAN		
* Spanish	16,572	±3,631
5 to 17 years old	2,404	±1,130
18 to 64 years old	13,265	±2,870
65 years old and over	903	±719
* Other Indo-European languages	4,553	±1,978
5 to 17 years old	499	±353
18 to 64 years old	3,217	±1,491
65 years old and over	837	±684
* Asian and Pacific Island languages	4,046	±1,976
5 to 17 years old	445	±429
18 to 64 years old	2,833	±1,308
65 years old and over	768	±669
* Other languages	1,199	±954
5 to 17 years old	120	±207
18 to 64 years old	586	±544
65 years old and over	493	±425
* CITIZENS 18 YEARS AND OVER		
* All citizens 18 years old and over	86,544	±3,736
Speak only English	71,237	±4,232
* Speak a language other than English	15,307	±2,729
Spanish	10,082	±2,352

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

Through the analysis of demographic data and the findings of the community surveys, the Factor 1 analysis identified LEP populations in the City. The second step of the four-factor LEP needs assessment is to evaluate the frequency with which LEP individuals come into contact with the programs, activities, and services associated with Department of Transportation projects. The DOT guidance advises that:

Summary of Interpretation Services from Language Line

The table below shows how many calls were received each fiscal year and the average duration of each call. There were no requests for assistance for any other language besides Spanish.

Date	Call Frequency	Average Call Time
2012	9 calls	6 minutes
2013	10 calls	6 minutes
2014	9 calls	5 minutes
2015	8 calls	5 minutes
2016	0 calls	0 minutes
2017	1 call	28 minutes
2018	0 calls	0 minutes
2019	1 call	12 minutes
2020	1 call	15 minutes

Factor 3: Importance of City Projects to LEP Persons

City projects typically affect the citizens who live in close proximity to the project, more than those that do not. However, it can be interpreted that all projects conducted by the City are important to the citizens of Round Rock. Therefore, any project that is occurring in the City may be important to LEP persons.

Factor 4: Resources Available to the City of Round Rock

This step will allow the City to weigh the demand for language assistance against the current and projected financial and personnel resources. This analysis will help determine if the current language assistance measures are cost effective and help plan for future investments that will provide the most needed assistance to the greatest number of LEP persons within the resources available to the City.

Inventory of Language Assistance Measures Currently Being Provided.

City staff has the following options available to them to help assist someone who is having trouble communicating due to a language barrier:

- Language Line Services – City staff are able to access interpretation services, via the phone, for more than 170 languages. This service facilitates a clear, three-way conversation between the citizen, the staff member and an interpreter.
- Bilingual City Staff – Spanish speaking City staff are available to communicate with the public over the phone, through email, and in person.
- “I Speak” Language Flashcards are available for display. There are 38 languages represented on this flashcard. These are available for free download on www.LEP.gov.

Conclusion

This four-factor analysis will help develop new language assistance services and/or suggest modifications to the existing language assistance measures currently being provided. The information gathered from the Census Bureau, feedback from surveys of community organizations and citizens (including LEP persons) will define the steps that will be implemented in the LEP Plan.

LEP Implementation Plan

The City has developed an implementation plan to address the needs of the LEP population. This plan includes five elements:

- 1) identifying LEP individuals who need language assistance;
- 2) providing language assistance measures;
- 3) training staff;
- 4) providing notice to LEP persons; and
- 5) monitoring and updating the plan

Identification of LEP Individuals Who Need Language Assistance

This section of the LEP Implementation Plan overlaps to a great extent with Factor One and Factor Two in the four-factor analysis.

Language Assistance Measures

City staff have the following options available to them to help assist someone who is having trouble communicating due to a language barrier:

- Language Line Services – City staff are able to access interpretation services, via the phone for more than 170 languages. This service facilitates a clear, three-way conversation between the citizen, the staff member and an interpreter.
- City website offers Google Translate buttons on the bottom of every page.
- Bilingual City Staff – Spanish speaking City staff are available to communicate with the public over the phone, through email, and in person.
- “I Speak” Language Flashcards are available for display. There are 38 languages represented on this flashcard. These are available for free download on www.LEP.gov.

