



City of Galveston

FLEET FACILITIES STAFF REPORT

January 15, 2019

Brian Maxwell, City Manager
Honorable Mayor and City Council Members

Subject: Consider for the approval of a resolution of the City Council of the City of Galveston approving the amended 2019 City of Galveston, Island Transit Title VI Plan as required by The Federal Transportation Administration and the Texas Department of Transportation.

I. Background

- A. Title VI Plan addresses complaints in reference to discrimination based on race, color and/or national origin and sets the approved procedures on the proper handling of these complaints.
- B. The Federal Transportation Administration and Texas Department of Transportation are requiring local governments to approve a resolution supporting their Title VI Plan in order to continue to receive funding.
- C. The Title VI Plan has been updated, and the required changes have been made.

II. Current Situation

The City Council will have to approve a resolution of the City Council of the City of Galveston approving the amended 2019 City of Galveston, Island Transit Title VI Plan as required by The Federal Transportation Administration and the Texas Department of Transportation.

III. Alternatives in order of priority

- A. Approve;
 - 1. Cost - None
 - 2. Timing - As soon as possible.
 - 3. Departmental Improvements - Will allow Island Transit to operate in compliance with FTA and TXDOT requirements and receive funding.
- B. Do not approve;





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1. Cost - None
2. Timing - N/A
3. Departmental Improvements - Island Transit will not be able to operate in compliance with FTA and TXDOT requirements and will not receive required funding.

IV. Recommendation

Concur in Alternative A; approve resolution of the City Council of the City of Galveston approving the amended 2019 City of Galveston, Island Transit Title VI Plan as required by The Federal Transportation Administration and the Texas Department of Transportation.

V. Fiscal Impact Report

Requested by	David Smith Executive Director
Funding Source	N/A
Cost	N/A
Savings Estimation	N/A

Respectfully Submitted

David Smith
Executive Director



RESOLUTION NO. 19-_____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GALVESTON, TEXAS, APPROVING THE 2019 TITLE VI PROGRAM AND POLICIES FOR THE CITY AND ISLAND TRANSIT; PROVIDING FOR FINDINGS OF FACT; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, and in accordance with 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a recipient of federal funds, the City of Galveston is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, and Title VI Requirements the City of Galveston is required to submit its Title VI program to its governing entity for approval; and,

WHEREAS, the City of Galveston has developed the necessary procedures and processes to be in compliance with the Title VI regulations, including a complaint process and a Title VI notice to the public; and,

WHEREAS, the Galveston City Council has considered and determined to approve the City's 2019 Title VI Program and Policies as set forth in the attached **Exhibit A** entitled "City of Galveston, Island Transit & Galveston County Transit District Title VI Program Civil Rights Act of 1964"; and

WHEREAS, the Council has authority to approve by Resolution the 2019 Title VI Program and Policies; and

WHEREAS, the City Council finds it in the best interest of the public to approve this Resolution and the 2019 Title VI Program and Policies as set forth in the "City of Galveston, Island Transit & Galveston County Transit District Title VI Program Civil Rights Act of 1964" (**Exhibit A**) attached and fully incorporated herein.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GALVESTON, TEXAS:

SECTION 1. The findings and recitations set out in the preamble to this Resolution are found to be true and correct and are hereby adopted by the City Council and made a part hereof for all purposes.

SECTION 2. The City Council of the City of Galveston, Texas, hereby approves the 2019 Title VI Program and Policies as set forth in the attached **Exhibit A** entitled "City

of Galveston, Island Transit & Galveston County Transit District Title VI Program Civil Rights Act of 1964”, including; but not limited to, complaint procedures, Title VI notice to the public, Program and activities concerning Limited English Proficient Persons, system-wide service standards and policy monitoring program, as well as, other program elements set forth therein.

SECTION 3. This Resolution shall be and become effective from and after its adoption.

APPROVED AS TO FORM:

MEHRAN JADIDI
ASSISTANT CITY ATTORNEY

I, Janelle Williams, Secretary of the City Council of the City of Galveston, do hereby certify that the foregoing is a true and correct copy of a Resolution adopted by the City Council of the City of Galveston at a Regular Meeting held on the 24th day of January, 2019, as the same appears in the records of this office.

IN TESTIMONY WHEREOF, I subscribe my name hereto officially under the corporate seal of the City of Galveston this _____ day of _____, 2019.

Secretary for the City Council
of the City of Galveston

CITY OF GALVESTON, ISLAND TRANSIT
TITLE VI PROGRAM
CIVIL RIGHTS ACT OF 1964

UPDATED January 2, 2019

POLICY STATEMENT

The City of Galveston and its transit entity Island Transit (Galveston) assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and in accordance with Title VI regulations (49 CFR part 21) consistent with Federal Transit Administration (FTA) Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance. Galveston will integrate into their programs and activities in the Policy Guidance concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087).

Galveston operates a fixed route transit system and corresponding Americans with Disabilities Act Complementary Paratransit with less than 50 transit vehicles in peak service. Galveston's Title VI Coordinator or equivalent is responsible for initiating and monitoring Title VI activities, assuring the preparation of required reports.

Galveston Title VI Contact:

Lila Zuniga, Operations Manager, Island Transit 3115
Galveston
Galveston, TX 77550
LZuniga@GalvestonTX.Gov
(409) 797-3900

AUTHORITIES

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to 42 USC 2000d, 23 CFR 200.9, 49 CFR part 21 and FTA C 4702.1B).

