

Title VI Plan

South Texas Development Council



Title VI Plan Table of Contents

The **South Texas Development Council** Title VI plan includes the following elements:

1. Plan Approval and Revision Log
2. Description of Service
3. Policy Statement
4. Notice to the Public
5. Complaint Procedure
6. Complaint Form
7. List of transit related Title VI Investigations, Complaints and Lawsuits
8. Public Participation Plan
9. Language Assistance Plan
10. Minority Representation Table and Description
11. MPO Requirements

Section 1: Title VI Plan Approval

Title VI Plan Adopted on:	June 30, 2017
Adopted by:	South Texas Development Council Board of Directors

SOUTH TEXAS DEVELOPMENT COUNCIL

TITLE VI POLICY STATEMENT

The STDC assures that no person shall, on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from or participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity. The STDC further assures every effort will be made to ensure nondiscrimination in all of its Boards, Councils, Committees, Programs, and Activities, regardless of the funding sources.

The STDC will include Title VI language in all written agreements and bid notices and will monitor compliance.

F01 Sandali Ruy

Joseph Rathmell
STDC Chairman

06-30-17

Date

Robert Mendiola

Robert Mendiola
STDC Executive Director

06-30-17

Date

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions
06/22/2017	Title VI was completely revised to ensure the plan is compliant with FTA circular 4702.1B and PTN requirements.	STDC Introduction, Notice to Public, Complaint Procedure and Form, Public Participation, Language Assistance Plan, Transit-related Title VI Investigations, Complaints and Lawsuits, Transit Related Boards, Committee, or Councils. The following sections compose the Title VI document and STDC has made revisions to be in FTA compliance.

Section 2: Description of Organization and Service Provided

The South Texas Development Council serves as the Council of Governments for the four county area that includes: Jim Hogg, Starr, Webb, and Zapata Counties. Various services are provided to the general public, with special emphasis on services to the elderly, individuals with disabilities, and low-income population. STDC operates as the Lead Agency for Regional Transportation Coordination Planning with two staff members and a Stakeholder Steering Committee of seventeen members.

Section 3: Title VI Policy Statement

Policy Statement

The South Texas Development Council, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

TITLE VI Notice to the Public

The South Texas Development Council's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

South Texas Development Council

- ✓ The South Texas Development Council operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the South Texas Development Council.
- ✓ For more information on the South Texas Development Council's Title VI Program, the procedures to file a complaint, or to file a complaint contact 956-722-3995, email jerodriguez@stdc.cog.tx.us or visit our administrative office at 1002 Dicky Lane, South Texas Development Council, Texas 78043. For more information, visit www.stdc.cog.tx.us
- ✓ A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 956-722-3995. Si require informacion en otro lenguaje, llame al 956-722-3995.

The South Texas Development Council's Notice to the Public is posted in the following locations: *(check all that apply)*

- ✓ Agency website: [www.stdc.cog.tx.us.]
- ✓ Public office
- ✓ Reception areas
- ✓ Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

Título VI aviso al público

El aviso al público del Consejo de Desarrollo del Sur de Texas es el siguiente:

Notificar al público de los derechos en virtud del título VI

del Consejo de Desarrollo del Sur de Texas

- ✓ El Consejo de Desarrollo del Sur de Texas opera sus programas y servicios, sin distinción de raza, color y origen nacional en conformidad con el título VI de la Ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilícita en virtud del Título VI, puede presentar una queja ante el Consejo de Desarrollo del Sur de Texas.
- ✓ Para más información sobre el Consejo de Desarrollo del Sur de Texas Titulo VI del Programa, los procedimientos para presentar una queja, o para presentar una queja contacto 956-722-3995, correo electrónico jerodriguez@stdc.cog.tx.us ; o visite nuestra oficina administrativa en 1002 Dicky Lane, (Consejo de Desarrollo del Sur de Texas, Texas 78043. Para obtener más información, visite www.stdc.cog.tx.us
- ✓ Una queja puede ser presentada también directamente con el
- ✓ Departamento de Transportación de Texas, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o de

la Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Título VI, coordinador del programa de este edificio, piso 5-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.
- ✓ Si es necesario obtener información en otro idioma, llame al 956-722-3995. Si requiere información en otro lenguaje, llame al 956-722-3995.