Qualified Interpreter

Qualified interpreter means an interpreter who is able to interpret effectively, accurately, and impartially, either for individuals with disabilities or for individuals with limited English skills. The interpreter should be able to interpret both receptively and expressively, using any necessary specialized vocabulary.

Non-English Language Relay Service

A telecommunications relay service that allows persons with hearing or speech disabilities who use languages other than English to communicate with voice telephone users in a shared language other than English, through a communications assistant who is fluent in that language.

Written Language Services

FORMS [Identify specifically, as appropriate]	Languages	Timeframe
Documents relating to service changes and general information:	English Spanish	At least within 60 days of change
Documents relating to routes and schedules, including riding rules.	English Spanish	At least within 60 days of change
Title VI Complaint Process	English Spanish	Ongoing
Documents relating to eligibility of services:	English Spanish	Ongoing
Notices and posters containing important information on the availability of language services:	English Spanish	Ongoing
Documents relating to fare changes or fare media changes	English Spanish	60 -90 days before change
Documents relating to complaints: Note: Determination of complaints is going to be given to the person submitting the complaint in the initial language submitted.	English Spanish	Ongoing

Using the four-factor analysis, the City will translate vital written materials into languages of frequently-encountered LEP groups. Vital information from those documents should be interpreted when translations are not available for LEP or when oral communication is more effective, such as in the case of LEP individuals whose primary language is traditionally an oral one.

Staff Training Programs

Ongoing and thorough training will be important to assure that staff members are knowledgeable about LEP processes and procedures. Adopts the following:

- Initial and periodic training for staff, coming into contact with LEP persons, or any other aspect of this Plan.
- Include training on the Policy and the LEP Plan during new employee orientation.
- Provide video training for employees on the intranet.
- What language assistance measures are available? When should they be used?

Providing Notice to LEP Persons

Based on the analysis of demographic data, surveys of community organizations and citizens (including LEP persons), the City could provide notice of its current language assistance measures in the following ways:

The notification of the availability of interpretive services, upon request and free of charge, could be placed on public meeting announcements and/or other outreach materials and could

be sent to community organizations, radio stations, television stations and newspapers, including Spanish papers and television stations.

LEP Plan Re-evaluation and Revision Policy

Evaluation can help track outreach efforts, discover dissemination problems early, and find out whether language services have impacted relations with local immigrant communities.

The following will be considered when addressing changes:

- Current LEP populations in the service area or population affected or encountered.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP persons.
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed.
- Whether existing assistance is meeting the needs of LEP persons.
- Whether staff knows and understands the LEP plan and how to implement it.
- Whether identified sources for assistance are still available and viable.

Following this guidance, the City should reconsider the effectiveness of language assistance measures every two and a half years. The following discussion describes what should occur during this evaluation step.

Make Modifications to LEP Plan as Necessary

Based on the feedback received from the internal monitoring and feedback from community organizations, the City would likely need to make incremental changes to the type of written and oral language assistance measures provided as well as staff training and community outreach programs. The cost and effectiveness of language assistance measures should be considered during this process.

Depending on the results of the internal monitoring and feedback from community organizations, the City may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective

Attachment D – Complaint Forms

City of Round Rock
Federal Transit Administration
Texas Department of Transportation

City of Round Rock Civil Rights Complaint Form

Section 1 – Basic Information

Last Name _____ First Name _____ MI _____

Street Address _____ Apt # _____ Gate Code _____

City/State/Zip _____

Date of Birth _____ Email _____

Primary Phone Number _____ ☐ Home ☐ Cell ☐ Work

Secondary Phone Number _____ ☐ Home ☐ Cell ☐ Work

Section 2 – Complaint Information

1. Please select at least one of the following as the basis of your complaint:

☐ Race _____ ☐ Age _____ ☐ National Origin _____

☐ Color _____ ☐ Gender _____ ☐ Disability _____

2. What was the date and place of the alleged discriminatory action(s)? Please include, at a minimum, the earliest and most recent date.

3. Please describe how you were discriminated against, explaining as clearly as possible why you believe your Title VI rights were violated. Attach additional pages, if necessary.

4. Please provide the name(s) of individual(s) responsible for the alleged action described above.

5. Please provide the name(s) of person(s) whom we may contact for additional information to support or clarify your complaint.