Brian Maxwell
City Manager
The City of Galveston

Date

TITLE VI PROCEDURES

Galveston developed this Title VI Program to specifically address the requirements of Chapter III and IV of the PTA Circular 4702.IB, Title VI Requirements and Guidelines for PTA Recipients. Galveston has developed all of the necessary procedures and processes to be in compliance with Title VI regulations, including a complaint process and a Title VI notice to the public.

The City of Galveston City Manager (Manager) is responsible for ensuring the implementation of Galveston's Title VI program. The Director of Island Transit, on behalf of the Manager, is responsible as the Title VI Coordinator for the overall management of the Title VI program for transit activities. The Galveston County Transit Board Administrator is responsible to work with the Title VI Coordinator for GCTD's compliance in the Title VI Program.

Galveston's City Council has reviewed and approved the Title VI Program. A copy of the resolution approving the program is provided in Appendix B.

CHAPTER iii-5: REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI
Galveston will post the following notice to the public on all transit vehicles, at transit stops, in public areas and meeting rooms at the offices in Galveston, and its website.

The City of Galveston hereby gives public notice that it is Galveston's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

For more information on Galveston's civil rights program, individuals may obtain the Title VI plan by phone (409) 797-3900, by mail, by email LZuniga@GalvestonTX Gov, or by visiting Island Transit administrative office at 3115 Market Street, Galveston, Texas 77550.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Galveston. Any such complaint must be in writing or by phone and filed with Galveston Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the Island Transit administrative office at no cost to the complainant by calling 281- 210-3839.

If you would like to file with Federal Transit Administration (FTA) Regional Office, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. A complainant may also file a complaint directly with the FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program

Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

This notice is to be posted in the office of Island Transit, on the Island Transit website (<http://www.islandtransit.net>), on Island Transit buses and at other strategic transit terminal locations.

If information is needed in another language, contact Galveston 's Title VI Coordinator at (409) 797-3900.

Galveston publicara la siguiente notificaci6n al publico en todos los vehiculos de transito, en las paradas de transito, en areas publicas y salones de reuniones en las oficinas de Galveston y yen la pagina web de Galveston.

Por media de la presente, la Ciudad de Galveston le notifica al publico su politica de garantizar el p/eno cumplimiento de/ Titulo VI de/ Acta de Derechos Civiles de 1964, la Ley de Restauracion de los Derechos Civiles de 1987, y los estatutos y reglamentos relacionados a tales /eyes, en todos los programas y actividades de la Ciudad. El Titulo VI establece que ninguna persona en los Estados Unidos de America puede ser exc/uida por motivos de raza, color u origen nacional, de la participacion en, se le nieguen /os beneficios de, o sea sometida a discriminacion bajo cualquier programa o actividad que reciba asistencia financiera federal.

Para obtener mas informacion acerca de/ Programa de Derechos Civiles de Galveston, las personas podrtin obtener el plan de/ Titulo VI por telefono (409) 797-3900, por correo, por correo electronico (LZuniga@GalvestonTX Gov), o visitando la oficina administrativa de Island Transit en 3115 Market Street, Galveston, Texas 77550.

Si usted cree haber sido perjudicado por una prtctica discriminatoria e ilegal bajo el Titulo VI puede presentar una queja formal ante la Ciudad de Galveston. Las quejas pueden hacerse por escrito o por telefono. Estas deben ser presentadas ante el Coordinador de/ Titulo VI de Galveston dentro de /os ciento ochenta (180) dias siguientes a la fecha de la ocurrencia discriminatoria a/egada. Los Formularios de Queja de Discriminacion de/ Titulo VJ se pueden obtener en la oficina administrativa de Island Transit sin costo para el reclamante l/amando al 281-210-3839.

Si desea presentar una queja ante la Oficina Regional de la Administracion Federal de Trtinsito (FTA), envíe una queja por escrito a FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. Un denunciante tambien puede presentar una queja directamente con el FTA presentando una queja ante la Oficina de Derechos Civiles, Atencion: Coordinador de/ Programa Titulo VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Este aviso se publicarti en la oficina de Island Transit, en la pagina web de Island Transit (<http://www.islandtransit.net>), en /os autobuses de Island Transit y en otros lugares estrategicos de/ terminal de trtinsito.

Si necesita informaci6n en otro idioma, p6ngase en contacto con la Ciudad de Galveston a traves del (409) 797-3900.

CHAPTER ill-6: REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, relating to any transportation or program or activity receiving federal financial assistance administered by Galveston or sub-recipients and contractors. The program is also conducted in accordance with FTA Circular 4702.IB. Galveston's Compliant Form is provided in **Appendix A**.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Galveston has authority for accepting complaints for investigation, but complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

PROCEDURES

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions by Galveston, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complaint will be addressed in the following procedure:

1. The complainant must perform the following activities:
 - a. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - b. Present a detailed description of the issues including names and job title of perceived parties in the complaint.
 - c. Shall be in writing and signed by the complainant(s).

1. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent is required to mail a signed, original copy of the fax or e-mail transmittal for Galveston to be able to process it.
 - ii. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to Galveston for processing.
2. Acceptance of a complaint will be determined by:
 - a. Whether the complaint is timely filed; or
 - b. Whether the allegations involve a Title VI complaint of race, color, or national origin.
3. 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 complaint; or
 - c. The complainant cannot be located after reasonable attempts.
4. Galveston will notify their TxDOT PTC by email within 10 working days of the receipt of a Title VI complaint.
5. Within 40 calendar days of the acceptance of the complaint, an investigative report will be prepared by the Title VI Coordinator.
 - a. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
6. The Title VI Coordinator will forward the report to the Manager for review.
7. The Manager will review the report and associated documentation and will provide input within 10 calendar days with the Title VI Coordinator, and have any modifications implemented as needed.
8. Galveston's final investigative report and a copy of the complaint will be forwarded to FTA within 60 calendar days of the acceptance of the complaint. Galveston will notify the parties of its preliminary findings.

CHAPTER III-7: REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There were no transit-related Title VI investigations, complaints, and/or lawsuits in the past three (3) years.

	Date <i>(Month, Day, Year)</i>	Summary <i>(include basis of complaint: race, color, or national origin)</i>	Status	Action(s) Taken
Investigations				
I	None			
2				
3				
Lawsuits				
I	None			
2				
3				
Complaints				
I	None			
2				
3				

CHAPTER III-8: PROMOTING INCLUSIVE PUBLIC PARTICIPATION

Galveston will maintain a public participation process for all transportation planning and/or construction projects.

City Council Meetings are all open to the public. Meeting informational material can be made available in Spanish upon request with three (3) days' notice, as stated on the public notice for each meeting. Upon request, Galveston has a bilingual staff member at the meetings to translate. Oral comments can be translated as necessary. Galveston utilizes multiple media outlets to advertise important meetings such as newspapers, website, and television notices. Galveston will consider the time and location for any other type of committee meeting to encourage the most participation. Transportation options will be available to interested individuals.

Island Transit and the Planning Department and Public Works Department annually update and coordinate Galveston's future plans for transportation improvement programs and projects. The update also informs other Galveston jurisdictions of the current planning direction for transportation needs. Projects included in the update are the result of evaluation and prioritization of needs in various transportation areas. The evaluation process includes input from various divisions in the department, cities, local jurisdictions and organizations, citizen groups, and private individuals. The Regional MPO is also updated and public meetings are held on regional transportation plans.

In addition, Island Transit utilizes a comprehensive transportation planning process which incorporates input from the public. The process further entails the monitoring and collection of varied data pertaining to transportation issues.

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

Galveston Department	Activity	Communication Method (Public Notice, Posters, Social Media)
Community	Galveston Listens - Official City of Galveston Facebook Group	Social Media Outreach, feedback
City Council	City Council Meetings	Public notice, social media office fliers, television notice, Facebook Livestreaming, television broadcast
Public Works	Transportation Improvement Programs and Projects Public Outreach	Public notice, television notice, social media
Community	This is My Galveston for public comments- http://www.galvestontx.gov/891/This-Is-My-Galveston	Website posting, social media, transparency web links

**CHAPTER iii-9: REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS
GALVESTON LIMITED ENGLISH PROFICIENCY FOIJR FACTOR ANALYSIS**

Factor 1 Assessing the Number or Proportion of LEP Individuals served or Encountered in Eligible Service Population

(a) How LEP persons interact with the recipient's agency

LEP individuals would come in contact with Galveston when scheduling a limited-eligibility demand response trip or using fixed route when boarding, riding, and alighting the fixed route service, scheduling and riding Americans with Disabilities Act (ADA) paratransit services, as well as during the planning, procurement, and construction of federally-approved transit and pedestrian capital projects.

(b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group

According to the American Community Survey 2011-2015 data, there is 8.4 percent of Galveston population who speak English "less than well." The percentage of Spanish-speaking individuals who reported speaking English "less than well" is 6.8 percent of the total population, or 3,131 individuals. For Spanish, the percentage and population meet the minimum Safe Harbor threshold with over 5% or 1,000 individuals of the service area population who speak English "less than well."

2011-2015 5-Year American Community Survey Data City of Galveston Limited English Proficiency							
Total	Speak English "very well"		Speak English "less than well"		Total Number	Percent of Total Language Sub Group	Speaking Less than Well Percent of Total Population
	Number	Percent	Number	Percent			
Speak only English					33,801	72.91%	
Spanish or Spanish Creole	6,559	67.69%	3,131	32.31%	9,690	20.90%	6.75%
French incl. Patois, Ca(m)				5.41%	351	0.76%	0.04%
French Creole		81.82%		18.18%	22	0.05%	0.01%
Italian	104	72.22%	40	27.78%	144	0.31%	0.09%
Portuguese or Portuguese Creole	64	65.98%	33	34.02%	97	0.21%	0.07%
German	94	82.46%	20	17.54%	114	0.25%	0.04%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	22	100.00%	0	0.00%	22	0.05%	0.00%
Scandinavian languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Greek	56	80.00%	14	20.00%	70	0.15%	0.03%
Russian	43	69.35%	19	30.65%	62	0.13%	0.04%
Polish	31	100.00%	0	0.00%	31	0.07%	0.00%
Serbo-Croatian	0	0.00%	3	100.00%	3	0.01%	0.01%
Other Slavic languages	91	86.67%	14	13.33%	105	0.23%	0.03%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	11	84.62%	2	15.38%	13	0.03%	0.00%
Gujarati	88	100.00%	0	0.00%	88	0.19%	0.00%
Hindi	105	100.00%	0	0.00%	105	0.23%	0.00%
Urdu	91	80.53%	22	19.47%	113	0.24%	0.05%
Other Indic languages	115	87.79%	16	12.21%	131	0.28%	0.03%
Other Indo-European languages	14	100.00%	0	0.00%	14	0.03%	0.00%
Chinese	92	23.90%	293	76.10%	385	0.83%	0.63%

