

**ARK-TEX COUNCIL OF GOVERNMENTS  
RURAL TRANSIT DISTRICT  
TITLE VI  
CIVIL RIGHTS PROGRAM**



**Bowie, Cass, Morris, Titus, Franklin, Lamar, Red River, Delta, Hopkins  
Counties**

**Grantee: 7064**

Ark-Tex Council of Governments  
Table of Contents

Title VI Statement

Title VI Coordinator

Dissemination of Title VI Information

Title VI Recordkeeping

Title VI Complaint Procedures

FTA Civil Rights Assurance

Department of Transportation Title VI Assurance

Notice to Our Customers (English & Spanish)

Title VI Complaint Form (English & Spanish)

List of Transit Related Title VI Investigations,  
Complaints and Lawsuits

Minority Representation of ATCOG Governing Board of  
Directors

Limited English Proficiency (LEP) Plan

Public Participation Plan

Categorical Exclusion

**Ark-Tex Council of Governments**  
**Rural Transit District**  
**Title VI Compliance Plan**

**Title VI Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI 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 the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

ATCOG Rural Transit District's Title VI, Civil Rights Program adheres to the requirements in Chapter IV "General Requirements and Guidelines" of the Federal Transit Administration's Circular C 4702.1B.

Ark-Tex Council of Governments has posted the Title VI notification on the ATCOG website <http://www.atcog.com> and at the entrance to the lobby of the TRAX transportation building located at 4808 Ellizabeth Street, Texarkana, TX 75503, at the TRAX Maintenance Facility located at 105 E. 5<sup>th</sup> Street, Mount Pleasant, TX 75554 and on posters in the transit vehicles used to transport ATCOG RTD clients.

Title VI procedures relating to contractors are enforced by ATCOG Rural Transit District (TRAX) primarily through direct supervision of operations and exercise of contract provisions.

TRAX supervises the demand response schedules, and oversees the operation of the transit system to assure compliance with non-discriminatory provisions pursuant to Title VI of the Civil Rights Act of 1964, as amended.

Of all transit employees (administration, operations and maintenance), 32 percent are members of minority groups. The following is a comparison of all transit agency personnel and the general population of the 9-county region area:

	<u>Transit</u>	<u>Rural Transit</u>
White	68%	71.13%
African-American	26%	14.75%
Hispanic	4%	10.53%
Native American	2%	1.09%
Asian	0%	.63%
Other	0%	1.87%

Women are not shown as a minority group in the above percentages. However, women comprise 8% of all transit employees at TRAX. According to demographic information released in the 2010 Census, 32 percent of the entire population of the rural transit district is composed of members of minority groups. The population of the rural transit area was reported as 316,598 in the 2010 Census. For the purpose of this report, the "Rural Transit District" includes the counties in Texas of Bowie, Cass, Morris, Franklin, Titus, Lamar, Red River, Delta and Hopkins.

### The TRAX fleet is listed below

<u>Capacity</u> (Ambulatory/WC)	<u>Type</u>	<u>Year</u>	<u>Load</u>	<u>No. of Vehicles</u>
5/1	Chevrolet	07-09	1.0	9
6/1	Dodge	01	1.0	1
8/2	Ford/Chevy	94-09	1.0	18
9/1	Ford	99	1.0	1
9/2	Dodge	1997	1.0	1
9/4	Ford	1998	1.0	2
10/2	Chevrolet	09-13	1.0	33
12/2	Ford	98-09	1.0	9
15	Ford	1997	1.0	1
18/2	Ford	2000	1.0	2
29/2	Freightliner	1999	1.0	1

The TRAX fleet of buses either have lowered-floors with wheelchair ramps (mini-vans) or the larger buses are equipped with wheelchair lifts and all of these meeting ADA standards.

TRAX Rural Transportation utilizes a 30 minutes to an hour window before the scheduled time of pickup. Scheduling and Dispatch Software monitors on-time performance with drivers in the nine county area which can generate reports for review as needed.

TRAX Rural Transit services are based on strong public participation utilizing public meetings, surveys filled out by the riders, local health and human services agencies and input from our local governments throughout the region to develop services that would meet the needs of the residents in the nine county region that target low-income, minority, transit generators (i.e. densely populated census blocks), transit attractors (i.e. businesses, work sites, health and human service agencies).

Brochures are among one of the ways to reach out to the rural population for the awareness of public transportation in their area. TRAX literature is also available in Spanish for the Hispanic community in the nine county area.

Scheduling and Dispatch Software helps TRAX in a significant way, the software helps to route the buses in a timely manner, cost effective on fuel, generates more seating, therefore more trips and individuals can get to their destinations. Our dispatchers are trained in skillful communication with minorities of individuals who need language assistant to schedule a ride.

The nine county service area consist of a Demand Response System that requires individuals to schedule transit services in advance for upcoming trips to ride TRAX. Rural Transit service is a curb to curb system, passengers are assisted on and off the vehicle when boarding and alighting by trained drivers. Passengers may have a personal care attendant ride with them without charge if needed.

All buses are ADA accessible with wheelchair lifts, ramps, and all drivers are trained in Passenger Sensitivity, CPR - First Aid Certification.

TRAX provides services to the general public, persons with disabilities, and seniors in the rural areas in the nine county region, such destinations as: Medical appointments, shopping, Health and Human Service Agencies & to and from work.

TRAX is a Demand Response service that is open to the public in the nine county region of Ark-Tex Council of Governments Rural Transit District. Services for transportation are provided to the rural public which consist of a curb-to-curb policy. Services that are provided to the general public, with special emphasis on services to the elderly, individuals with disabilities and low-income population are and curb-to-curb for clients that do not require special assistance. Fares are charged for non-subsidized trips and a 24-hour advance notice is required in order to schedule a trip. Advanced scheduling provides coordination to accommodate the needs for the handicap and disabled passengers. In order to facilitate transit services within the entire multi-county service area, BCAA RTD coordinates with other agencies in the delivery of public transportation services, as follows:

- In Bowie County, transit services are currently provided directly by the ATCOG RTD. Services are partnered with the small urbanized transit and Greyhound bus within the city limits of Texarkana Texas and Arkansas, Nash and Wake Village, TX located in Bowie County.
- In all nine counties of the ATCOG regions a purchase of service agreement is for the provision of transit services to elderly residents.
- Christus St. Michael's Hospital purchases fares for use by hospital rehab clients.

The Rural Transit Manager oversees the transit system and reports directly to the Executive Director.

## **Title VI Coordinator Contact Information**

Name: Pam Durham, Mobility Manager  
Address: P.O. Box ,5307  
Texarkana, TX 75505-5307  
Phone/Email: {903-255-3503}/pdurham@atcog.org

## **Title VI Information Dissemination**

### **How Information Will Be Provided To the Public:**

The ATCOGOG RTD operates programs without regard to race, color and national origin and public notices clarify that our Title VI program provides procedures for the public to follow to request additional information on our nondiscrimination obligations.

ATCOG RTD will utilize ATCOG's website (under the Ark-Tex Council of Governments website <http://www.atcog.com>) to publish the program's approved Title VI Plan.

The will include Title VI language in the informational brochures distributed to the public during community events, distributed to various agencies, to regular and potential passengers, and any other opportunities as they arise. Brochures are available in Spanish to be distributed to the Spanish speaking clients throughout the region.

### **How Title VI Information Will Be Provided To ATCOG RTD Employees:**

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and ATCOG's expectations that employees will perform their duties accordingly. All employees shall be provided a copy of the approved Title VI Plan and are required to sign the Acknowledgement of Receipt . Ongoing reminders of anti-discriminatory behavior and actions will be conducted periodically at the supervisory level during regular called staff meetings.

## **Recordkeeping**

The Title VI Coordinator will maintain permanent records, which will include but are not limited to, signed Acknowledgements of receipt from employees indicating the receipt of ATCOG RTD's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

## **Title VI Complaint Procedures**

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Equal Employment Opportunity Commission, Federal Transit Administration, and Texas Department of Transportation or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

### **GENERAL**

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Ark-Tex Council of Governments Transportation Program, Title VI Coordinator, PO Box 5307, Texarkana, Texas 75505-5307. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolutions. The Title VI Coordinator will notify the Public Transit Manager and Executive Director of all Title VI related complaints as well as all resolutions.

### **PROCEDURE**

1. The Complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
  - b. Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Title VI Director will determine the need for additional information, and will investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that ATCOG has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
  - a. The Complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve ATCOG Transportation Service or one of its Federal-Aid subcontractor, or contractor.
5. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.

- c. The Complainant cannot be located after reasonable attempts.
6. Once ATCOG's Title VI Coordinator decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will be tracked on a log that will identify the complainants name, basis, alleged harm, race, color and national origin of the Complainant.
7. Once ATCOG's Title VI Coordinator completes the investigation a report will be submitted to the Executive Director within 90 calendar days from the date of the acceptance of the complaint. The report will include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The report and its findings will be reviewed by the Title VI Coordinator and the Executive Director and in some cases may be reviewed by ATCOG's Legal Counsel. The Report will be modified as needed.
9. The Executive Director will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
  - a. In the event ATCOG is in non-compliance with Title VI regulations remedial actions will be listed.
10. Notice of the Executive Director's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
  - a. ATCOG will reconsider this determination, if new facts, come to light.  
If Complainant is dissatisfied with the determination and/or resolution set forth by ATCOG, the same complaint may be submitted to the Federal Transit Administration (FTA) for investigation. Complainant will be advised to contact the Title VI Program Coordinator, Federal Transit Administration Office of Civil Rights, East Building, 5 Floor- TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
11. A copy of the complaint and ATCOG's investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

If the complainant is not satisfied with ATCOG resolutions, complaint Forms (also available in Spanish) can be obtained from the Ark-Tex Council of Governments Rural Transit District, located at, 4808 Elizabeth Street, Texarkana, TX 75503. You can also obtain a complaint form from our website: [www.atcog.org](http://www.atcog.org). Select Transportation under Programs & Projects, Click on the Title VI link.

TRAX Rural Transit District will notify TxDOT within 10 working days of any complaints filed with them.

Complaints can also be directly filed with the following agencies:

Texas Department of Transportation  
ATTN: TxDOT-PTN  
125 E. St  
Austin, TX 78701-2483

Federal Transit Administration Region 6 Office  
819 Taylor St, Room 8A36  
Fort Worth, TX 76102

U.S. Department of Transportation Office of Civil Rights  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

U.S. Secretary of Transportation  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

## **RECORDKEEPING REQUIREMENT**

The Title VI Coordinator will ensure that all records relating to ATCOG's Title VI Complaint Process are maintained with transportation department records.

Records will be available for compliance review audits.

As a result of the investigation, the Title VI Coordinator will issue one of two letters to the Complainant: a Closure Letter (unsubstantiated) or a Letter of Finding (LOF) (substantiated). A Closure Letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff members, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

### **Appeal Process**

Appeal to the ATCOG RTD Executive Director must be in writing, filed within 30 business days of the mailing of findings to the Complainant, and must include the name, address, telephone number of the Complainant and must state the basis why the Complainant believes the resolution of the complaint was not correct. The ATCOG RTD Executive Director will set a mutually agreed upon time and place for a review and consideration of the appeal with the Complainant. The ATCOG RTD Executive Director will issue a written determination of the appeal within 15 business days of the date of the review meeting.