Name	Address	Telephone #

6. Briefly explain what action or remedy you are seeking for the alleged discriminatory action.

7. Attach any relevant documentation you believe will assist with an investigation.

Section 3 – Filing Information

1. Have you filed this complaint with any of the following agencies?

- U.S. Department of Transportation

☐Yes ☐No
- U.S. Department of Justice

☐Yes ☐No
- Federal Transit Administration

☐Yes ☐No
- Federal Highway Administration

☐Yes ☐No
- Texas Department of Transportation

☐Yes ☐No
- Equal Employment Opportunity Commission

☐Yes ☐No
- Other_____

☐Yes ☐No

If yes, please provide a copy of the complaint form you filed with any of the above agencies.

2. Is this complaint against the City of Round Rock? ☐ Yes ☐ No

3. Have you been in contact with a City employee regarding this complaint? ☐ Yes ☐ No If yes, what is the name and telephone number of the employee?

4. Have you filed a lawsuit regarding this complaint? ☐ Yes ☐ No

Section 4 - Certification

I certify all the information contained in this complaint is true and correct to the best of my knowledge.

Signature

Date

Authorized Representative Information

Name _____

Phone Number _____

Relationship to the Applicant _____

Signature

Date

Please mail your completed form to:

Transportation Department
Attn: Title VI Complaints
3400 Sunrise Road
Round Rock, Texas 78665

{NOTE: The City cannot accept this complaint form without a signature.}

City of Round Rock Formulario de Queja de Derechos Civiles

Seccion 1 – Información basica

Apellido_____Primer Nombre_____Segundo Nombre_____

Dirección_____Apt #_____Código del portón_____

Cuidad/Estado/Zona postal_____

Fecha de nacimiento_____Correo electrónico_____

Número de teléfono primario_____ ☐Casa ☐Móvil ☐Trabajo

Número de teléfono secundario_____ ☐Casa ☐Móvil ☐Trabajo

Seccion 2 – Informacion de Quejas

1. Por favor seleccione al menos uno de los siguientes como base de su queja:

☐Raza_____ ☐Edad_____ ☐Origen Nacional_____

☐Color_____ ☐Genero_____ ☐Discapacidad_____

2. ¿Cuál fue la fecha y el lugar de la supuesta (s) acción (es) discriminatoria (s)? Por favor incluya, como mínimo, la fecha más temprana y más reciente.

3. Describa cómo fue discriminado, explicando con la mayor claridad posible por qué cree que sus derechos de Título VI fueron violados. Adjunte páginas adicionales, si es necesario.

4. Por favor indicar el (los) nombre (s) de los individuos responsables de la supuesta acción descrita anteriormente.

-
-
5. Por favor proporcionar el nombre de la (s) persona (s) a quienes podemos contactar para obtener información adicional para apoyar o aclarar su queja.

Nombre	Direccion	Telefono#

6. Explique brevemente qué acción o recurso usted está buscando para la supuesta acción discriminatoria.
-
-

7. Adjunte cualquier documentación pertinente que crea que le ayudará en una investigación.

Seccion 3 – Informacion de archivo

1. ¿Ha presentado esta queja ante alguna de las siguientes agencias?

- | | | |
|---|-----------------------------|-----------------------------|
| U.S. Department of Transportation | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| U.S. Department of Justice | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| Federal Transit Administration | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| Federal Highway Administration | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| Texas Department of Transportation | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| Equal Employment Opportunity Commission | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| Otro _____ | <input type="checkbox"/> Sí | <input type="checkbox"/> No |

En caso afirmativo, proporcione una copia del formulario de quejas que presentó ante cualquiera de las agencias mencionadas.

2. ¿Es esta queja contra la Ciudad de Round Rock? ☐Sí ☐No

3. Ha estado en contacto con un empleado de la Ciudad con respecto a esta queja? ☐Sí ☐No
En caso afirmativo, ¿cuál es el nombre y número de teléfono del empleado?

4. ¿Ha presentado una demanda relacionada con esta queja? ☐Sí ☐No

Seccion 4 - Certificación

Certifico que toda la información contenida en esta queja es verdadera y correcta según entiendo.