El Consejo de Desarrollo del Sur de Texas de aviso al público se registró en las siguientes ubicaciones: (marque todas las que correspondan)

Sitio web de la Agencia: [www.stdc.cog.tx.us]

Oficina pública

Áreas de recepción

Salas de recepción

Interior de vehículos

Guías Rider/Horarios

Estaciones y albergues de transito

Otro, _____

Title VI Complaint Procedure

The **South Texas Development Council's** Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website: [www.stdc.cog.tx.us]
 - Public office
 - Reception areas
 - Meeting rooms
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the South Texas Development Council may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.stdc.cog.tx.us, or requested at: 1002 Dicky Lane, Laredo, Texas 78043

The **South Texas Development Council** investigates complaints received no more than 180 days after the alleged incident. The South Texas Development Council will process complaints that are complete.

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

The South Texas Development Council has 60 days to investigate the complaint. If more information is needed to resolve the case, STDC may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, STDC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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

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

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

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 956-722-3995. Si require information en otro lenguaje, llame al 956-722-3995.

Título VI de Procedimiento de Quejas

El Consejo de Desarrollo del Sur de Texas Título VI del procedimiento de queja está disponible en las siguientes ubicaciones: (marque todas las que correspondan)

- ✓ Sitio web de la Agencia [www.std.cog.tx.us.com]
- ✓ Oficina publica
- ✓ Áreas de recepción
- ✓ Disponible en los idiomas apropiados para las poblaciones de LEP, lograr el objetivo de Safe Habor.
- Otro, _____

Cualquier persona que cree que él o ella ha sido víctima de discriminación por motivos de raza, color, origen nacional o por el Consejo de Desarrollo del Sur de Texas pueden presentar un título VI denuncia completando y enviando la agencia Título VI Forma de la queja. Los formularios de quejas puede encontrarse en: (www.stdc.cog.tx.us), o solicitada en: 1002 Dicky Lane, Laredo, Texas 78043

El Consejo de Desarrollo del Sur de Texas, investiga las quejas recibidas no más de 180 días después del presunto incidente. El Consejo de Desarrollo del Sur de Texas procesará las quejas que estén completas.

Una vez recibida la denuncia, el Consejo de Desarrollo del Sur de Texas la revisará para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada título VI denuncia recibida será reenviado a TxDOT, coordinador de transporte público dentro de los diez (10) días calendario a partir de la fecha de recibido.) El autor recibirá una contestación informándole si la queja será investigada por nuestra oficina.

El Consejo de Desarrollo del Sur de Texas tiene 60 días para investigar la denuncia. Si se necesita más información para resolver el caso, STDC podrá ponerse en contacto con el demandante.

El demandante tiene 10 días hábiles desde la fecha de la carta para enviar información solicitada al investigador asignado al caso.

Si el investigador no es contactado por el demandante o no reciba la información adicional dentro de los 10 días hábiles, STDC administrativamente puede cerrar el caso. Un caso puede ser administrativamente cerrado también si el demandante ya no quiere seguir adelante con su caso.

Después que el investigador examina la denuncia, él/ella emitirá uno de dos (2) cartas a la demandante: una carta de cierre o una carta de conclusión (LOF).

- ✓ Una carta de clausura resumiendo las acusaciones y afirma que no hubo una violación del título VI y que se cerrará el caso.
- ✓ Una carta de fallas (LOF) resumiendo las denuncias y las entrevistas sobre el presunto incidente y explica si cualquier acción disciplinaria, la formación adicional del miembro del personal, o cualquier otra acción incurrida.

Si el demandante desea apelar la decisión, él/ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente con el Departamento de Transportación de Texas, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o de la Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Título VI, coordinador del programa de este edificio, piso 5-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

Si la información es necesaria en otro idioma y, a continuación, llame al 956-722-3995.

Title VI Complaint Form

The South Texas Development Council's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

Agency website

Hard copy in the central office

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

Other, _____

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

<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below

Signature Date

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

South Texas Development Council, 1002 Dicky Lane, Laredo, Texas 78043

Mail this form to: P.O. Box 2187 Laredo, Texas 78044-2187

Si la información es necesaria en otro idioma y, a continuación, llame al 956-722-3995.