Appeal to the Federal Transit Administration may be submitted to Federal Transit Administration, Office of Civil Rights, Attention: Title VI Coordinator, East Building, 5th Floor, TCR, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

### **Implementation of Remedial Actions**

If at any time a policy violation is found to exist, the appropriate remedial steps will be taken immediately and documented accordingly.

### **Recordkeeping/Reporting Requirements**

The Title VI Coordinator is responsible for all recordkeeping and reporting requirements of appeals under this policy and procedure.




### FTA Civil Rights Assurance

ATCOG Rural Transit District hereby certifies that, as a condition of receiving FTA & TxDOT financial assistance under the Rural Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. ATCOG Rural Transit District will compile, maintain, and submit in timely manner Title VI information required by FTA Circular 4702.1B.
3. ATCOG Rural Transit District will make it known to the public that those persons or person alleging discrimination on the basis of race, color or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the Federal Transit Administration.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.

  
\_\_\_\_\_  
Chris Brown  
Executive Director

2/21/24  
\_\_\_\_\_  
Date

## Department of Transportation Title VI Assurance

ATCOG Rural Transit District hereby certifies that, as a condition of receiving FTA & TxDOT financial assistance under the Rural Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. ATCOG Rural Transit District will compile, maintain, and submit in a timely manner Title VI information in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.9.
3. ATCOG Rural Transit District will make it known to the public that those persons or person alleging discrimination on the basis of race, color or national origin, as it relates to the provision of transportation services and transit-related benefits, may file a complaint with the U.S. Department of Transportation.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Chris Brown  
Executive Director

2/21/14  
Date

**ARK-TEX COUNCIL OF GOVERNMENTS  
RURAL TRANSIT DISTRICT  
Title VI Posting Notification**

Ark-Tex Council of Governments has posted the Title VI notification on the ATCOG website <http://www.atcog.org/page28.html> and at the entrance to the lobby of the TRAX transportation building.

Title VI information posters shall be prominently and publicly displayed in all the transit administrative facilities throughout the ATCOG region and on their transit vehicles. ATCOG will include the Title VI notification in their brochures and flyers. Notices detailing Title VI obligation will be translated into languages other than English, as needed. The name of the Title VI Coordinator is available on the ATCOG website <http://www.atcog.org>. Additional information relating to ATCOG nondiscrimination obligation can be obtained from the Title VI Coordinator.

The plan is available, in paper form and is accessible in alternate formats upon request. To obtain a copy of the Title VI Plan call or write to:

Ark-Tex Council of Governments  
Attn: ATCOG Title VI Coordinator  
PO Box 5307  
Texarkana, Texas 75503  
(866)-575-9014

### Notice To Our Customers

Under Title VI of the Civil Rights Act of 1964, Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by any Transportation Service that the Ark-Tex Council of Governments Rural Transit District provides can file a complaint to:

Attn: Title VI Program Director  
Ark-Tex Council of Governments  
Rural Transit District (ATCOG RTD)  
4808 Elizabeth Street  
Texarkana, Texas  
75503

If Complainant is dissatisfied with the determination and/or resolution set forth by ATCOG RTD, the same complaint may be submitted to the Texas Department of Transportation and/or the Federal Transit Administration (FTA) for investigation.

Attn: Public Transportation Coordinator  
Texas Department of Transportation  
701 East Main Street  
Atlanta, Texas 75551

And/or

Federal Transit Administration Office of Civil Rights  
East Building, 5 Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Complaint Procedures and Forms can be obtained online by visiting our website at [atcog.org](http://atcog.org) or at the Ark-Tex Council of Governments/RTRANSIT Office at 4808 Elizabeth, Texarkana, TX 75503

### Aviso A Nuestros Clientes

Bajo el Título VI de La Ley de Derechos Civiles de 1964, Individuos o organizaciones que creen que han sido negados los beneficios de, excluidos de la participación en, o sujetos a discriminación por motivos de raza, color o origen nacional por cualquier servicio de transporte que ofrece Ark-Tex Council of Governments Rural Transit District pueden presentar una queja ante:

Atencion: Título VI Programa Director  
Ark-Tex Council of Governments Rural Transit District (ATCOG RTD)  
4808 Elizabeth Street  
Texarkana, Texas 75503

Si el Querellante esta insatisfecho con la determinación y/o resolución de ATCOG RTD, la misma queja puede presentarse al Departamento de Transporte de Tejas o la Administración Federal de Transito (FTA) para la investigación.

Attn: Coordinador de Transporte Publico  
Departamento de Transporte de Tejas  
701 East Main St.,  
Atlanta, Texas 75551

Y/o

Oficina de la Administración Federal de Transito de los Derechos Civiles  
East Building, 5 Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Procedimientos de Queja y Formas pueden obtenerse en línea visitando nuestro sitio web [atcog.org](http://atcog.org) o en la oficina Ark-Tex Council of Governments/RTRANSIT en 4808 Elizabeth St., Texarkana Texas 75503

**Note: The above Title VI Notice to the Public is posted at ATCOG RTD Administrative, 4808 Elizabeth St, Texarkana, Texas 75503 and Maintenance Facility, 105 E. Washington, Mount Pleasant, Texas 75455 and on all vehicles.**

# KNOW YOUR RIGHTS

**Title VI of the Civil Rights Act of 1964** prohibits discrimination on the basis of race, or national origin in programs & activities receiving Federal financial assistance **(42 U.S.C. Section 2000d).**

TRAX is committed to practicing non-discrimination. If you believe you have been subjected to discrimination, you may file a complaint with the TRAX Title VI coordinator or the Texas Dept. of Transportation, Attn: Tx DOT-PTN, 125 E. 11<sup>th</sup> St, Austin, TX 78701-2483. You may also file complaints directly with the Federal Transit Administration Region 6 Office in Fort Worth (819 Taylor St, Room 8A36, Fort Worth, TX 76102), the U.S. Dept. of Transportation Office of Civil Rights (1200 New Jersey Ave, S.E., Washington, D.C. 20590), or with the U.S. Secretary of Transportation (1200 New Jersey Ave, S.E., Washington, D.C. 20590). To obtain a complaint form and procedures, please visit our website at [www.atcog.org](http://www.atcog.org) or you can call us at 866-575-3014.

## TRAX

Rural Transit District

*For more info visit us on the web at [www.atcog.org](http://www.atcog.org) or call the TRAX Title VI Coordinator at 1-866-575-9014*

*This Notice and all other Title VI information may also be obtained in Spanish at [www.atcog.org](http://www.atcog.org) or call 1-866-575-9014*

# CONOZCA SUS DERECHOS

**Título VI de la ley de derechos civiles de 1964** prohíbe la discriminación sobre la base de la raza, o nacionalidad en programas y actividades recibiendo Asistencia Financiera Federal (**42 U.S.C. Sección 2000d**).

TRAX se compromete a practicar la no discriminación. Si usted cree que ha sido objeto de discriminación, puede presentar una queja ante el TRAX título VI coordinador o el Departamento de Texas de Transportación, Attn: Tx DOT-PTN, 125 E. 11<sup>th</sup> St, Austin, TX 78701-2483. También puede presentar una queja directamente ante la Administración de tránsito federal región 6 oficina en Fort Worth (819 Taylor St, Room 8A36, Fort Worth, TX 76102), el Departamento de Transporte de la oficina de derechos civiles EE.UU. (1200 New Jersey Ave, S.E., Washington, D.C. 20590), o con el secretario de Transporte de los EE.UU. (1200 New Jersey Ave, S.E., Washington, D.C. 20590). Para obtener un formulario y los procedimientos de queja, por favor visite nuestro sitio web en [www.atcoog.org](http://www.atcoog.org) o nos puede llamar al 866-575-9014.

## TRAX

Rural Transit District

*Para mas información visítenos en la web en [www.atcoog.org](http://www.atcoog.org) o llame al TRAX título VI al 1-866-575-9014*

*Este Aviso y toda la demás Título VI información se pueden obtener también en español en [www.atcoog.org](http://www.atcoog.org) o llame 1-866-575-9014*



## Title VI Complaint Form

### Ark-Tex Council of Governments – Rural Transit District (ATCOG-RTD)

TRAX is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act Of 1962, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (903)255-3529. The completed form must be returned to the TRAX Title VI Coordinator, 4808 Elizabeth Street. Texarkana, TX 75503.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant):	
Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination took place? (Circle one)

Date of Incident \_\_\_\_\_

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all TRAX employees involved if available. Explain what happened and whom you believe was responsible. Please use the next page of this form if additional space is required.

---

---

---

---

---

---

---

(continued)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you filed a complaint with any other federal, state or local agencies? (Circle one)      Yes / No

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Street Address, City, State & Zip Code: \_\_\_\_\_  
\_\_\_\_\_ Phone: \_\_\_\_\_

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Street Address, City, State & Zip Code: \_\_\_\_\_  
\_\_\_\_\_ Phone: \_\_\_\_\_

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainants Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print or Type Name of Complainant: \_\_\_\_\_

Date Received: \_\_\_\_\_

Received by: \_\_\_\_\_





## Formulario de Quejas del Título VI Ark-Tex Consejo de Gobiernos - Distrito de Tránsito Rural (ATCOG-RTD)

TRAX se compromete a garantizar que ninguna persona sea excluida de participar o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Título VI del Acta de Derechos Civiles De 1962, según enmendada. Quejas del Título VI deben ser presentadas dentro de los 180 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con el Coordinador del Título VI, llamando al (903) 255-3529. El formulario completo debe ser devuelto al Coordinador TRAX Título VI, 4808 Elizabeth Street. Texarkana, TX 75503

Su nombre:	Teléfono:
Dirección:	Teléfono alternativo:
	Ciudad, Estado y Código Postal:
Persona (s) objeto de discriminación (si alguien que no sea acusador):	
Nombre(s):	
Dirección, Ciudad, Estado y Código Postal:	

¿Cuál de las siguientes opciones describe mejor la razón de la supuesta discriminación? (Circular uno)

Fecha del incidente \_\_\_\_\_

- Raza
- Color
- Origen Nacional (Dominio Limitado del Ingles)

Por favor describa el supuesto incidente de discriminación. Proporcione los nombres y títulos de todos los TRAX empleados involucrados si está disponible. Explique lo que ocurrió y quien considera que fue responsable. Por favor, use la siguiente página de este formulario si necesita más espacio.

---

---

---

---

---

---


(continuado)



**List of Lawsuits or Complaints Alleging Discrimination  
Summary of Civil Rights Review Activities**

As of July 30, 2014, there are no active lawsuits or complaints naming ATCOG Rural Transit District that allege discrimination on the basis of race, color or national origin.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.