Japanese	69	70.41%	29	29.59%	98	0.21%	0.06%
Korean	16	28.07%	41	71.93%	57	0.12%	0.09%
Mon-Khmer, Cambodian	0	0.00%	0	0.00%	0	0.00%	0.00%
Hmong	0	0.00%	0	0.00%	0	0.00%	0.00%
Thai	0	0.00%	13	100.00%	13	0.03%	0.03%
Laotian	0	0.00%	0	0.00%	0	0.00%	0.00%
Vietnamese	32	57.14%	24	42.86%	56	0.12%	0.05%
Other Asian languages	212	87.24%	31	12.76%	243	0.52%	0.07%
Tagalog	226	74.34%	78	25.66%	304	0.66%	0.17%
Other Pacific Island languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Hungarian	19	50.00%	19	50.00%	38	0.08%	0.04%
Arabic	101	83.47%	20	16.53%	121	0.26%	0.04%
Hebrew	33	100.00%	0	0.00%	33	0.07%	0.00%
African languages	9	33.33%	18	66.67%	27	0.06%	0.04%
Other and unspecified languages	7	100.00%	0	0.00%	7	0.02%	0.00%
Survey: 2011-2015 American Community Survey 5-Year Estimates LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER -Table B16001 Universe: Population 5 years and over							

(c) *The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice*

Galveston has not monitored the literacy rates of LEP populations in their native languages; however, Galveston provides both written and spoken translations in order to serve the LEP population effectively. Galveston will continue to provide written translations in Spanish, but will document when requested to translate information orally. Requests for oral translations in any languages will be documented as well.

(d) *Whether LEP persons are underserved by the recipient due to language barriers*

Presently, there are no known language barriers that cause LEP persons to be underserved. Galveston will notify LEP persons of their rights and will monitor complaints about barriers.

Factor 2: Assessing the Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services

Galveston will utilize FTA funds in order to operate transit service and develop transit and pedestrian infrastructure that facilitates access the transit services. As stated in Factor 1, LEP individuals would come in contact with Galveston when scheduling a limited-eligibility demand response trip or using fixed route when boarding, riding, and alighting the fixed route service, scheduling and riding Americans with Disabilities Act (ADA) paratransit services, as well as during the planning, procurement, and construction of federally-approved transit and pedestrian capital projects. Galveston will make the fact known during all public involvement programs, procurement, advertising, and other instances regarding transit that documents, instructions and other important materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing public transportation, so there would be minimal disruption for transit users. In the instance where there are disruptions, Galveston will address any concerns with appropriate measures.

To assist analyzing how frequently LEP individuals come in contact with Island Transit services, Galveston staff will track and analyze number of phone calls and need for interpretation,

translation requests for ADA Paratransit Eligibility Forms, request for translations for Title VI Complaint Forms and bus driver reports of requests and questions from LEP individuals.

Factor 3: Assessing the Nature and Importance of Program, Activity or Service

As stated in the Factor 2 analysis, Galveston will utilize PTA funds for operations of the fixed route and ADA paratransit services and for the construction of pedestrian infrastructure. Galveston will provide notifications of major changes in service in English and Spanish. The planning of transit services and programs will provide benefit to all users of transit services. The construction of terminals, sidewalks, ADA-accessible ramps, pedestrian lighting, signalization and all other pedestrian access improvements provides benefit to all users of transit services. Galveston believes the most important services to LEP individuals are fixed route services to employment, shopping and medical care, public announcement about service changes, and ADA paratransit services to medical care and employment. Galveston will be able to translate all essential documents and instructions into Spanish by utilizing bilingual staff persons or professional translation services. Galveston will find out the most important resources for LEP individuals through the public engagement process.

Factor 4: Assessing the Resources Available to Transit and Costs

Galveston staff will have the ability to translate oral conversations from English to Spanish, or vice versa. Galveston will translate vital written documentation, such as public notices, advertisements, rider's guide and forms, from English to Spanish, or vice versa. Language assistance training will be provided in conjunction with other staff training to identify resources and procedures when communicating with LEP individuals. Galveston determined that the staff time utilized in translating documents is estimated to cost between \$500 and \$1,000. The costs of printing vital documents into Spanish are estimated to cost between \$1,000 and \$2,000. These listed efforts and other LEP-related efforts are estimated to be between \$1,500 and \$3,000 a year and are absorbed into Island Transit's annual budget.

LANGUAGE ASSISTANCE PLAN (LAP) IMPLEMENTATION PLAN

Task 1 - Identifying LEP Individuals Who Need Language Assistance

Number or Proportion of LEP Persons served or Encountered in Eligible Service Population

According to the American Community Survey 2011-2015 data, there is 8.4 percent of Galveston population who speak English "less than well." The percentage of Spanish-speaking individuals who reported speaking English "less than well" is 6.8 percent of the total population, or 3,131 individuals. For Spanish, the percentage and population meet the minimum Safe Harbor threshold with over 5% or 1,000 individuals of the service area population who speak English "less than well."