Título VI queja forma

El Consejo de Desarrollo del Texas Título VI del procedimiento de queja está disponible en los siguientes ubicaciones: (marque *todas que correspondan*)

- Sitio web de la Agencia
- Copia impresa en la oficina central
- Disponible en los idiomas apropiados para las poblaciones de LEP, lograr el objetivo de Safe Harbor.
- Otro, _____

Sección I:				
Nombre:				
Dirección:				
Teléfono (casa):			Teléfono (trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato accesible?	En letra grande		Cinta de audio	
	TDD		Otra	
Sección II:				
¿Está presentando esta denuncia en su nombre?			Sí *	No
* Si contestaste "sí" a esta pregunta, vaya a la sección III.				
Si no, por favor suministrar el nombre y la relación de la persona para quien se quejan:				
Por favor explique por qué han presentado por un tercero:				
Por favor confirme que ha obtenido la autorización de la parte agraviada si está presentando en nombre de un tercero.			Sí	No
Sección III:				
Creo que he experimentado fue la discriminación sobre la base de (marque todos las que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> origen nacional Fecha de la supuesta discriminación (mes, día, año): ____ Explicar lo más claramente posible lo que sucedió y por qué usted cree que fueron discriminados. Describir a todas las personas involucradas. Incluir el nombre e información de contacto de la(s) persona(s) que discriminó contra usted (si se conoce), así como los nombres				

la información de contacto de cualquier testigo. Si necesita más espacio, utilice el dorso de este formulario.

Sección IV

¿Usted ha presentado anteriormente una queja del título VI con esta agencia?

Sí

No

Sección V

¿Se presentó esta queja con cualquier otro Federal, estado o agencia local o con cualquier Tribunal Federal o estatal? Sí

No

En caso afirmativo, marque todas las que aplican:

Agencia Federal para el : _____

Tribunal Federal de la agencia estatal _____

Tribunal del estado Local Agencia _____

Sírvanse facilitar información sobre una persona de contacto en la Agencia/tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de denuncia de la agencia está en contra de:

Persona de contacto:

Título:

Número de teléfono:

Usted puede agregar cualquier material escrito u otra información que crea que es relevante a su queja.
Firma y fecha especificadas a continuación

Firma

Fecha

Por favor enviar este formulario personalmente en la siguiente dirección, o enviar por correo este formulario a:

El Consejo de Desarrollo del Sur de Texas, Laredo, Texas 78043
P.O. Box 2187, Laredo, Texas 78044-2187

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The South Texas Development Council maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
Lawsuits				
1.				
Complaints				
1.				

Lista de tránsito relacionadas con Título VI las investigaciones, denuncias y demandas

El Consejo de Desarrollo del Sur de Texas mantiene una lista o registro de todas las investigaciones del Título VI, denuncias y demandas, relacionadas con sus actividades relacionadas con el tránsito.

Marque uno:

Ha habido ninguna investigación, quejas o demandas interpuestas contra nosotros desde la última presentación del plan.

Ha habido investigaciones, denuncias o demandas interpuestas contra nosotros. *Ver lista más abajo. Adjuntar información adicional según sea necesario.*

	Fecha (Mes, Día, año)	Resumen (incluyen base de queja: raza, color u origen nacional)	Estado	Acciones tomadas
Investigaciones				
1.				
Demandas				
1.				
Quejas				
1.				

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the South Texas Development Council will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the South Texas Development Council since the last Title VI Program submission are summarized in the table below.