  
\_\_\_\_\_  
Chris Brown  
Executive Director

8/21/14  
\_\_\_\_\_  
Date

**Ark-Tex Council of Governments Rural Transit District  
Transportation Programs  
INVESTIGATIONS, LAWSUITS AND COMPLAINTS LOG**

INVESTIGATIONS:	DATE (Month, Day, Year)	SUMMARY (include basis of complaint: race, color, or national origin)	STATUS	ACTION(S) TAKEN
1.				
2.				
3.				

LAWSUITS	DATE (Month, Day, Year)	SUMMARY (include basis of complaint: race, color, or national origin)	STATUS	ACTION(S) TAKEN
1.				
2.				
3.				

COMPLAINTS	DATE (Month, Day, Year)	SUMMARY (include basis of complaint: race, color, or national origin)	STATUS	ACTION(S) TAKEN
1.				
2.				

# TITLE VI DISCRIMINATION COMPLAINT TRACKING LOG

2014

COMPLAINANT INFORMATION			RESPONDENT INFORMATION			AGENCY FILED WITH		DATE COMPLAINT FILED	BASIS(ES)		DATE INVESTIGATION COMPLETED/REPORT DATE		DATE FORWARDED TO FIA	DECISION RENDERED		DATE CORRESPONDENCE SENT	NOTES	
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															
NAME:	NAME/AGENCY:		RACE:						RACE:									
RACE:									COLOR									
COLOR:			COLOR						NATIONAL ORIGIN:									
NATIONAL ORIGIN:			NATIONAL ORIGIN:															

**TITLE VI MEMBERSHIP OF NON-ELECTED COMMITTEE**

<b>BODY</b>	<b>CAUCASIAN</b>	<b>LATINO</b>	<b>AFRICAN AMERICAN</b>	<b>ASIAN AMERICAN</b>	<b>NATIVE AMERICAN</b>
<b>Health &amp; Human Services Coordination Steering Committee</b>	<b>76%</b>	<b>0%</b>	<b>24%</b>	<b>0%</b>	<b>0%</b>

**ARK-TEX RURAL TRANSIT DISTRICT  
TITLE VI COMPLIANCE:  
LIMITED ENGLISH PROFICIENCY  
ANALYSIS AND ASSISTANCE PLAN**

August 2014

Prepared By  
Owetta Walton

### **Background:**

The U.S. Department of Transportation (DOT) requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 26 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 18 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

### **Legal basis for language assistance requirements:**

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.



## **Evaluation**

### **The Four Factor Analysis:**

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

### **Factor 1: The Number and Proportion of LEP Persons Served/Encountered in Eligible Service Population.**

In the Ark-Tex Rural Transit District there is a small population of people with Limited English Proficiency (LEP). The Ark-Tex Rural Transit District serves a nine county rural area made up of the Texas counties Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus County for the purpose of this report, as defined by the U.S. Census. As indicated by Tables 1-A through 1-I, the primary demographic that represents the Ark-Tex Rural Transit District LEP population are primarily English speaking people. The Ark-Tex Rural Transit District, with 4858 Spanish speakers who speak English "not well" or "not at all" makes up only 1.92% of all Spanish speakers.

Table 1-A

	Number	Percent
<b>POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>	<b><u>Bowie County</u></b>	<b><u>Bowie County</u></b>
Population 5 years and over	83,487	100.0
Speak only English	78,919	94.5
Speak a language other than English	4,568	5.5
Spanish	3,524	100.0
Speak English "very well"	2,614	74.2
Speak English "well"	488	13.8
Speak English "not well"	353	10.0
Speak English "not at all"	69	2.0
Other Indo-European languages	621	100.0
Speak English "very well"	430	69.2
Speak English "well"	89	14.3
Speak English "not well"	102	16.4
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	347	100.0
Speak English "very well"	268	77.2
Speak English "well"	45	13.0
Speak English "not well"	34	9.8
Speak English "not at all"	0	0.0
All other languages	76	100.0
Speak English "very well"	35	46.1
Speak English "well"	41	53.9
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	83,487	100.0
Speak a language other than English	4,568	5.5
5 to 17 years	610	0.7
18 to 64 years	3,680	4.4
65 years and over	278	0.3
Speak English less than "very well"	1,221	1.5
5 to 17 years	252	0.3
18 to 64 years	847	1.0
65 years and over	122	0.1
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	196	(X)
Population 5 years and over in households	76,663	100.0
In linguistically isolated households[1]	476	0.6
5 to 17 years	122	0.2
18 to 64 years	314	0.4
65 years and over	40	0.1

Table 1-B

**POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH**

	<b>Number</b>	<b>Percent</b>
	<b><u>Cass</u></b>	<b><u>Cass</u></b>
	<b><u>County</u></b>	<b><u>County</u></b>
Population 5 years and over	28,613	100.0
Speak only English	27,702	96.8
Speak a language other than English	911	3.2
Spanish	717	100.0
Speak English "very well"	423	59.0
Speak English "well"	145	20.2
Speak English "not well"	139	19.4
Speak English "not at all"	10	1.4
Other Indo-European languages	127	100.0
Speak English "very well"	103	81.1
Speak English "well"	15	11.8
Speak English "not well"	9	7.1
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	52	100.0
Speak English "very well"	36	69.2
Speak English "well"	8	15.4
Speak English "not well"	8	15.4
Speak English "not at all"	0	0.0
All other languages	15	100.0
Speak English "very well"	15	100.0
Speak English "well"	0	0.0
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	28,613	100.0
Speak a language other than English	911	3.2
5 to 17 years	209	0.7
18 to 64 years	644	2.3
65 years and over	58	0.2
Speak English less than "very well"	334	1.2
5 to 17 years	98	0.3
18 to 64 years	213	0.7
65 years and over	23	0.1
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	57	(X)
Population 5 years and over in households	28,139	100.0
In linguistically isolated households[1]	143	0.5
5 to 17 years	58	0.2
18 to 64 years	82	0.3
65 years and over		0.0

	Number	Percent
<b>POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>	<b><u>Delta County</u></b>	<b><u>Delta County</u></b>
Population 5 years and over	5,048	100.0
Speak only English	4,936	97.8
Speak a language other than English	112	2.2
Spanish	74	100.0
Speak English "very well"	60	81.1
Speak English "well"	5	6.8
Speak English "not well"	9	12.2
Speak English "not at all"	0	0.0
Other Indo-European languages	6	100.0
Speak English "very well"	6	100.0
Speak English "well"	0	0.0
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	32	100.0
Speak English "very well"	18	56.3
Speak English "well"	14	43.8
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
All other languages	0	-999.0
Speak English "very well"	0	-999.0
Speak English "well"	0	-999.0
Speak English "not well"	0	-999.0
Speak English "not at all"	0	-999.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	5,048	100.0
Speak a language other than English	112	2.2
5 to 17 years	28	0.6
18 to 64 years	69	1.4
65 years and over	15	0.3
Speak English less than "very well"	28	0.6
5 to 17 years	0	0.0
18 to 64 years	15	0.3
65 years and over	13	0.3
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	0	(X)
Population 5 years and over in households	4,929	100.0
In linguistically isolated households[1]	0	0.0
5 to 17 years	0	0.0
18 to 64 years	0	0.0
65 years and over	0	0.0

Table 1-D

**POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH**

	<b>Number</b>	<b>Percent</b>
	<b><u>Franklin County</u></b>	<b><u>Franklin County</u></b>
Population 5 years and over	8,897	100.0
Speak only English	7,999	89.9
Speak a language other than English	898	10.1
Spanish	764	100.0
Speak English "very well"	385	50.4
Speak English "well"	163	21.3
Speak English "not well"	151	19.8
Speak English "not at all"	65	8.5
Other Indo-European languages	107	100.0
Speak English "very well"	89	83.2
Speak English "well"	16	15.0
Speak English "not well"	2	1.9
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	9	100.0
Speak English "very well"	8	88.9
Speak English "well"	1	11.1
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
All other languages	18	100.0
Speak English "very well"	18	100.0
Speak English "well"	0	0.0
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	8,897	100.0
Speak a language other than English	898	10.1
5 to 17 years	240	2.7
18 to 64 years	609	6.8
65 years and over	49	0.6
Speak English less than "very well"	398	4.5
5 to 17 years	79	0.9
18 to 64 years	298	3.3
65 years and over	21	0.2
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	64	(X)
Population 5 years and over in households	8,735	100.0
In linguistically isolated households[1]	182	2.1
5 to 17 years	53	0.6
18 to 64 years	122	1.4
65 years and over	7	0.1

Table 1-E

	Number	Percent
<b>POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>	<b><u>Hopkins County</u></b>	<b><u>Hopkins County</u></b>
Population 5 years and over	29,908	100.0
Speak only English	26,964	90.2
Speak a language other than English	2,944	9.8
Spanish	2,608	100.0
Speak English "very well"	1,336	51.2
Speak English "well"	570	21.9
Speak English "not well"	418	16.0
Speak English "not at all"	284	10.9
Other Indo-European languages	200	100.0
Speak English "very well"	156	78.0
Speak English "well"	29	14.5
Speak English "not well"	15	7.5
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	111	100.0
Speak English "very well"	57	51.4
Speak English "well"	54	48.6
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
All other languages	25	100.0
Speak English "very well"	25	100.0
Speak English "well"	0	0.0
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	29,908	100.0
Speak a language other than English	2,944	9.8
5 to 17 years	820	2.7
18 to 64 years	2,084	7.0
65 years and over	40	0.1
Speak English less than "very well"	1,370	4.6
5 to 17 years	222	0.7
18 to 64 years	1,138	3.8
65 years and over	10	0.0
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	285	(X)
Population 5 years and over in households	29,435	100.0
In linguistically isolated households[1]	847	2.9
5 to 17 years	216	0.7
18 to 64 years	628	2.1
65 years and over\	3	0.0

Table 1-F

**POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH**

	<b>Number</b>	<b>Percent</b>
	<b><u>Lamar</u></b>	<b><u>Lamar</u></b>
	<b><u>County</u></b>	<b><u>County</u></b>
Population 5 years and over	45,106	100.0
Speak only English	42,989	95.3
Speak a language other than English	2,117	4.7
Spanish	1,517	100.0
Speak English "very well"	923	60.8
Speak English "well"	299	19.7
Speak English "not well"	238	15.7
Speak English "not at all"	57	3.8
Other Indo-European languages	414	100.0
Speak English "very well"	265	64.0
Speak English "well"	69	16.7
Speak English "not well"	66	15.9
Speak English "not at all"	14	3.4
Asian and Pacific Island languages	169	100.0
Speak English "very well"	135	79.9
Speak English "well"	22	13.0
Speak English "not well"	12	7.1
Speak English "not at all"	0	0.0
All other languages	17	100.0
Speak English "very well"	11	64.7
Speak English "well"	0	0.0
Speak English "not well"	6	35.3
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	45,106	100.0
Speak a language other than English	2,117	4.7
5 to 17 years	462	1.0
18 to 64 years	1,541	3.4
65 years and over	114	0.3
Speak English less than "very well"	783	1.7
5 to 17 years	132	0.3
18 to 64 years	616	1.4
65 years and over	35	0.1
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	161	(X)
Population 5 years and over in households	43,997	100.0
In linguistically isolated households[1]	517	1.2
5 to 17 years	136	0.3
18 to 64 years	369	0.8
65 years and over	12	0.