Firma

Fecha

Información del Representante Autorizado

Nombre_____

Teléfono_____

Relación con el solicitante _____

Firma

Fecha

Envíe por correo su formulario completado a:

Transportation Department
Attn: Title VI Complaints
3400 Sunrise Road
Round Rock, Texas 78665

{NOTA: La Ciudad no puede aceptar este formulario de queja sin una firma.}



U.S. Department of Transportation
Federal Transit Administration

Civil Rights Complaint Form

The Federal Transit Administration Office of Civil Rights is responsible for ensuring that providers of public transit properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe.

Please mail your completed form to:

**Director, FTA Office of Civil Rights East
Building, 5th Floor – TCR 1200 New
Jersey Ave., SE Washington, DC 20590**

If you have questions about how to prepare a complaint, you may contact our toll-free FTA Assistance Line at 1-888-446-4511. More information about transit-related civil rights requirements may be found on the FTA's website at www.fta.dot.gov.

Note: Apart from the form, *on separate pages*, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint,

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing out.

I believe that I have been (or someone else has been) discriminated against on the basis of:

☐ Race / Color / National Origin

☐ Disability

☐ Not Applicable Other

☐ (specify)

I believe that a public transit provider has failed to comply with the following program requirements:

Disadvantaged Business Enterprise

☐

External Equal Employment Opportunity

☐

Other (specify)

☐

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code _____

Telephone Numbers: Home: _____ Cell: _____

E-Mail Address: _____

Accessible format requirements: _____

Are you filing this complaint on your own behalf?

Yes ☐ No ☐

[If you answered “yes” to this question, go to Section IV.]

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 ☐

Have you previously filed a civil rights complaint with Yes ☐ No ☐ FTA?

If yes, what was your FTA Complaint Number?

Have you filed this complaint with any of the following agencies? Transit

Provider ☐

Department of Transportation ☐

Department of Justice ☐

Equal Employment Opportunity Commission ☐

Other ☐

If yes, please attach a copy of any response you received to your previous complaint.

Have you filed a lawsuit regarding this complaint?

Yes ☐ No ☐

If yes, please provide the case number and attach any related material.

Note: FTA encourages, but does not require, riders to first file complaints with their local transit agencies to give them an opportunity to resolve the issue.

Name of public transit provider complaint is against: _____

Contact person: _____

Telephone number _____

May we release your identity and a copy of your complaint to the transit provider?

Yes ☐ No ☐

Note: We may be unable to investigate your allegations without permission to release your identity and complaint.

Please sign here: _____

Date: _____

Note: We cannot accept your complaint without a signature.

TxDOT External Discrimination Complaint Form



Title VI and ADA Complaint Form

Form 2193
(Rev. 10/17)

Mail the signed form to Texas Department of Transportation, Civil
Rights Division, 125 East 11th Street, Austin, Texas 78701 or

Last Name _____ First Name _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Alternative _____

Email: _____

Please indicate the basis of your complaint:

☐ Race _____ ☐ National Origin _____

☐ Color _____ Disability ☐ _____

Date and place of alleged discriminatory action(s). Please include the earliest date of discrimination and the most recent date of discrimination.

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional pages, if necessary).

--

The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.

--

Names of individuals responsible for the discriminatory action(s):

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attach additional pages, if necessary).

<u>Name</u>	<u>Address</u>	<u>Telephone</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- ☐ U.S. Department of Transportation _____
- ☐ Federal Highway Administration _____
- ☐ Federal Transit Administration _____
- ☐ Office of Federal Contract Compliance Programs _____
- ☐ U.S. Equal Employment Opportunity Commission _____
- ☐ U.S. Department of Justice _____
- ☐ Other _____

Have you discussed the complaint with any TxDOT representative? If yes, provide the name, position, and date of discussion.

Briefly explain what remedy, or action, you are seeking for the alleged discrimination.

Please provide any additional information and/or photographs, if applicable, that you believe will assist with an investigation.

For ADA Complaints only, please provide the following information:

If applicable, please provide a description and the exact location of the non-accessible feature.