Event Date	(STDC) Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
08/01/2016	Juan E. Rodriguez Martha D. Hernandez	Stakeholders Steering Committee Mtg	Email/Telephone Notification	Establish governance structure For committee/approve RFP for RCTP
08/29/2016	Juan E. Rodriguez Martha D. Hernandez	Regional Trans. RFP Public Opening	Email/Telephone Notification/	Opening of RFP for RCTP of professional planning services
09/07/2016	Juan E. Rodriguez Martha D. Hernandez	Stakeholders Steering Committee Mtg	Email/Telephone Notification	Reviewed final RFP scores/ award RCTP contract
11/29/2016	Juan E. Rodriguez Martha D. Hernandez	Stakeholders Steering Committee Mtg	Email/Telephone Notification	RCTP Kick-Off Mtg by KFH, Committee to discuss issues, improvements for RCTP
2/01/2017	Juan E. Rodriguez Martha D. Hernandez	Public Outreach for Webb & Jim Hogg Counties	Dissemination through Stakeholders emails and flyers	Conducted public meetings with KFH Group for a needs assessment and gap analysis study in each county for RCTP
2/2/2017	Juan E. Rodriguez Martha D. Hernandez	Public Outreach for Starr & Zapata Counties	Dissemination through Stakeholders emails and flyers	Conducted public meetings with KFH Group for a needs assessment and gap analysis study in each county for RCTP
2/21/2017	Juan E. Rodriguez Martha D. Hernandez	Public Outreach for Starr & Jim Hogg Counties	Dissemination through Stakeholders emails and flyers	Conducted public meetings with KFH Group for results of needs assessment and gap analysis study for RCTP

2/22/2017	Juan E. Rodriguez Martha D. Hernandez	Public Outreach for Zapata & Webb Counties	Dissemination through Stakeholders emails and flyers	Conducted public meetings with KFH Group for results of needs assessment and gap analysis study
3/29/2017	Juan E. Rodriguez Martha D. Hernandez	Stakeholders Steering Committee Mtg	Email/Telephone Notification	Conducted meeting for final recommendations, revisions, and approval of Final RCTP

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the **South Texas Development Council** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **South Development Council's** Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **South Texas Development Council** has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the **South Texas Development Council's** will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency **South Texas Development Council's** staff comes into contact with LEP persons.

Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how the **South Texas Development Council's** program and services impact the lives of person's within the community. The **South Texas Development Council** will specify the community organizations that serve LEP persons, if available.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods the **South Texas Development Council** uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Subject	STDC Region				
	Total	Percent	Percent of specified language speakers	Total	Percent
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"
	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	310,909.00	x	176,749.00	x	134,160.00
Speak only English	26,886.00	8.65%	0	0.00%	0
Speak a language other than English	284,023.00	91.35%	149,863.00	52.76%	134,160.00
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	282,525.00	90.87%	148,883.00	52.70%	133,642.00
5 to 17 years old	71,677.00	23.05%	48,034.00	67.01%	23,643.00
18 to 64 years old	181,916.00	58.51%	92,850.00	51.04%	89,066.00
65 years old and over	28,932.00	9.31%	7,999.00	27.65%	20,933.00
Other Indo-European languages	567	0.18%	405	71.43%	162
5 to 17 years old	24	0.01%	24	100.00%	0
18 to 64 years old	465	0.15%	363	78.06%	102
65 years old and over	78	0.03%	18	23.08%	60
Asian and Pacific Island languages	896	0.29%	544	60.71%	352
5 to 17 years old	145	0.05%	103	71.03%	42
18 to 64 years old	723	0.23%	441	61.00%	282
65 years old and over	28	0.01%	0	0.00%	28
Other languages	35	0.01%	31	88.57%	4
5 to 17 years old	15	0.00%	15	100.00%	0
18 to 64 years old	20	0.01%	16	80.00%	4
65 years old and over	0	0.00%	0	0.00%	0
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	164,875.00	x	108,294.00	65.68%	56,581.00
Speak only English	14,407.00	8.74%	0	0.00%	0
Speak a language other than English	150,468.00	91.26%	93,887.00	62.40%	56,581.00
Spanish	149,875.00	90.90%	93,443.00	62.35%	56,432.00
Other languages	593	0.36%	444	74.87%	149

Language Assistance Plan

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

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

STDC staff reviewed the 2011-2015 (S1601) American Community Survey 5 Year Estimates and determined that an estimated 284,023 persons in STDC's service area (Jim Hogg, Starr, Webb, and Zapata Counties), or 91.35% of the population speaks a language other than English. The same American Community Survey shows that 134,160 have Limited English Proficiency; that is, they speak English "very well" or less than "very well". In the STDC's service area, of those persons with Limited English Proficiency, 282,525 (90.87%) speak Spanish, 567 (.18%) speak Indo-European, and 896 (.29%) speak Asian or 35 (.01%) Other Pacific Islander Languages.

Factor 2: The frequency with which LEP persons come into contact with STDC services.