Table 1-G

**POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH**

	<b>Number</b>	<b>Percent</b>
	<b><u>Morris County</u></b>	<b><u>Morris County</u></b>
Population 5 years and over	12,302	100.0
Speak only English	11,817	96.1
Speak a language other than English	485	3.9
Spanish	445	100.0
Speak English "very well"	248	55.7
Speak English "well"	121	27.2
Speak English "not well"	58	13.0
Speak English "not at all"	18	4.0
Other Indo-European languages	13	100.0
Speak English "very well"	7	53.8
Speak English "well"	4	30.8
Speak English "not well"	2	15.4
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	23	100.0
Speak English "very well"	15	65.2
Speak English "well"	8	34.8
Speak English "not well"	0	0.0
Speak English "not at all"	0	0.0
All other languages	4	100.0
Speak English "very well"	0	0.0
Speak English "well"	0	0.0
Speak English "not well"	4	100.0
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	12,302	100.0
Speak a language other than English	485	3.9
5 to 17 years	149	1.2
18 to 64 years	308	2.5
65 years and over	28	0.2
Speak English less than "very well"	215	1.7
5 to 17 years	60	0.5
18 to 64 years	144	1.2
65 years and over	11	0.1
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	43	(X)
Population 5 years and over in households	12,138	100.0
In linguistically isolated households[1]	123	1.0
5 to 17 years	36	0.3
18 to 64 years	83	0.7
65 years and over	4	0.



Table 1-H

	Number	Percent
<b>POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>	<b>Red River County</b>	<b>Red River County</b>
Population 5 years and over	13,492	100.0
Speak only English	12,708	94.2
Speak a language other than English	784	5.8
Spanish	701	100.0
Speak English "very well"	383	54.6
Speak English "well"	139	19.8
Speak English "not well"	101	14.4
Speak English "not at all"	78	11.1
Other Indo-European languages	62	100.0
Speak English "very well"	55	88.7
Speak English "well"	4	6.5
Speak English "not well"	3	4.8
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	2	100.0
Speak English "very well"	0	0.0
Speak English "well"	0	0.0
Speak English "not well"	2	100.0
Speak English "not at all"	0	0.0
All other languages	19	100.0
Speak English "very well"	4	21.1
Speak English "well"	2	10.5
Speak English "not well"	13	68.4
Speak English "not at all"	0	0.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	13,492	100.0
Speak a language other than English	784	5.8
5 to 17 years	228	1.7
18 to 64 years	516	3.8
65 years and over	40	0.3
Speak English less than "very well"	342	2.5
5 to 17 years	103	0.8
18 to 64 years	230	1.7
65 years and over	9	0.1
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	64	(X)
Population 5 years and over in households	13,218	100.0
In linguistically isolated households[1]	192	1.5
5 to 17 years	66	0.5
18 to 64 years	119	0.9
65 years and over	7	0.1

Table 1-I

**POPULATION 5 YEARS AND OVER BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH**

	<b>Number</b>	<b>Percent</b>
	<b><u>Titus</u> <u>County</u></b>	<b><u>Titus</u> <u>County</u></b>
Population 5 years and over	25,659	100.0
Speak only English	18,746	73.1
Speak a language other than English	6,913	26.9
Spanish	6,796	100.0
Speak English "very well"	2,354	34.6
Speak English "well"	1,632	24.0
Speak English "not well"	1,927	28.4
Speak English "not at all"	883	13.0
Other Indo-European languages	67	100.0
Speak English "very well"	48	71.6
Speak English "well"	8	11.9
Speak English "not well"	11	16.4
Speak English "not at all"	0	0.0
Asian and Pacific Island languages	50	100.0
Speak English "very well"	23	46.0
Speak English "well"	12	24.0
Speak English "not well"	15	30.0
Speak English "not at all"	0	0.0
All other languages	0	-999.0
Speak English "very well"	0	-999.0
Speak English "well"	0	-999.0
Speak English "not well"	0	-999.0
Speak English "not at all"	0	-999.0
<b>ABILITY TO SPEAK ENGLISH</b>		
Population 5 years and over	25,659	100.0
Speak a language other than English	6,913	26.9
5 to 17 years	2,151	8.4
18 to 64 years	4,568	17.8
65 years and over	194	0.8
Speak English less than "very well"	4,488	17.5
5 to 17 years	1,213	4.7
18 to 64 years	3,215	12.5
65 years and over	60	0.2
<b>ABILITY TO SPEAK ENGLISH IN HOUSEHOLD</b>		
Linguistically isolated households[1]	827	(X)
Population 5 years and over in households	25,047	100.0
In linguistically isolated households[1]	3,062	12.2
5 to 17 years	994	4.0
18 to 64 years	2,037	8.1
65 years and over	31	0.1

## **Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services**

Our primary type of transportation service is Demand Response that is provided to the general public, excluding Mt. Pleasant in Titus County which provides a Deviated Fixed Route. Both of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible to LEP populations we would like to grow the number of LEP riders by making materials, training, and outreach that would help serve this population better. As part of our LEP Plan we would like to adopt such policies and programs to meet the needs of LEP populations.

To determine Ark-Tex Rural Transit District current interactions with LEP populations in July of 2011 TUTD administered an internal survey of Ark-Tex Rural Transit District employees' experiences with LEP populations. The findings of the survey painted a picture of relatively low levels of TUTD employees contact with LEP populations. Only 8% of employees said they came into contact with LEP populations in a month, and 5% indicated they came into contact with people from this demographic more three or more times in a month. The languages they listed as most prevalently spoken amongst this population was English.

## **Factor 3: The Importance to LEP Persons of Your Program, Activities and Services**

The most critical services the Ark-Tex Rural Transit District provide are the Demand Response and the Mt. Pleasant, Titus County Deviated Fixed Route in descending order of importance. Demand Response services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, childcare and education. Additionally, Demand Response services provide transportation to places that improve the quality of life including friends, relatives, entertainment, and the arts. The Mt. Pleasant, Titus County Deviated Fixed Route service provides critical transportation for all rider types including LEP persons.

## **Factor 4: The Resources Available to the Recipient and Costs**

The Ark-Tex Rural Transit District has adequately met the transportation needs of persons with limited English proficiency. Ark-Tex has reviewed its available resources that can be used for providing LEP assistance. Ark-Tex has bi-lingual Coordinators and dispatch staff to translate documents in a Spanish translation when needed. ATCOG has weighed the cost and benefits of translating documents for potential LEP groups. Due to the high number of LEP individuals that speak Spanish, ATCOG has determined that various documents including but not limited to, program applications, brochures, schedules and complaint procedures will be translated into Spanish by ATCOG bi-lingual staff. For oral communication, bi-lingual staff will be utilized to provide interpretation at no additional cost to the transportation program.

### **Safe Harbor Provision**

#### **The Federal Transit Authority Circular 4702.18 states:**

*"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of on-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost."*

*These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI program. "*

As previously stated, the ATCOG program provides or has the potential to provide service to the Spanish speaking population. Program documents will be translated into Spanish to meet the needs of the LEP individuals.

### **LEP Program Action Plan**

Within the next three years the Ark-Tex Rural Transit District will work at completing the following activities to further enhance its LEP Program as it relates to the provision of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.
2. Post notice of the LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
3. Establish relations with more agencies and organizations serving LEP persons.
4. Get feedback from agencies regarding key languages being used in the service area and language services needed.
5. Identify the resources agencies may have to assist TRAX with LEP persons as it related to provisions of transportation services or transit-related benefits.
6. Develop contracts or service relationships for language services.
7. Identify key documents requiring translation and translate materials into alternate languages. Identify sources and methods for responding to LEP correspondence.
8. Although translation may not be able to be provided for all interactions with LEP persons it will help identify the need for additional resources in the future.
9. Place a "Notice of Right to Language Assistance" on the [www.atcog.org](http://www.atcog.org) website. Click on the TRAX link for more information.
10. Develop training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
11. Develop training for administrative and dispatch/scheduling staff including awareness of services available, how to respond to LEP individuals in person, to LEP callers, and to LEP correspondence.
12. Survey ATCOG staff (including the drivers, office staff, dispatchers and management) annually on their experience concerning any contacts with LEP persons.

## **Ark-Tex Council of Governments Rural Transit District Public Participation/Involvement Plan**

The purpose of this plan is to establish procedures that allow for, encourage, and monitor participation of all citizens in the Ark-Tex Council of Governments Rural Transit District service area, including but not limited to low income and minority individuals, and those with limited English proficiency. While traditional public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

This plan outlines procedures to provide opportunities for all area citizens to participate in the development of ATCOG's Rural Transportation programs. The ATCOG's Rural Transit District is comprised of the following counties in Texas: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus. The ATCOG's Rural Transit District provides transportation services in nine counties in Texas. ATCOG coordinates and is a member of the Texarkana Metropolitan Planning Organization (MPO). The MPO is the agency charged with Transportation Planning for Cities and Counties in the ATCOG region and the development of plans such as the Metropolitan Transportation Plan and the Transportation Improvement Program.

A locally developed comprehensive service plan is currently in place that addresses the current transportation service infrastructure and the future transportation needs of our region. A steering committee made up of stakeholders throughout the service area meet regularly to discuss the transportation needs and issues of our region.

### **Dissemination of Plan:**

A notice will be posted in the local newspaper noting the existence of this public participation plan and a copy of the public participation plan will be sent, at a minimum to the Steering Committee Stakeholders identified in Appendix A.

### **Goals and Objectives for the Public Participation/Involvement Plan:**

#### **Goal:**

The goal of the Public Participation/Involvement Plan is to offer opportunities for the engagement of all citizens of ATCOG's Rural Transit service area to participate in the development of TRAX transportation programs.

#### **Objectives:**

- To determine what Non-English languages and other cultural barriers exist to public participation.
- To provide a general notification of a date and time of meetings particularly forums for public input, in a manner that is understandable to all populations in the nine county area.
- To hold meetings in locations such as senior activity centers, local government buildings, which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, maps and the internet.

### **Identification of Stakeholders**

Stakeholders are those who are either directly, or indirectly, affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organizations and businesses.

The ATCOG's Rural Transit District has a stakeholders group in place—Health & Human Services Coordination Steering Committee which is made up of regional stakeholders with a vested interest in public transportation services. TRAX has made extensive efforts to include representatives from as many organizations from health and human services, education, city and county planning, senior services, workforce, and state government.

**Strategies TRAX may utilize to engage the following Populations and increase Outreach efforts:**

- Public Notices in local newspaper and making special notations or notices in appropriate non-English languages;
- Public "open house" format meetings;
- Public surveys both on-board and nonuser surveys;
- Use of local news media;
- Focus groups for the purpose of gaining input from a particular defined portion of the Community; and Informal interviews;
- Advocacy groups to disseminate or gather information for minority and low-English proficiency populations;
- Presentations to professional, citizen, and student organizations;
- Articles in community newsletters;
- Press releases and meeting with local media representatives;
- Presentations by experts on various transit-related subjects; and
- The use of various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

**General Population:**

There are 316,598 residents in the nine county region of TRAX, (U.S. Census, 2010), 80 percent of the population consider themselves to be of a solely white race. In the region, 83% of the households speak English only and 10 Percent speak a language other than English, of that .05 percent do not speak English "very well.