2011-2015 5-Year American Community Survey Data City of Galveston Limited English Proficiency

Language Spoken at Home	Speak English "very well?"		Speak English "less than well"		Total		
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
Total population					46,358		
Speak only English					33,801	72.91%	
Spanish or Spanish Creole	6,559	67.69%	3,131	32.31%	9,690	20.90%	6.8%
French (incl. Patois, Cajun)	332	94.59%	19	5.41%	351	0.76%	0.04%
French Creole	18	81.82%	4	18.18%	22	0.05%	0.01%
Italian	104	72.22%	40	27.78%	144	0.31%	0.09%
Portuguese or Portuguese Creole	64	65.98%	33	34.02%	97	0.21%	0.07%
German	94	82.46%	20	17.54%	114	0.25%	0.04%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	22	100.00%	0	0.00%	22	0.05%	0.00%
Scandinavian languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Greek	56	80.00%	14	20.00%	70	0.15%	0.03%
Russian	43	69.35%	19	30.65%	62	0.13%	0.04%
Polish	31	100.00%	0	0.00%	31	0.07%	0.00%
Serbo-Croatian	0	0.00%	3	100.00%	3	0.01%	0.01%
Other Slavic languages	91	86.67%	14	13.33%	105	0.23%	0.03%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	11	84.62%	2	15.38%	13	0.03%	0.00%
Gujarati	88	100.00%	0	0.00%	88	0.19%	0.00%
Hindi	105	100.00%	0	0.00%	105	0.23%	0.00%
Urdu	91	80.53%	22	19.47%	113	0.24%	0.05%
Other Indic languages	115	87.79%	16	12.21%	131	0.28%	0.03%
Other Indo-European languages	14	100.00%	0	0.00%	14	0.03%	0.00%
Chinese	92	23.90%	293	76.10%	385	0.83%	0.63%
Japanese	69	70.41%	29	29.59%	98	0.21%	0.06%
Korean	16	28.07%	41	71.93%	57	0.12%	0.09%
Mon-Khmer, Cambodian	0	0.00%	0	0.00%	0	0.00%	0.00%
Hmong	0	0.00%	0	0.00%	0	0.00%	0.00%
Thai	0	0.00%	13	100.00%	13	0.03%	0.03%
Laotian	0	0.00%	0	0.00%	0	0.00%	0.00%
Vietnamese	32	57.14%	24	42.86%	56	0.12%	0.05%
Other Asian languages	212	87.24%	31	12.76%	243	0.52%	0.07%
Ta-locr	226	74.34%	78	25.66%	304	0.66%	0.17%
Other Pacific Island languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American languages	0	0.00%	0	0.00%	0	0.00%	0.00%
Hungarian	19	50.00%	19	50.00%	38	0.08%	0.04%
Arabic	101	83.47%	20	16.53%	121	0.26%	0.04%

Hebrew	33	100.00%	0	0.00%	33	0.07%	0.00%
African languages	9	33.33%	18	66.67%	27	0.06%	0.04%
Other and unspecified languages	7	100.00%	0	0.00%	7	0.02%	0.00%
Survey: 2011-2015 American Community Survey 5-Year Estimates LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Table B16001 Universe: Population 5 years and over							

Frequency with Which LEP Individuals Come Into Contact with your Programs, Activities and Services

Galveston will utilize FTA funds in order to operate transit service and develop transit and pedestrian infrastructure that facilitates access to the transit services. LEP individuals would come in contact with Galveston when scheduling a limited-eligibility demand response trip or using fixed route when boarding, riding, and alighting the fixed route service, scheduling and riding Americans with Disabilities Act (ADA) paratransit services, as well as during the planning, procurement, and construction of federally-approved transit and pedestrian capital projects. Galveston will make the fact known during all public involvement programs, procurement, advertising, and other instances regarding transit that documents, instructions and other important materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing public transportation, so there would be minimal disruption for transit users. In the instance where there are disruptions, Galveston will address any concerns with appropriate measures.

To assist in analyzing how frequently LEP individuals come in contact with Island Transit services, Galveston staff will track and analyze number of phone calls and need for interpretation, translation requests for ADA Paratransit Eligibility Forms, request for translations for Title VI Complaint Forms and bus driver reports of requests and questions from LEP individuals.

Task 2 - Language Assistance Measures

1. Galveston/Island Transit employees are connected by radio or telephone, and the Human Resources Department maintains a call list of employees that are available to provide language assistance.
2. Employment opportunities are advertised through the Texas Employment Commission in several languages including Spanish.
3. Published informational materials regarding transit services are written in Spanish and English.
4. Galveston maintains a TDD line for the hearing impaired.

Task 3 - Providing Notice to LEP Persons

The Title VI Notice to the Public will be posted on Island Transit's website, on buses, and at other strategic locations throughout Galveston.

Task 4 - Monitoring and Evaluating Language Access Plan

Galveston will monitor the number of requests for Spanish translation for transit programs and services and note any comments and complaints about translations or language assistance. The Language Access Plan will be updated to reflect any trends or common complaints.

Task 5 - Training Staff

Training in LEP language assistance measures will be provided in conjunction with orientation for new employees to identify resources and procedures when communicating withLEPs.

CHAPTER iii-10: MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Galveston will actively encourage committee membership by all interested parties regardless of race, color or national origin. Currently, Galveston does not have any planning or advisory bodies with non-elected individuals, but a City Council Member is a member of the Houston- Galveston Area Council Intermodal Transportation Committee (ITC).

Below is the 2010 US Census City of Galveston population percentages based on race.¹

<i>Body</i>	<i>Caucasian</i>	<i>Hispanic/ Latino</i>	<i>African- American</i>	<i>Asian- American</i>	<i>Native Americans</i>	<i>Two or More Races</i>
City Population	45.0%	31.3%	18.6%	3.1%	0.4%	1.4%

CHAPTER 111-12: MONITORING SUBRECIPIENTS

Galveston does not distribute FTA funds to subrecipients.