<div><div><div><div><div></div></div><div><div></div></div></div><div><div></div></div></div></div>	<div><div></div></div> <div>(Street Name)</div> <div><div><div></div></div><div><div></div></div><div><div></div></div></div>
---	---

Please provide comments, suggestions, or other information that may assist us in providing a better service to you.

We cannot accept an unsigned complaint. Please sign and date the complaint form below.

Complainant's Signature

Date

Attachment E - Complaint Log

TITLE VI COMPLAINT LOG

Date Complaint Filed	Complainant Identification	Nature of Complaint	Who the Complaint is Against	Date Investigation Completed	Result of Investigation	Date Complainant Notified of Result of Investigation
Oct-18	No Complaints					
Oct-19	No Complaints					
Sep-20	No Complaints					

Attachment F – FTA Title VI Specific Requirements

Transit-related, non-elected, Committees or Councils

The City does not have any transit-related, non-elected, planning boards, advisory councils or committees.

Public Participation & Outreach

The City made no adjustments to their fixed route schedules, policies or increase to the fare schedules. Therefore, no public meetings or involvements were undertaken within the last years.

Sub-recipient Monitoring

The City developed monitoring procedures for Title VI complaints received by Capital Metro who provides the fixed route service and for the paratransit service. The City also monitors both fixed route and paratransit operators to ensure Title VI posting located in a location's visible to the public and are posted both in English & Spanish.

Sub-Recipients

The City does not have any sub-recipients.

Fare & Major Service Reduction Policy

A Fare & Service Reduction Policy was developed in November 2017 to establish goals, objective's and guidelines to assist the City of Round staff in making decisions regarding adjustments to fares and major service reductions.

Purpose

The purpose of this policy is to establish goals, objectives and guidelines to assist City of Round Rock staff in making decisions regarding adjustments to fares and major service reductions.

Goal

The goal of this Policy is to support the City of Round Rock's overall strategic mission to provide quality public transportation choices for our community which meets the needs of our growing region. The City will strive to provide an equitable public transportation service, which takes into account the socioeconomic make-up of our customers. The City will establish a public transportation system which is uniform and easy to understand.

Fares

Objectives: The following objectives are designed to support the City of Round Rock's policy goal and balance the desire to keep fares affordable for Round Rock public transportation customers with the need to maximize fare revenue to help maintain and expand operations.

All fare adjustments will follow the process as outlined in this policy.

1. Customer/Community: City staff will consider what the impact of setting or restructuring fares has on customers and the community. The City seeks to set fares which are equitable to the widest possible range of existing and potential users. The fare structure will always take into account the socioeconomic make-up of our customers. The City will establish fares which are uniform and easy to understand for all public transportation options provided by the City.

2. **Financial:** Fare revenue is an important component of the operating budget for public transportation provided by the City. Fare revenue helps offset the cost of operating the system; the City's fare structure will support a predictable fare revenue stream. Setting or restructuring fares should ensure the total fare revenue stream is maintained at an appropriate level. The City Council and staff will consider what the financial impact of setting or restructuring fares has on the long-term sustainability of public transportation provided by the City. The City will monitor ridership, operational productivity, and efficiency and propose fare adjustments, as necessary.

Fare Change Process: The following guidelines outline the required steps for developing, evaluating and implementing fare changes.

1. Recommendations for setting or restructuring fares will be developed by city staff, in keeping with this policy. Multi-year increases may be proposed.
2. City staff will complete or have completed an operations and ridership analysis to evaluate the overall costs of operating the service and levels of ridership.
3. Public outreach will be conducted to solicit public comments on any fare increases. There will be a minimum ten (10) calendar day notice prior to the meeting. Public outreach can be in the form of a public meeting, survey, social media, newspapers, and/or email, mail and phone. All public comments will be considered by the City before any fare adjustments are made.
4. All fare structure changes, adjustments or increases must be approved by the City Council.
5. Once fare increase(s) have been approved by the City Council, appropriate ads will be placed with local media outlets, posted on public transportation vehicles and posted on the City's website 30 days prior to the effective date of the fare increase.

Fare Policy Review: The City of Round Rock will review its fare policy and pricing with the expectation fares may be adjusted as necessary to keep pace with the rate of increase in the cost of operations. Generally, fare changes will become effective at the beginning of the fiscal year, October 1st. The City reserves the right to make fare adjustments at any time due to unexpected operational impacts.