**Minority Population:**

Minority populations make up about 32 percent of the population in the Nine County Region. African Americans make up the largest minority with 17 percent of the total minority population. Hispanic and Asian persons account for 12 percent and .01 percent of the population, respectively. There is also a small number of American Indian which represents .01 percent of the population. We also have .02 percent of the population who identified themselves as some other race. (U.S. Census 2010)

**Low Income Populations:**

In the ATCOG Rural Transit Service Area 18 percent of the population are below the poverty level (U.S. Census 2010, factfinder.census.gov). The low-income population should be given every reasonable opportunity to provide input on transportation plans and programs, to avoid disproportionate harm, or lack of benefit of transportation programs and projects.

While low-income individuals may have access to all of the traditional means of public involvement, discussed below, they may be less likely to become involved, or offer input.

**Public Agencies, Private Organizations, and Businesses:**

Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing with the provision of transportation services.

**Community Outreach:**

Hispanic Radio Stations  
KIMP LA Super K  
1798 W. US Hwy 67  
Mt. Pleasant, Texas 75455

Hispanic Banks  
Red River Credit Union  
Beside Vero's Latino Store  
2106 New Boston Rd.  
Texarkana, Texas 75501  
903-735-3000

Hispanic Grocery Stores  
Vero's Latino Store  
2106 New Boston Rd.  
Texarkana, Texas 75501

Super Plaza  
1210 W. Ferguson  
Mt. Pleasant, Texas 75455  
903-575-9449

Hispanic Church  
Iglesia De Dios-Septimo Dia  
1305 E. 1st Street  
Mt. Pleasant, Texas  
903-572-5543

Hispanic Newspaper  
La Prensa Hispana  
110 E. 2nd Street  
Mt. Pleasant, Texas 75455  
903-575-9977

Hispanic Education  
Texas High  
Mindy McAfee  
Coordinator of Multilingual Education  
3413 Summerhill Rd.  
Texarkana, Texas 75503  
903-793-7561 Ext. 1316  
Fax. 903-255-3280

Mt. Pleasant Public Library  
601 N. Madison  
Mt. Pleasant, Texas 75455

**Private Organizations and Businesses:**

Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers.

**Public Participation/Involvement Plan:**

This plan will serve as the Public Participation/Involvement Plan for the Ark-Tex Council of Governments TRAX Transportation Programs. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. People can obtain information about the process from, or submit input to:

TRAX Rural Transit District  
4808 Elizabeth Street  
Texarkana, Texas 75503  
903-832-9636  
Contact: Owetta Walton-Bost – Public Transportation Manager [owalton@atcog.org](mailto:owalton@atcog.org)

**Availability of Planning Documents:**

During the planning process ATCOG RTD will also make documents available for review on our website at [www.atcog.org](http://www.atcog.org) or Ark-Tex Council of Governments Rural Transit District located at 4808 Elizabeth Street, Texarkana, Texas 75503. If materials are requested in alternative formats, ATCOG RTD will make a reasonable attempt to accommodate those needs.

**Methods of Addressing Comments:**

Comments will be documented, presented to decision-making bodies, modified in the contents of the document as necessary, and will be included in the appendices of planning products after they are approved and published. Comments after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future.

**Responses to Information Requests and Comments:**

Information can be requested from staff in person and by phone, fax, e-mail, and U.S. mail.

**Community Outreach and Public Participation:**

As an agency receiving federal financial assistance, Ark-Tex Council of Governments Rural Transit District has made the following community outreach efforts:

- The staff of ATCOG participates in the area community events to promote transit and mobility options such as health fairs conducted with the Texas Department of Aging and city festivals.
- ATCOG advertises in area newspapers and the agency website regional planning meetings throughout the region and the public is invited to attend.
- ATCOG conducted meetings on the buses in each of the nine counties to promote transit.
- ATCOG partners with Greyhound Bus and publishes available routes and times on the Greyhound website and at the Greyhound stops connecting with Greyhound.
- ATCOG partners with the Texarkana Metropolitan Planning Organization (MPO) for Texarkana ATCOG Transportation's Public Participation of program of projects. Part of the agreement with the (MPO) is public notice and public comment period for all transportation projects programmed and is published yearly.
- Through ATCOG's Mobility Management program, travel training, trip planning and various other outreach efforts are utilized to directly engage the public and other agencies using public transportation services to improve the quality of life and extend services to the community. We target specific minority populations during multicultural events and activities.



**ARK-TEX COUNCIL OF GOVERNMENTS  
HEALTH & HUMAN SERVICES COORDINATION STEERING COMMITTEE**

**Public Transit Agencies**

Chairperson  
Owetta Walton  
Public Transportation Manager  
Ark-Tex Council of Governments

Committee Secretary  
Pam Durham  
Mobility Specialist-Transportation  
Ark-Tex Council of Governments

Myra Jones  
Transportation Director  
Opportunities, Inc.

Dean Meester  
Transportation Planner  
Texarkana Metropolitan  
Planning Organization

Eric Elmore  
Administrator Coordinator  
Texarkana Urban Transit District

**Economic Development**

Richard Powell  
Economic Development  
Ark-Tex COG

Steve Gilbert  
Economic Development  
Paris, Texas

**Health & Human Services Agencies**

Ken Kunkel  
VA Service Representative  
Veteran's Services

Jennifer Laurent  
Executive Director  
Randy Sams Shelter

Robert Morris  
Project Manager  
Assistive and Rehabilitative Services

Diane McKinnon  
Manager  
Area Agency on Aging  
Texarkana, Texas

Connie Stauter  
Paris-Lamar Co.  
Health Department  
Paris, Texas

Gay Ballew  
Executive Director  
New Hope Women Shelter  
Paris, Texas

Jack Pappas  
Chief Probation Officer  
Bowie County

April Carr  
Lamar County United Way  
Paris, Texas

Sheila Reece  
Associate Vice-President  
Paris Junior College

Tarisha Duson  
Administration  
Housing Authority of Texarkana

Sharon Davis  
Workforce Solutions  
Texarkana, Texas

Sharon Reynerson  
Litigation Director  
Northeast Region-Lone Star Legal Aid  
Paris, Texas

**Disabled Citizen**

Jackie Alsobrook  
4135 Misty Street  
Paris, Texas

**General Public**

Reverend R.C. Slaughter  
Lamar County Christian Minister  
Paris, Texas

**Ex-Officio Member**

Sonya Hudson  
Public Transportation Coordinator  
Atlanta District  
Texas Department of Transportation

**Government**

Marjorie Chandler  
Congressman Ralph Hall's Office  
Texarkana, Texas

**TRAX Rural Transit District  
Planning Efforts in 2014-2015 and Beyond**

Ark-Tex Council of Governments Rural Transit District has a Deviated Fixed Route Bus System in the Planning efforts in Paris, Lamar County. ATCOG RTD has already had public meetings and City Bus Workshops in Paris to receive input from the public and the regional stakeholders in Lamar County. The workshops will help determine major destinations for planning stops that will generate the most trips and be cost effective in planning a bus system in Paris. This will also help boost the economy for the Lamar County area.

ATCOG RTD wants to enhance the quality and availability of services to those who are unserved in the nine county region. ATCOG RTD also wants to identify and fill the gaps to further expand services for those in the communities of the rural transit area.

ATCOG RTD looks forward to expand the dispatch and scheduling software to meet the needs of the client for better performance and quicker response time for scheduled appointments. Including identifying and designing opportunities to coordinate services that would be cost effective and increase ridership in the ATCOG RTD region.

**TITLE VI PUBLIC INVOLVEMENT SURVEY  
TRAX Rural Transit District**

Completing this form is strictly voluntary

Title VI of the Civil Rights Act of 1964 requires the TRAX Rural Transit District's Public Transportations Programs provide opportunities for everyone in the affected project areas(s) to comment on transportation programs and activities that may affect their community. Title VI specifically states, "No person in the United States shall on the grounds of race, color, or national origin be excluded from participation or be denied the benefit of, or otherwise be subjected to discrimination under any program, service, or activity receiving federal financial assistance."

Completing this form helps TRAX Rural Transit District to comply with federal data collection and public involvement obligations under the Title VI and the National Environment Protection Act (NEPA) and improve our public services.

Service(s) Used: (please check all that apply)

- ☐ Demand Response Service  
☐ Paratransit Service

Zip Code: \_\_\_\_\_

Gender:

- ☐ Male ☐ Female

Race/Ethnic Designation:

- ☐ White ☐ Black or African American ☐ Hispanic/Latino ☐ American Indian/Alaskan Native  
☐ Native Hawaiian or other Pacific Islander ☐ 2 or more races ☐ Other

Age:

- ☐ 17 years of age or younger ☐ 18 – 25 ☐ 26 – 35 ☐ 46 – 59 ☐ 60 plus

Primary Language Spoken:

- ☐ English  
☐ Spanish  
☐ Chinese  
☐ French  
☐ Korean  
☐ German  
☐ Hindi  
☐ Japanese  
☐ Arabic  
☐ Indonesian  
☐ Vietnamese  
☐ Other: Please Indicate: \_\_\_\_\_

Secondary Language Spoken:

- ☐ English  
☐ Spanish  
☐ Chinese  
☐ French  
☐ Korean  
☐ German  
☐ Hindi  
☐ Japanese  
☐ Arabic  
☐ Indonesian  
☐ Vietnamese  
☐ Other: Please Indicate: \_\_\_\_\_

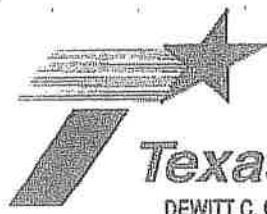
Would you like Public Information on our services in another Language?

- ☐ Yes, if yes, please indicate language: \_\_\_\_\_

Thank you for participating in this survey.

## **Public Meeting**

Notice is hereby given that Ark-Tex Council of Governments (ATCOG) Rural Transit District (TRAX) will be implementing new transit services in the ATCOG region and updating the Title VI Participation Plan. Interested persons are encouraged to attend meeting and make comments and/or suggestions. The meeting will be held on Wednesday, April 23, 2014 from 4:00 pm – 6:00 pm in the lobby of the Ark-Tex Council of Governments building, 4808 Elizabeth Street, Texarkana, TX 75503.



# Texas Department of Transportation

DEWITT C. GREER STATE HIGHWAY BLDG. • 125 E. 11TH STREET • AUSTIN, TEXAS 78701-2483 • (512) 463-8585

RECEIVED

SEP 21 2009

FTA Region 6

September 16, 2009

Categorical Exclusion  
American Recovery and Reinvestment Act Project  
CSJ 9999-09-024  
Bowie County

Operation/Management Facility for the Ark-Tex Council of Government Rural Transit District.  
at 4808 Elizabeth St. Texarkana

Ms. Lynn Hayes  
Federal Transit Administration  
819 Taylor St., Room 8A36  
Fort Worth, TX 76102

Dear Ms. Hayes:

Attached is one copy of the environmental documentation covering the proposed project for the improvements to an existing bus terminal building and garage located in Texarkana. Coordination with the Texas Historical Commission for archeology was been completed on September 3, 2009 and a copy of the coordination letter is attached.