CHAPTER iii-13: DETERMINATION OF SITE OR LOCATION OF FACILITIES

In the past three years, Galveston has not constructed any new transit facilities. Any construction of transit facilities receiving federal financial assistance within Galveston will perform a Title VI site equity analysis during the planning stage with regard to the location of the facility.

CHAPTER IV-4: REQUIREMENT TO SET SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Galveston only owns 30 transit vehicles and does not operate more than 50 fixed route vehicles in peak service.

SERVICE STANDARDS

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the vehicle's achievable capacities, including the following:

Vehicle Type	Type of Service*	Number of Vehicles	Number of Seated Passengers	Number of Standing Passengers	Total Number of Passengers	Load Capacity
Gillie	CM	8	32	12	44	100%
CbevyC	CM,FR	11	30	10	40	100%
FordF-450	DR	5	16	0	16	100%
FordE-550	CM,FR	6	30	10	40	100%

* CM = Commuter Services, FR = Fixed Route, DR= Demand Response

Vehicle Headway Standards

Fixed-route bus service operates between 30- and 60-minute headways Mondays through Saturday 6:00 a.m. to 11:30 p.m., and 60-minute headways Sundays 8:00 a.m. to 7:00 p.m. Commuter bus services operate between 20- and 50-minute headways on weekdays between 5:30 a.m. and 9:45 a.m., and 3:30 p.m. and 8:25 p.m. Victory Lakes Park and Ride runs between

¹ Source: U.S. Census Bureau, 2010 Census. Table P9- Hispanic or Latino, and Not Hispanic or Latino by Race. Universe: Total Population

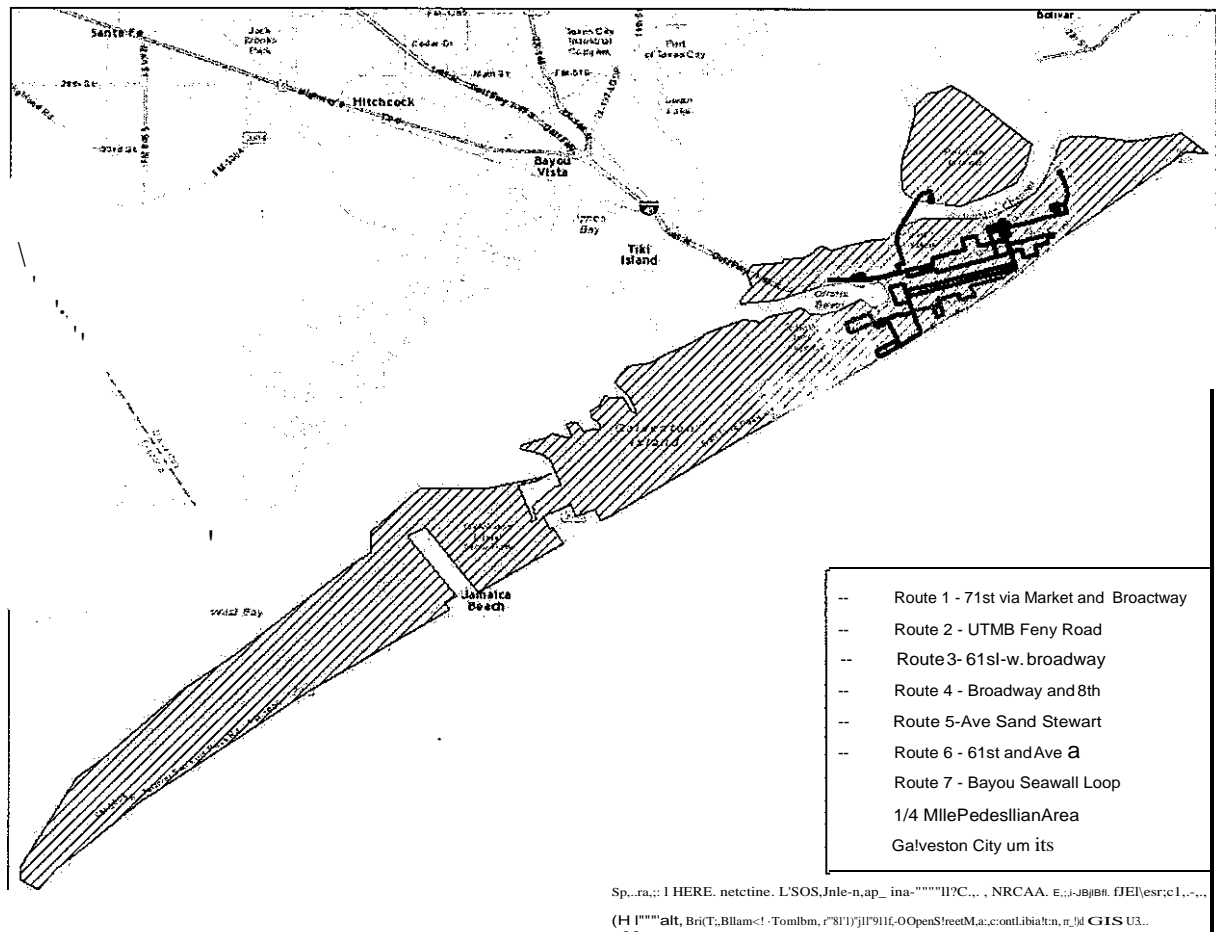
20- and 30-minute headways for its commuter service. Mall of the Mainland Park and Ride runs between 30- and 50-minute headways for its service.