STDC staff reviewed the frequency with which it's Board of Directors, staff, Committees, and sub-recipients have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. STDC requires Spanish speaking personnel and materials on a daily basis for LEP Persons.

Factor 3: The nature and importance of the program, activity, or service provided by STDC to LEP lives.

Spanish speaking LEP persons are found throughout the service area. The overwhelming majority of the population, 90.87% speaks Spanish. As a result, the majority if not all STDC Staff is bilingual and is able to communicate in Spanish with LEP persons. In addition, most documents and materials are provided either bilingually in English and Spanish.

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

The South Texas Development Council reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and reviewed staff's capacity to communicate in Spanish. All current STDC staff are bilingual in English and Spanish speakers, and all client documents or press releases, public service announcements are released in English and Spanish.

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

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English, may be a Limited English Proficient person and may be entitled to language assistance with respect to STDC services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language, and/or translation, which means the written transfer of a message from one language into another language.

STDC staff may identify an LEP person who needs language assistance in the following ways:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All STDC staff will be informally surveyed periodically on their experience concerning contact with LEP persons during the previous year, and identify valuable documents which may need translation.

- When STDC sponsors an informational meeting and/or event, an advanced public notice of the event shall be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally staff may greet participants as they arrive. By informally engaging participants in conversation it shall gauge the attendee's ability to speak and understand English.

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

Language Assistance Measures

Although the majority of services and all staff already provide interpretation/translation services to Spanish speaking LEP persons, STDC shall continue to strive to offer the following measures:

1. STDC staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
2. The following resources will be available to accommodate LEP persons:
 - a. Staff can interpret for the Spanish LEP persons.
 - b. STDC has access to a multilingual 24-hour telephone service, the Language Line. The Language Line is a three-way call translation service that can translate numerous languages. Language Line Services provides a sheet which lists the languages available for translation assistance. The language sheet can be used by agency staff to determine the language spoken by an LEP individual.
 - c. STDC will develop additional language services on its website. A link will be added to the website that will have general information translated in the most common spoken language in the region.

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

Monitoring and Updating the LEP Plan

STDC will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the U.S. Census or American Community Survey changes, or when it is clear that higher concentrations of LEP individuals are present in the STDC service area. Updates will include the following:

- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determination whether local language assistance programs have been effective and sufficient to meet the need.

- Determine whether STDC's financial resources are sufficient to fund language assistance resources needed, if any.
- Determine whether STDC fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning STDC's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

Dissemination of STDC's LEP Plan

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language that LEP persons would understand that documents may be made available in that language upon request, by contacting the Title VI Coordinator at (956) 722-3995.

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

Staff Training

The following training/information will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public.
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP Complaint.

All contractors or subcontractors performing work for the South Texas Development Council will be required to follow the Title VI/LEP Guidelines.

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaø oâ naøy neáu quyù vò bieát ñoïc vaø noui ñoôic Vieät Ngõõ.	Vietnamese
	당신이한국어말할경우이 상자를 표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

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

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

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

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	%	%	%	%	%	%
South Texas Development Board of Directors	%	%	%	%	%	%

B. Efforts to Encourage Minority Participation

The **South Texas Development Council** does not have a non-elected transit-related boards.

PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

There are four components to the South Texas Development Council's Public Participation Plan, as follows:

1. Public meetings and public hearing agendas, as needed, will be posted in advance in accordance with the Texas Open Meeting Act.
2. "Communications to the Public" agenda item is included on agendas as appropriate.
3. Meeting notices will be submitted to local newspapers in advance of the meeting date.
4. STDC is the lead agency of the South Texas Regional Coordination Transportation Plan. The main purpose of the Coordination Plan is to provide coordination in order to channel resources in the most cost effective manner consistent with State and Federal requirements. To accomplish this goal, STDC has created a forum to bring together all stakeholders in the area. Community organizations, state and local government agencies, transit providers and users of public transportation services are all considered stakeholders, and as such, have a voice in the planning process.

STDC meetings are on a regular bi-monthly basis, and meeting agendas are posted in publicly accessible areas.

Notification of Public Participation Activities

All public meeting notices will be posted at the local County Courthouses and City Halls, and emailed to the Chambers of Commerce, Public Libraries, and Post Offices.