Our review indicates that the project is a categorical exclusion and that no additional coordination is necessary. Your review and concurrence is requested.

Sincerely,

James P. Barta, Jr., P.E.  
Director, Project Management Section  
Environmental Affairs Division

Attachments

Concur:

Date:

9/22/09

RECEIVED

SEP 24 2009

ENV-PM

THE TEXAS PLAN  
REDUCE CONGESTION • ENHANCE SAFETY • EXPAND ECONOMIC OPPORTUNITY • IMPROVE AIR QUALITY  
INCREASE THE VALUE OF OUR TRANSPORTATION ASSETS

An Equal Opportunity Employer

Date June 23, 2009

Grant No. \_\_\_\_\_

Grant Applicant Ark-Tex Council of Governments Rural Transit District

**INFORMATION REQUIRED FOR PROBABLE  
CATEGORICAL EXCLUSION  
(SECTION 771.117(d))**

  X   A.

**DETAILED PROJECT DESCRIPTION:**

The new TRAX Operations/Management facility will allow TRAX to improve and expand its service efficiencies and effectiveness in most areas of operation. With limited space for vehicles and staff at the current site, expansion and coordination of operational control is not possible in the existing facility.

The site is ideally located near major transportation arteries including Interstate 30, allowing for excellent access to the rural areas of the Ark-Tex Council of Governments region. The location is also located on a T-Line (Texarkana fixed route public transit) allowing staff to use this service in commuting to work, an added benefit in recruiting quality drivers. The site is adjacent to the existing facility which houses the Ark-Tex Council of Governments. This location allows for excellent communications between the operations branch and Ark-Tex Council of Governments administration and support functions.

An additional benefit of this site is that it will be adjacent to Ark-Tex Council of Government's Regional Multiagency Coordination Center/Emergency Operations Center a state of the art facility that will allow Ark-Tex Council of Governments to coordinate emergency services in the event of a natural disaster. This center will have to work closely with the transportation division as needed for evacuations or other transportation needs. The location is sited away from any flood plains and the vehicles can be safely stored there in the event of a major weather event.

The site is approximately 1.25 acres and the facility will cover 0.50 acres and will include the following:

- A 3,000 to 4,000 sq. foot building to house Transit District Operations/Management personnel and the Centralized Control Center (reservations, scheduling and dispatching) for 9 counties of Bowie, Cass, Morris, Titus, Franklin, Delta, Hopkins, Lamar and Red River Counties.
- The building and site designing will be conducted by architects that have significant experience in designing transit facilities
- The Control Center will be designed to maximize performance - a nationally recognized paratransit dispatch expert will design the Control Center. The facility will be developed in a green manner to the greatest extent possible, with a minimal environmental footprint (as the budget will allow).
- There will be a parking area for 30 vehicles and a covered parking area for TRAX vehicles (back-up) for Bowie, Cass, & Morris Counties. We currently have 18 drivers that turn in paperwork daily here with no place to do their paperwork, timesheets, or research schedules.

- TRAX vehicles will have excellent access and its own separate driveway so that there is no interference with staff vehicles.
- Security will be enhanced to protect staff and the capital equipment - this is detailed below.

Overall there are many benefits to TRAX locating in this new facility.

1. Operational Efficiencies - The close proximity to major highways allows for less of the costly deadhead time - vehicles will be able to more rapidly get to rural areas.
2. Provide space for a control center - Space necessary to house a professional control center to take all reservations, conduct scheduling and dispatch all of the vehicles.
3. Enhance coordination of services - The ability to dispatch the entire system's fleet from one location and gain dispatch control over subcontracted vehicles will go a long way toward coordination.
4. Enhance security - With the new security measure in place, the fleet and other capital equipment as well as staff safety will be enhanced.

  X   B. **LOCATION (INCLUDING ADDRESS):** Attach a site map or diagram, which identifies the land uses and resources on the site and the adjacent or nearby land uses and resources. This is used to determine the probability of impact on sensitive receptors (such as schools, hospitals, residences) and on protected resources. 4808 Elizabeth Street, Texarkana, Texas 75570. See attached map #1.

  X   C. **METROPOLITAN PLANNING AND AIR QUALITY CONFORMITY:** Is the proposed project "included" in the current adopted MPO plan, either explicitly or in a grouping of projects or activities? What is the conformity status of that plan? Is the proposed project, or are appropriate phases of the project included in the TIP? What is the conformity status of the TIP?  
The Ark-Tex Council of Governments Rural Transit District does not report projects to the Regional MPO area. Our projects are reported in the *State Transportation Improvement Program* however, this project will be reported to the Texarkana Urban Transportation Study Board for their input.

  X   D. **ZONING:** Description of zoning, if applicable, and consistency with proposed use. Property is zoned for office and commercial use.

  X   E. **TRAFFIC IMPACTS:** Describe potential traffic impacts; including whether the existing roadways have adequate capacity to handle increased bus and other vehicular traffic.  
There will be no potential traffic impacts since the TRAX vans and busses currently utilize Elizabeth Street to come and go from the current ATCOG building. This land is located close to Interstate Hwy. 30 giving the TRAX vehicles easy access to rural areas.

  X   F. **CO HOT SPOTS:** If there are serious traffic impacts at any affected intersection, and if the area is nonattainment for CO, demonstrate that CO hot spots will not result.  
This project is located in Bowie County which is in attainment of all NAAQS. Any slight increase in traffic will not generate a substantial increase in CO emissions.

- X   G. **HISTORIC RESOURCES:** Describe any cultural, historic, or archaeological resource that is located in the immediate vicinity of the proposed project and the impact of the project on the resource.  
There are no known cultural, historic, or archaeological sites located in the immediate vicinity of the proposed project. A review of the National Register of Historic Places (NRHP) the list of State Archeological Landmarks (SAL) and the list of Recorded Texas Historic Landmarks (RTH) indicated that no historically significant resources have been previously documented on or adjacent to this location.
- X   H. **NOISE:** Compare the distance between the center of the proposed project and the nearest noise receptor to the screening distance for this type of project in FTA's guidelines. If the screening distance is not achieved, attach a "General Noise Assessment" with conclusions.  
No noise impacts are anticipated as local traffic patterns should not change with the project.
- X   I. **VIBRATION:** If the proposed project involves new or relocated steel tracks, compare the distance between the center of the proposed project and the nearest vibration receptor to the screening distance for this type of project in FTA's guidelines. If the screening distance is not achieved, attach a "General Vibration Assessment" with conclusions.  
This project does not involve steel tracks and will have no impact relating to vibration.
- X   J. **ACQUISITIONS & RELOCATIONS REQUIRED:** Describe land acquisitions and displacements of residences and businesses.  
1.25 acres of unimproved land will be acquired adjacent to 4808 Elizabeth Street, however no displacements of residences or businesses will occur.
- X   K. **HAZARDOUS MATERIALS:** If real property is to be acquired, has a Phase I site assessment for contaminated soil and groundwater been performed?  
If a Phase II site assessment is recommended, has it been performed? What steps will be taken to ensure that the community in which the project is located is protected from contamination during construction and operation of the project? State the results of consultation with the cognizant State agency regarding the proposed remediation?  
An Initial Site Assessment (ISA) was conducted by Texas Department of Transportation Environmental Staff with the Atlanta District Office to identify potential hazardous materials in the project area. The ISA consisted of the limited database check, a review of past and current land use and a site visit. The database check did not reveal any potential sources of contamination near the project area and no surface evidence of contamination was observed within the project limits or from adjacent and surrounding properties. There is an abandoned water well on the property which would be filled in accordance with local and state regulations.
- X   L. **COMMUNITY DISRUPTION AND ENVIRONMENTAL JUSTICE:** Provide a socio-economic profile of the affected community. Describe the impacts of the proposed project on the community. Identify any community resources that would be affected and the nature of the effect.  
The surrounding community is primarily low to moderate income residents and commercial businesses. This project will not create any significant environmental impact to the community.

Please direct questions regarding this checklist to Gary Williams, Program Manager, Public Transportation Division, Texas Department of Transportation at (512) 416-2823.



- X   M. USE OF PUBLIC PARKLAND AND RECREATION AREAS: Indicate parks and recreational areas on the site map. If the activities and purposes of these resources will be affected by the proposed project, state how.  
There would be no impacts to parks or recreation areas with this project. Adjacent property owned by the Catholic Church which allows Little League Baseball practice. (see attached map #2)
- X   N. IMPACTS ON WETLANDS: Show potential wetlands on the site map. Describe the project's impact on on-site and adjacent wetlands.  
There are no wetlands or jurisdictional waters of the U.S. located on or adjacent to the Project.
- X   O. FLOODPLAIN IMPACTS: Is the proposed project located within the 100-year floodplain? If so, address possible flooding of the proposed project site and flooding induced by proposed project due to its taking of floodplain capacity.  
The project area area is not located within a FEMA designated 100-year floodplain.
- X   P. IMPACTS ON WATER QUALITY, NAVIGABLE WATERWAYS, & COASTAL ZONES: If any of these are implicated, provide detailed analysis.  
No impacts will occur.
- X   Q. IMPACTS ON ECOLOGICALLY-SENSITIVE AREAS AND ENDANGERED SPECIES: Describe any natural areas (woodlands, prairies, wetlands, rivers, lakes, streams, designated wildlife or waterfowl refuges, and geological formations) on or near the proposed project area. If present, state the results of consultation with the state department of natural resources on the impacts to these natural areas and on threatened and endangered fauna and flora that may be affected.  
The proposed project area is comprised mainly of open, grass-covered land with a portion being covered in small pine trees and brush. No threatened or endangered species are located on the proposed project site.
- X   R. IMPACTS ON SAFETY AND SECURITY: Describe the measures that would need to be taken to provide for the safe and secure operation of the project after its construction.  
The new facility will allow for a significant upgrading of all areas of safety that are not possible in the existing facility. This includes staff and driver safety aspects as well. These features include the following:
1. Vehicles stored in a safer location:
    - a. Away from the street
    - b. Well lit and covered parking
  2. Separate street access to parking - there will be no interference from private autos.
  3. Web based security cameras - while the neighborhood is low crime, cameras will be an additional deterrent.
  4. Within sight of the dispatcher - it is important to ensure that the dispatchers can survey the fleet from their dispatch station, both for safety and operational purposes.
  5. The facility will have full security measures to minimize the opportunity for inappropriate access into the facility and Control Center.
  6. The Control Center will also house the new Automatic Vehicle Locators (AVL) allowing dispatch the ability to determine a vehicle's location in the event of an emergency.

Please direct questions regarding this checklist to Gary Williams, Program Manager, Public Transportation Division, Texas Department of Transportation at (512) 416-2823.

X   S.