The City of Round Rock's fixed route service is provided by Capital Metro, which provides not only local service but allows for a streamlined fare collection for persons traveling in the Capital Metro and Round Rock region. When Capital Metro has any fare changes the will follow the requirements of fare changes equity analysis according to Title VI Circular 4702.1B to met the legal test as described in the circular. Capital Metro will include the Round Rock area to ensure there is no disparate impact and disproportionate burden on minority and low-income riders respectively.

Major Service Reduction Policy

Definition: A major service reduction is defined as a reduction in service which impacts at least half of the users of the City's public transportation.

Objective: The City Council and staff will consider the impact that reducing service has on customers and the community.

Major Service Reduction Process: The following guidelines outline the required steps for developing, evaluating and implementing a service reduction.

1. Recommendations for major service reductions will be developed by city staff, in keeping with this policy.
2. City staff will complete or have completed an analysis to evaluate the overall impact of the service reduction.
3. A public hearing is required for any major service reduction, with a minimum 21 calendar day notice prior to such hearing.
4. All major service reductions must be approved by the City Council.
5. Once major service reductions have been approved by the City Council, appropriate ads will be placed with local media outlets, posted on public transportation vehicles and posted on the City's website 30 days prior to the effective date of the service reduction.

Major Service Reduction Review: The City of Round Rock will review its public transportation service annually with the expectation service may be adjusted, as necessary.

Emergencies: Notwithstanding the above policy, the City Council or City Manager may with no notice, make reductions in service in times of emergencies, such as adverse weather, mass evacuations, etc. Once the emergency has ended the service will be returned to its pre-emergency service level. The return to pre-emergency service level may be done in stages.

Facility Construction Equity Analysis

The City has not constructed any facilities since the last Title VI Program update.

Distribution of Transit Amenities

The City has two guidelines to guide the placement of amenities at bus stops:

- Bus stops generating at least 20-50 daily boarding's qualify for a shelter
- Bus stops generating at least 10-15 daily boarding's qualify for a bench

Amenities may be placed at locations not meeting these guidelines if the stop is located near:

- Major activity/employment centers
- Hospitals or social service agencies
- Apartments with 250+ units
- Schools
- Route intersections
- Service frequency greater than 30 minutes

Currently the City has 13 bus stops with benches and trash cans, no shelters have been installed.

Service Standards

The City of Round Rock, through an Interlocal Agreement with Capital Metro, which has been approved and adopted by Round Rock City Council adopts Capital Metro guidelines and service standards. These

service standards provide a framework for the provision, design, and allocation of service. Capital Metro staff will conduct a review of service guidelines and standards biennially to ensure alignment with goals, objectives, and resource availability.

The core services provided by Capital Metro in Round Rock are:

- Radial – Local stop service on primary corridors connecting Round Rock to Downtown Austin
- Crosstown- Local stop service on primary corridors in Round Rock.

The vehicle load factors reflect the ratio of passengers to total seated capacity:

- Radial 140% 120%
- Crosstown 140% 120%

The Vehicle Headway or Service Frequency:

- Radial 30 minutes peak 60 minutes midday
- Crosstown 30 minutes peak 60 minutes midday

On-time performance:

- On-time depart 30 seconds earlier or 5 minutes and 30 seconds later than scheduled.
- On-time performance should not follow below 90%

Service availability:

Residential and employment density are primary influences on transit demand. Service coverage guidelines reflect industry standards for minimum density needed to support cost-effective transit service. Contiguous areas of the following densities are deemed transit supportive and should be prioritized for transit service within walking distance ($\frac{1}{4}$ mile):

- Residential densities of 16 persons per acre or
- Employment densities of 8 employees per acre

Vehicle Assignment:

As part of Capital Metro’s planning process and when service changes are made the planning department recommends the type and size of vehicle to be used in service. Two types of vehicles are currently in use for Round Rock Service, the 40’ & 45’ vehicles. Both vehicles use different seating types suited for services to be provided in Round Rock. The City of Round Rock staff monitors those vehicles put into service in Round Rock to ensure there are no problems with the assigned vehicles.