On-Time Performance Standards

A fixed-route bus service, commuter bus service, or demand-response vehicle is considered "on-time" if it departs a scheduled time point no more than five (5) minutes early or no more than five (5) minutes late. Island Transit's on-time performance objective is 90% or greater. Island Transit monitors on-time performance and system performance through operator's log. The results can be made available upon request.

Service Availability Standards

Island Transit fixed-route bus service operates throughout the City of Galveston. The following map depicts the service area for the fixed-route bus service with a 1/4-mile pedestrian area in the City. The fixed-route bus service covers 17.83% of the city limits area, focused in the downtown Galveston area on the east side of Galveston Island.



SERVICE POLICIES

Vehicle Assignment Policy

Island Transit fixed-route and commuter service operates 44-passenger Gillig bus and 40-passenger Chevy C bus equipped with wheelchair lifts or ramps to make them 100% ADA

accessible. All fixed route and commuter service vehicles are equipped with air-conditioning and heating. The Gillig buses are used at the Victory Lakes Park and Ride due to higher ridership for the service, and the Chevy C buses at the Mall of the Mainland Park and Ride. Five 2012 Gillig buses were procured for the Victory Lakes Park and Ride, but the Gulf Coast Center, a partner in this service, are currently seeking to procure three more buses for both park and ride systems. Buses of different ages will be evenly dispersed over both park and rides. These Gillig fixed route vehicles have a TxDOT recommended life-expectancy of twelve (12) years or 500,000 miles (or approximate 41,000 miles per year). These Chevy C fixed route vehicles have a TxDOT recommended life-expectancy of seven (7) years or 200,000 miles (or approximately 30,000 miles per year). Vehicles are randomly rotated to make sure all vehicles are used system-wide. Vehicles will be assigned to the fixed route and consumer services such that the average age of the fleet serving both services does not exceed seven (7) years.

Transit Amenities Policy

(a) Seating

Installation of benches or seats at stops or stations along fixed routes which are planned by the Island Transit is based on the number of passengers boarding at each particular bus stop and along each route.

(b) Bus and rail shelters and rail platform canopies

Installation of bus shelters along fixed routes or trolley stations along the fixed trolley route is based on the number of passengers boarding at each particular stop.

(c) Provision of information

System maps, schedules and service information (rider's guides, applications) will be distributed across all transit vehicles (fixed route, ADA, Demand Response). Installation of signage and digital equipment along fixed routes is based on the number of passengers boarding at each bus stop.

(d) Escalators

Escalators are not needed at any transit stop and there are not escalators at any transit facility.

(e) Elevators

Elevators are not needed at any transit stop. All transit facilities are built to be accessible. If there are stairs at a transit facility, Island Transit will install an elevator in order to be fully accessible.

(f) Waste receptacles (including trash and recycling)

Installation of waste receptacles is based on the number of passengers boarding at each particular fixed route stop or if a need is perceived through comments or complaints.

APPENDIXA-TITLE VI COMPLAINT FORM

The City of Galveston 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 Title VI of the Civil Rights Act of 1964, 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 Galveston Title VI Contractor by calling (409) 797-3900. The completed form must be returned to the Title VI Contractor, 3115

Market Street Galveston Texas 77550	
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)

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

Date of Incident: _____

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

TITLE VI COMPLAINT FORM

The City of Galveston

Please describe the alleged discrimination incident
(continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes/
No If so, list agency/ agencies and contact information below:

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

Complainants Signature: _____ Date: _____

Print or Type Name of Complainant

Date Received: _____
Review By: _____

FORMULARIO DE QUEJAS DEL TITULO VI

La Ciudad de Galveston esta comprometida a garantizar que ninguna persona sea excluida de participar o se le sean negados los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Titulo VI de! Acta de Derechos Civiles de 1964. Las quejas conforme al Titulo VI deben ser presentadas dentro de los 180 dias siguientes a la fecha de la supuesta discriminaci6n.

La siguiente informaci6n es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor p6ngase en contacto con el Coordinador de Titulo VI de Galveston al (409) 797-3900. El formulario completo debera ser devuelto a la siguiente direcci6n: A Coordinador de Titulo VI de la Ciudad de Galveston, 3115 Market Street, Galveston, Texas 77550.

Nombre:	Telefono:
Direcci6n residencial:	Telefono Altemativo:
	Ciudad, Estado, y C6digo Postal:
Persona(s) contra la(s) que se discrimin6 (si nose trata de la persona que presenta la queja):	
Nombre(s):	
Direcci6n residencial, Ciudad, Estado, y C6digo Postal:	

¿Cual de los siguientes casos describe mejor la razon de la presunta discriminaci6n? (Circule una opci6n) Fecha de! incidente: _____

- Raza
- Color
- Origen nacional (Conocimiento limitado de! ingles)

Por favor describa el presunto incidente discriminatorio. Proporcione los nombres y puestos de todos los empleados de la Ciudad de Galveston que estuvieron involucrados, si estan disponibles. Explique lo que fue lo que sucedi6 y quien considera que fue responsable. Por favor use el reverso de este formulario si requiere espacio adicional.