**IMPACTS CAUSED BY CONSTRUCTION:** Describe the construction plan and identify impacts due to construction noise, utility disruption, debris and soil disposal, air and water quality, safety and security, and disruptions of traffic and access to property.

Phase one will be planning architectural design of the facility and parking area. Phase two will be to procure a general contractor utilizing FTA Best Practices Procurement. Phase three will be construction to be done during regular business hours Monday thru Friday, in accordance with all city codes and ordinances relating to construction activities. Construction noise will be kept to a minimum, there will not be any anticipated utility disruption during the construction processes nor will there be any anticipated soil disposal since all soil will be utilized in the construction project.. Air and water quality will not be compromised during the construction phase of this project. Approved licensed contractors will observe all safety and security measures in accordance with all city codes and ordinances. There will be no traffic disruption and access to the property will not be hindered during this construction project.

The action described above meets the criteria for a NEPA categorical exclusion (CE) in accordance with 23 CFR Part 771.117.



Applicant's Environmental Reviewer

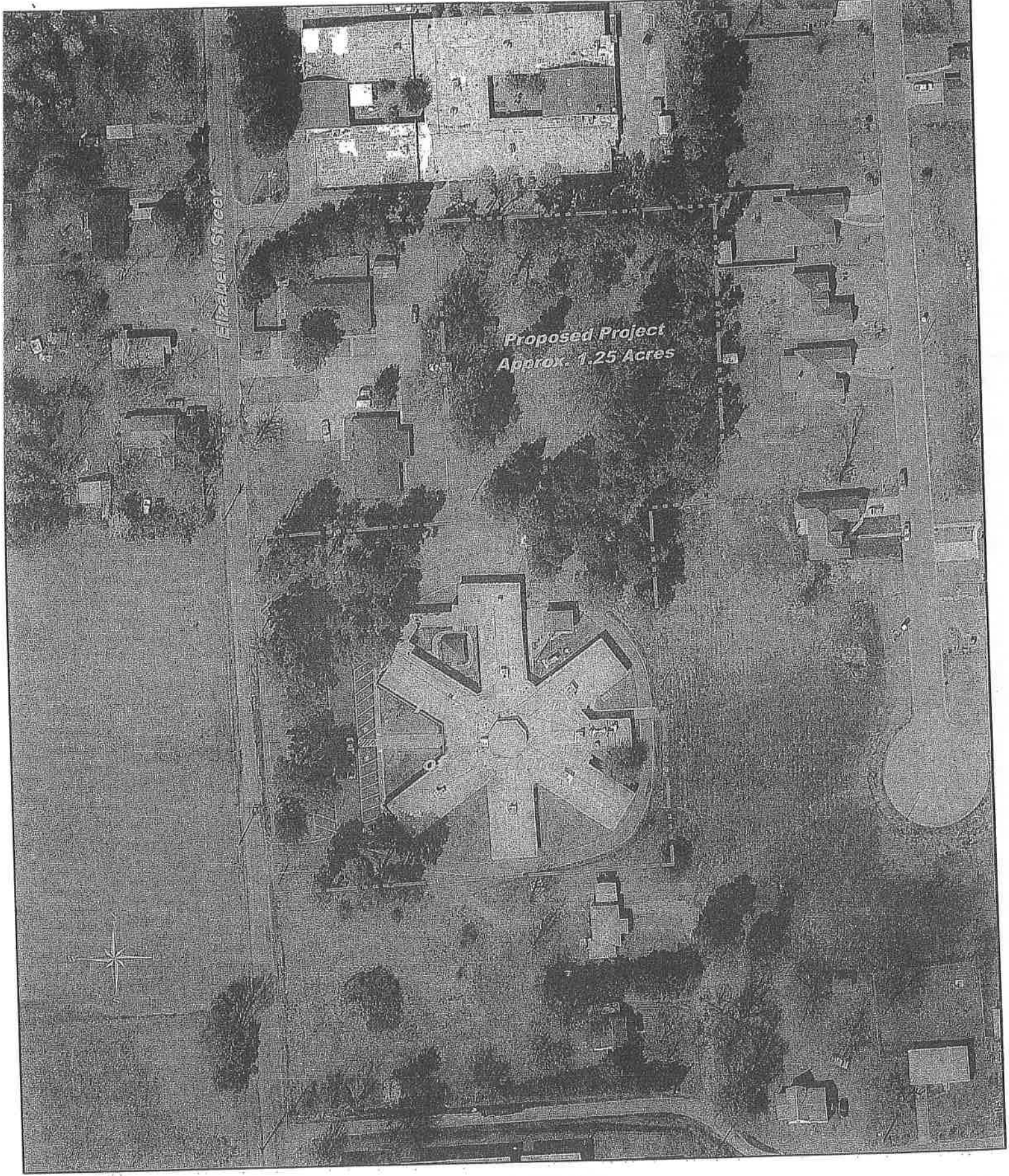


Date

\_\_\_\_\_  
FTA Grant Representative

\_\_\_\_\_  
Date

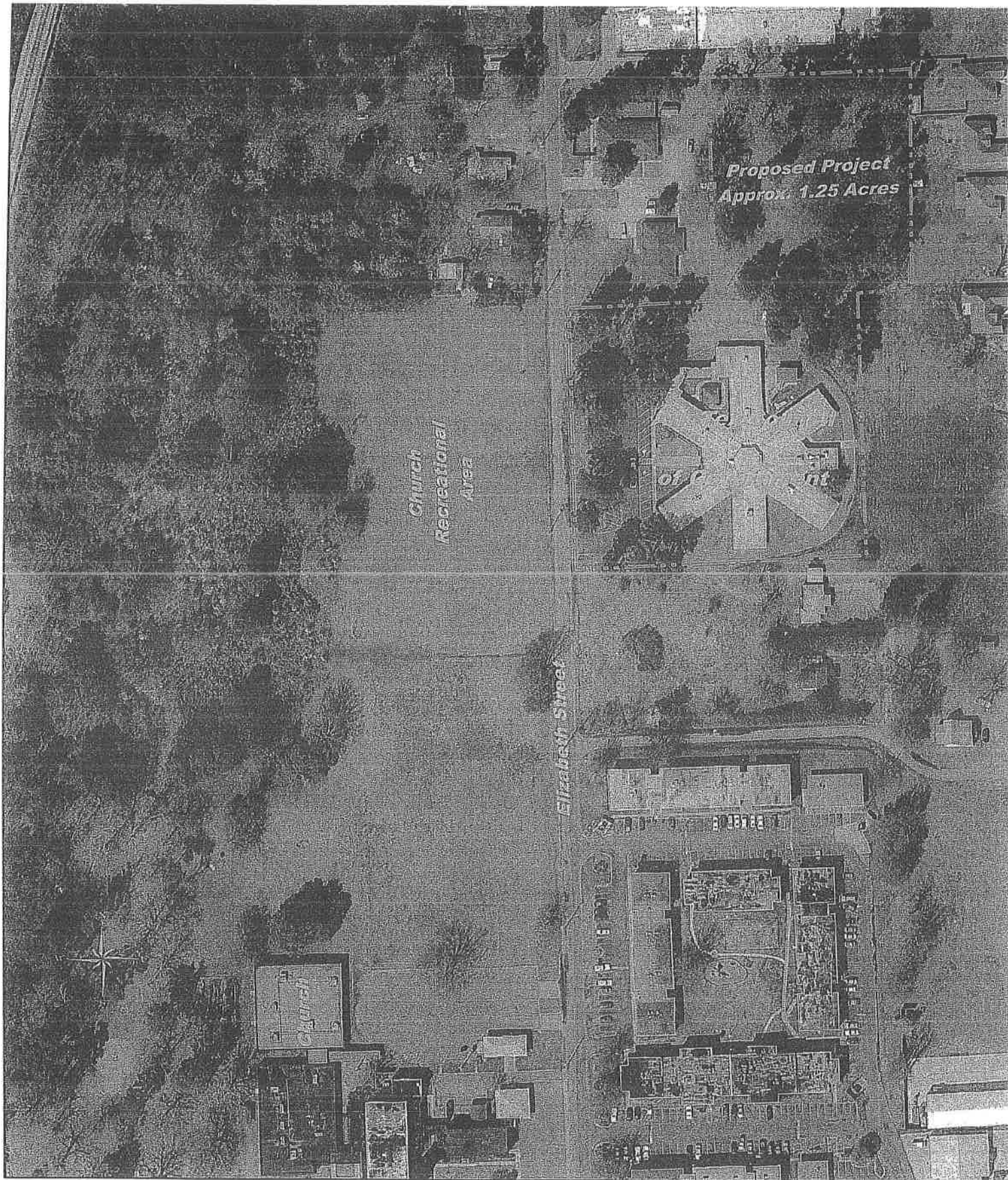
Please direct questions regarding this checklist to Gary Williams, Program Manager, Public Transportation Division, Texas Department of Transportation at (512) 416-2823.



**Ark-Tex COG**  
**Land for Rural Transit District Office**  
**Address to Proposed Property**  
**4808 Elizabeth St.**  
**Texarkana TX**

**Map #1**

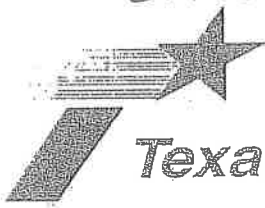




**Ark-Tex COG**  
**Land for Rural Transit District Office**  
**Address to Proposed Property**  
**4808 Elizabeth St.**  
**Texarkana TX**

**Map #2**

0 35 70 140 210 280 Feet



# Texas Department of Transportation

DEWITT C. GREER STATE HIGHWAY BLDG. • 125 E. 11TH STREET • AUSTIN, TEXAS 78701-2483 • (512) 463-8585

August 28, 2009

Dr. James E. Bruseth  
Division of Archeology  
Texas Historical Commission  
P.O. Box 12276  
Austin, Texas 78711

RE: Section 106 Consultation and Antiquities Code Activity Notification, TRAX  
Operations/Management Facility Project; CSJ 9999-09-024, Texarkana, Bowie County, Atlanta District

Dear Dr. Bruseth:

The above referenced proposed projects would utilize federal funds. The Ark-Tex Council of Governments proposes a Federal Transit Authority (FTA) stimulus project implemented with Federal funds from the American Recovery and Reinvestment Act (ARRA) and the FTA that would construct a new facility and a parking area. This project would be funded with State and Federal moneys. Oversight of the project is the responsibility of the FTA and the Texas Department of Transportation (TxDOT). This letter initiates consultation in compliance with the Antiquities Code of Texas under the 2004 Memorandum of Understanding (43 TAC 2.24) between the TxDOT and the Texas Historical Commission (THC) as well as initiating consultation in compliance with Section 106 of the National Historic Preservation Act of 1966, as amended, and 36 CFR 800.

Ark-Tex Council of Governments operates a TRAX program and is funded through TxDOT and FTA. TRAX is a service that provides low-cost transportation for residents in its non-urban areas of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus counties from their homes or other designated pick up points to meet transportation needs.