Attachment G– TxDOT Specific Requirements

The United States Department of Transportation

Standard Title VI/Nondiscrimination Assurances

DOT Order No. 1050.2A

The City of Round Rock (herein referred to as the “Recipient”), HEREBY AGREES THAT, as a condition to receiving any federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration, they are subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of The Civil Rights Act of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity,” for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Nondiscrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally-assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its federally-assisted Department of Transportation programs:

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in §§ 21.23 (b) and 21.23 (e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated, or will be (with regard to a “facility”) operated, or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests for Proposals for work, or material subject to the Acts and the Regulations made in connection with all Department of Transportation programs and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

“The City of Round Rock, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. The Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.

8. That this Assurance obligates the Recipient for the period during which federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, City of Round Rock also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the **DOT** access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the **DOT**. You must keep records, reports, and submit the material for review upon request to DOT, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

City of Round Rock gives this ASSURANCE in consideration of and for obtaining any federal grants, loans, contracts, agreements, property, and/or discounts, or other federal-aid and federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under **all Department of Transportation programs**. This ASSURANCE is binding on **Texas**, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in **all Department of Transportation programs**. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Craig Morgan, Mayor
City of Round Rock, Texas

Date

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, the Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:
 - a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

APPENDIX B

Clauses for Deeds Transferring United States Property

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the City of Round Rock will accept title to the lands and maintain the project constructed thereon in accordance with all applicable federal statutes, the Regulations for the Administration of all Department of Transportation programs, and the policies and procedures prescribed by the Federal Highway Administration of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the City of Round Rock all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto City of Round Rock and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the City of Round Rock, its successors and assigns.

The City of Round Rock, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, national origin, sex, age or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed and (2) that the City of Round Rock will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended

[, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverted clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

APPENDIX C

Clauses for Transfer of Real Property Acquired or Improved under the Activity, Facility or Program

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the City of Round Rock pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:
 - 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Nondiscrimination covenants, City of Round Rock will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Nondiscrimination covenants, the City of Round Rock will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the City of Round Rock and its assigns.*

(*Reverted clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

APPENDIX D

Clauses for Construction/Use/Access to Real Property Acquired under the Activity, Facility or Program

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by City of Round Rock pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, “as a covenant running with the land”) that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Nondiscrimination covenants, City of Round Rock will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Nondiscrimination covenants, City of Round Rock will there upon revert to and vest in and become the absolute property of City of Round Rock and its assigns.*

(*Reverted clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

Pertinent Nondiscrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

APPENDIX E

Bid & Proposal Documents and Contracts

The Title VI Coordinator will ensure the required clauses are included in the bid and proposal documents for each project that is funded, in part, by U.S. Department of Transportation and the Federal Highway Administration. The Title VI Coordinator will review the documentation before being released to the public.

Upon receipt of bids and proposals the Title VI Coordinator will review them for inclusion of required disclosures, such as Lobbying and Debarment. After contractor or consultant selection is made, the Title VI Coordinator, will review the contract documents to ensure inclusion of the required clauses. In addition, any subcontracts of the contractor or consultant will be reviewed to ensure the required clauses are included.

Monitoring Program and Annual Work Plan & Accomplishment Report

This section includes information on the City's Title VI monitoring program, which includes data collection, data analysis and reporting.

Data Collection and Analysis

The City will submit the Annual Compliance Plan and Accomplishment Report to the Texas Department of Transportation, Office of Civil Rights. Demographic data will include race, color, national origin, sex, age, and disability of affected citizens, as available. The collected demographic data will be analyzed to ensure there is not a disproportionate effect on protected classes of citizens.

The City will use such information as census data, justice maps and other informational sources to determine which populations are being affected by the City's Department of Transportation projects. The Title VI Coordinator will compile the information for the accomplishment report.

Reporting

The Title VI Coordinator will prepare an annual work plan and accomplishment report of the data analysis. If deficiencies are found in the treatment of Title VI protected person, then corrective actions will be implemented. The report will include information regarding any complaints which may have been received.

The goal of the report is to update TxDOT regarding how the City is successfully implementing the Title VI Program.

The report will be available for TxDOT to review annually by October 31.