As shown in the attached project location map (Texarkana [3394-144] 7.5. minute topographic quadrangle), the proposed project is located at 4808 Elizabeth Street, Texarkana. The project would construct a new 4000 square-ft facility and a parking area for 30 vehicles and a covered parking area for TRAX backup vehicles on new right of way consisting of an urban city lot zoned for office and commercial use. The proposed undertaking has an area of potential effects (APE) of approximately 82 meters (270 feet) by 75 meters (245 feet) or 1.25 acres. Depth of impact is within 3 ft of the surface. Aerial photos of the parcel are also attached.

In terms of the physical setting, the Bureau of Economic Geology Geologic Atlas of Texas places the project area in the uplands on a Quaternary (Pleistocene) fluvial terrace deposit. The USDA Soil Survey Geographic Database maps the project area as Eylau soil consisting of a very fine sandy loam soil. Sites in this geomorphic setting are typically eroded or shallowly buried. Prior clearing and farming

THE TEXAS PLAN  
REDUCE CONGESTION • ENHANCE SAFETY • EXPAND ECONOMIC OPPORTUNITY • IMPROVE AIR QUALITY  
INCREASE THE VALUE OF OUR TRANSPORTATION ASSETS

An Equal Opportunity Employer

RE: Section 106 Consultation and Antiquities Code Activity Notification, TRAX Operations/Management Facility Project; CSJ 9999-09-024, Texarkana, Bowie County, Atlanta District

impacts to the project area have further compromised a project area with low potential for presence or preservation of archeological sites.

A review of the Texas Archeological Sites Atlas (on August 14, 2009) revealed no previously recorded archeological sites within 1 mile of the APE (see attachment). Based on the project description, TxDOT finds that the proposed project APE is not a setting with reasonable potential to contain archeological historic properties (36 CFR 800.16.(1)) or archeological sites eligible for designation as a State Archeological Landmark (13 TAC 26.8) and does not warrant survey or additional archeological research.

TxDOT requests your concurrence that the background research conducted constitutes a reasonable, good faith, and appropriate level of effort to identify archeological historic properties within the APE (as per 36 CFR 800.4(a)(1)) or archeological sites eligible for designation as a State Archeological Landmark, and that no further archeological investigations are warranted prior to construction.

In the event that unanticipated archeological deposits are encountered during construction, work will cease in the immediate area and professional archeologists will be contacted to initiate post-review discovery procedures under the provisions of 36 CFR 800.13 and the MOU between TxDOT and THC (43 TAC 2.24).


Thank you for your consideration in this matter. If you have any questions or further need of assistance, please contact me at (512) 416-2624.

Sincerely,



Waldo Troell, M.A., RPA  
Staff Archeologist  
Archeological Studies Program  
Cultural Resource Management  
Environmental Affairs Division

cc. w/o attachments: Juan Valera-Lema, ENV Project Manager  
~~Chad Davis - ATL District Environmental~~

Concurrence By:   
for Mark Wolfe  
State Historic Preservation Officer, Executive Director

9-3-09  
Date

**RESOLUTION NO. EC09-066**

**RESOLUTION OF THE ARK-TEX COUNCIL OF GOVERNMENTS (ATCOG) WITH REVIEW AND APPROVAL OF PURCHASE OF A 1.25 ACRE TRACT OF LAND LOCATED NORTH OF THE EXISTING ATCOG TEXARKANA OFFICE TO BE USED FOR CONSTRUCTION OF A TRANSPORTATION FACILITY.**

**WHEREAS**, the current transportation administrative/dispatch staff are located in the main ATCOG office building in Texarkana at 4808 Elizabeth Street; and

**WHEREAS**, our current building has no room for expansion and space restrictions do not allow a room for transportation drivers to complete paperwork and reports, nor is the dispatch area large enough if we intend to dispatch for all nine counties; and

**WHEREAS**, the American Recovery and Reinvestment Act of 2009 has made funds available for construction of transportation facilities and ATCOG has applied for \$500,000 to construct a transportation facility; and

**WHEREAS**, a 1.25 acre tract of land located north of our existing office is available for sale, on which a transportation office and dispatch complex can be constructed; and

**WHEREAS**, construction of this complex will allow not only the additional office space needed, but also additional parking space for use when we host meetings or when the Multi-agency Coordination Center (MACC) is being utilized.


**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE ARK-TEX COUNCIL OF GOVERNMENTS:**

**Section 1** That the Board of Directors approved the purchase of the 1.25 acre tract of land located north of the existing ATCOG building at 4808 Elizabeth Street to construct a new transportation office and dispatch complex.

**Section 2** That the Board of Directors approved the Executive Director to act on its behalf in any and all matters related to or arising as a result of the purchase of the 1.25 acre tract of land and construction of the new transportation office and dispatch complex.

**Section 3** That this resolution shall be in effect immediately upon its adoption.

**REVIEWED AND APPROVED THIS 30<sup>TH</sup> DAY OF JULY, 2009.**

  
**Charles McMichael, President**  
**Ark-Tex Council of Governments**

**ATTEST:**





# Texas Department of Transportation

DEWITT C. GREER STATE HIGHWAY BLDG. • 125 E. 11TH STREET • AUSTIN, TEXAS 78701-2483



July 8, 2010

Categorical Exclusion  
Bowie County  
CSJ 9999-09-024

Ark-Tex Council of Government Rural Transit District City of Texarkana, Texas

Ms. Lynn Hayes  
Federal Transit Administration  
819 Taylor St., Room 8A36  
Fort Worth, TX 76102

Dear Ms. Hayes:

Attached is one copy of the environmental document covering the Ark-Tex Council of Government Rural Transit District. Texarkana, Texas.

Coordination was completed for archeology on September 2, 2009, and Historical June 22, 2010 as specified in Memorandum of Understanding (MOU) between the Texas Historical Commission and the Texas Department of Transportation.

The project was coordinated for hazardous materials on July 29, 2009. It has been determined that a Phase I site assessment for contaminated soil and ground water will be performed if real property is to be acquired.

Our review indicates that the project is a categorical exclusion and that no additional coordination is necessary. Your review and concurrence is requested.

Sincerely,

James P. Barta Jr., P.E.  
Director, Technical Services Section  
Environmental Affairs Division

Attachments

Concur:

Date:

July 16, 2010

REDUCE CONGESTION • ENHANCE SAFETY • EXPAND ECONOMIC OPPORTUNITY • IMPROVE AIR QUALITY  
PRESERVE THE VALUE OF TRANSPORTATION ASSETS

An Equal Opportunity Employer





# Texas Department of Transportation

DEWITT C. GREER STATE HIGHWAY BLDG. • 125 E. 11TH STREET • AUSTIN, TEXAS 78701-2483 • (512) 463-8585

SCANNED

7/2/10 RV

June 24, 2010

Dr. James E. Bruseth  
Director, Division of Archeology  
Texas Historical Commission  
P.O. Box 12276  
Austin, Texas 78711

RE: Section 106 Consultation and Antiquities Code Activity Notification, TRAX  
Operations/Management Facility Project; CSJ 9999-09-024, Texarkana, Bowie County, Atlanta District  
(Archeology only)

Dear Dr. Bruseth:

The above referenced proposed projects would utilize federal funds. The Ark-Tex Council of Governments proposes a Federal Transit Authority (FTA) stimulus project implemented with Federal funds from the American Recovery and Reinvestment Act (ARRA) and the FTA that would construct a new facility and a parking area. This project would be funded with State and Federal moneys. Oversight of the project is the responsibility of the FTA and the Texas Department of Transportation (TxDOT). This letter continues consultation (initiated on August 28, 2010) in compliance with the Antiquities Code of Texas under the 2004 Memorandum of Understanding (43 TAC 2.24) between the TxDOT and the Texas Historical Commission (THC) as well as initiating consultation in compliance with Section 106 of the National Historic Preservation Act of 1966, as amended, and 36 CFR.800.

Ark-Tex Council of Governments operates a TRAX program and is funded through TxDOT and FTA. TRAX is a service that provides low-cost transportation for residents in its non-urban areas of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus counties from their homes or other designated pick up points to meet transportation needs.

The following project was coordinated and concurred on by THC (on Sept. 3, 2009). Since then the proposed project has change. The only change is the location and a small reduction of acres. The original location would require purchasing private property (1.25 acres) on the north side of the ATCOG building. The current proposed location is on property owned by the city of Texarkana (0.964 acres) on the south side of the ATCOG building.

As shown in the attached project location map (Texarkana [3394-144] 7.5. minute topographic quadrangle), the proposed project is located on the 4808 block of Elizabeth Street, Texarkana. The project would construct a new 4000 square-ft facility and a parking area for 30 vehicles and a covered parking area for TRAX backup vehicles on currently owned city property consisting of an urban city lot zoned for office and commercial use. The proposed undertaking has an area of potential effects (APE) of approximately 82 meters (221 feet) by 75 meters (190 feet) or 0.964 acres. Depth of impact is within 3 ft of the surface. Aerial photos of the parcel are also attached.

In terms of the physical setting, the Bureau of Economic Geology Geologic Atlas of Texas places the project area in the uplands on a Quaternary (Pleistocene) fluvial terrace deposit. The USDA Soil

## THE TEXAS PLAN

REDUCE CONGESTION • ENHANCE SAFETY • EXPAND ECONOMIC OPPORTUNITY • IMPROVE AIR QUALITY  
PRESERVE THE VALUE OF TRANSPORTATION ASSETS

An Equal Opportunity Employer

Survey Geographic Database maps the project area as Eylau-Urban soil consisting of a very fine sandy loam soil. Sites in this geomorphic setting are typically eroded or shallowly buried. Prior clearing and farming impacts to the project area have further compromised a project area with low potential for presence or preservation of archeological sites.

A review of the Texas Archeological Sites Atlas (on June 24, 2010) revealed no previously recorded archeological sites within 1 mile of the APE (see attachment). Based on the project description, TxDOT finds that the proposed project APE is not a setting with reasonable potential to contain archeological historic properties (36 CFR 800.16.(1)) or archeological sites eligible for designation as a State Archeological Landmark (13 TAC 26.8) and does not warrant survey or additional archeological research.

TxDOT requests your concurrence that the background research conducted constitutes a reasonable, good faith, and appropriate level of effort to identify archeological historic properties within the APE (as per 36 CFR 800.4(a)(1)) or archeological sites eligible for designation as a State Archeological Landmark, and that no further archeological investigations are warranted prior to construction.

In the event that unanticipated archeological deposits are encountered during construction, work will cease in the immediate area and professional archeologists will be contacted to initiate post-review discovery procedures under the provisions of 36 CFR 800.13 and the MOU between TxDOT and THC (43 TAC 2.24).

Thank you for your consideration in this matter. If you have any questions or further need of assistance, please contact me at (512) 416-2624.

Sincerely,



Waldo Troell, M.A., RPA  
Staff Archeologist  
Archeological Studies Program  
Cultural Resource Management  
Environmental Affairs Division

cc w/o attachments: John Neil- ENV Project Delivery

John Callison - ATL District Environmental Coordinator

Concurrence By:

for Mark Wolfe

State Historic Preservation Officer, Executive Director



7-2-10

Date