FORMULARIO DE QUEJAS DEL TÍTULO VI

La Ciudad de Galveston

Por favor describa el presunto incidente discriminatorio (continuación)

¿Ha presentado usted una queja ante alguna otra agencia federal, estatal o local?

(Marque con un círculo) **Si / No**

Si la respuesta es "Si," indique a continuación la agencia o agencias y la información de contacto:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Firma de quien presenta la queja

Fecha

Imprima el nombre de quien presenta la queja

Date Received:

Review By:

APPENDIX 8 - RESOLUTION OF TITLE VI PROGRAM APPROVAL

APPENDIX C - PROCEDIMIENTOS DE QUEJA Y FORMULARIO DE QUEJA

Estos procedimientos cubren todas las quejas presentadas conforme al Título VI de la Ley de Derechos Civiles de 1964, según enmendada, en relación con cualquier transporte, programa o actividad que reciba asistencia financiera federal administrada por Galveston o subcontratantes y contratistas. El programa también se lleva a cabo de acuerdo con la Circular 4702.1B de FTA. El formulario de queja de Galveston se encuentra en el Apéndice A.

Los procedimientos no niegan el derecho del reclamante a presentar quejas formales con otras agencias estatales o federales ni a buscar un abogado privado para las quejas que aleguen discriminación. Galveston tiene autoridad para aceptar quejas de investigación, pero los denunciantes también pueden presentar quejas ante TxDOT o la Administración Federal de Tránsito (FTA) dentro de los 180 días posteriores al presunto delito. Si desea presentar una queja con TxDOT, envíe la queja por escrito a TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. Si desea presentar una queja con FTA, envíe la queja por escrito al FTA Region VI, 819 Taylor Street, habitación 8A36, Fort Worth, TX 76102.

Se hará todo lo posible para obtener una resolución temprana de las quejas. El Coordinador del Título VI hará todo lo posible para buscar una resolución de la queja. Las entrevistas iniciales con el reclamante y el demandado solicitarán información con respecto a las oportunidades de remedio y solución específicamente solicitadas.

PROCEDIMIENTOS

Cualquier persona, grupo de personas o entidad que crea que ha sido víctima de discriminación por motivos de raza, color u origen nacional-tal como lo prohíben las disposiciones de Galveston de no discriminación de! Título VI-puede presentar una queja por escrito. Una queja formal se debe presentar dentro de los 180 días posteriores a la supuesta ocurrencia, o cuando la supuesta discriminación fue conocida por el reclamante. La queja será tratada de la siguiente manera:

- I. El reclamante deberá realizar las siguientes actividades:
 - a. Presentar la fecha de! presunto acto de discriminación (fecha en que los reclamantes tuvieron conocimiento de la supuesta discriminación; o la fecha en que se interrumpió esa conducta; o la última instancia de la conducta).
 - b. Presentar una descripción detallada de los problemas, incluyendo los nombres y títulos de trabajo de todas las partes involucradas en la queja.
 - c. Debe ser por escrito y firmado por el denunciante (s).
 - d. La queja deberá estar por escrito y firmada por el reclamante o reclamantes.
 1. Las acusaciones o alegaciones recibidas por fax o correo electrónico serán reconocidas y procesadas siempre y cuando la(s) identidad(es) del (de los) reclamante(s) y la intención de queja sean firmadas por el (los) reclamante(s). Es decir, el fax o correo original deberán ser firmados por el (los) reclamante(s) antes de ser enviados a Galveston para ser procesados.

1. Las acusaciones o alegaciones recibidas por telefono seran escritas y provistas al reclamante para ser confirmadas o revisadas antes de ser procesadas. El reclamante recibira un formulario de queja que debera ser completada, firmada y devuelta a Galveston para ser procesada.
9. La aceptación de una queja dependera de los siguientes factores:
 - a. Si la queja es presentada a tiempo; o
 - b. Si las alegaciones involucran una queja de! Titulo VI de raza, color u origen nacional.
10. Una queja puede ser desestimada por las siguientes razones:
 - a. El reclamante solicita el retiro de la queja; o
 - b. El reclamante no responde a las repetidas solicitudes de proveer información adicional necesarias para procesar la queja; o
 - c. El reclamante no puede ser localizado despues de varios intentos.
11. Galveston notificara al Coordinador de Transporte Publico Local de TxDOT o PTC por correo electrónico dentro de los 10 dias habiles posteriores a la recepción de la queja de! Titulo VI.
12. Dentro de los 40 dias calendarios de la aceptación de la queja, el Coordinador de! Titulo VI preparara un informe de investigación.
 - a. El informe incluire una descripción narrativa de! incidente, identificación de las personas entrevistadas, hallazgos y recomendaciones para la disposición.
13. El Coordinador de!Titulo VI enviara el informe al gerente para su revision.
14. El gerente revisara el informe y la documentación asociada y proporcionara comentarios dentro de IO dias calendarios al Coordinador de! Titulo VI, y se implementaran las modificaciones necesarias.
15. El informe final de investigación de Galveston y una copia de la queja seran enviadas a PTA dentro de los 60 dias calendarios posteriores a la aceptación de la queja. Galveston notificara a las partes sobre sus conclusiones preliminares.

TITLE VI COMPLAINT PROCEDURES

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, relating to any transportation or program or activity receiving federal financial assistance administered by Galveston or sub-recipients and contractors. The program is also conducted in accordance with FTA Circular 4702.IB. Galveston's Compliant Form is provided in **Appendix A**.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Galveston has authority for accepting complaints for investigation, but complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

PROCEDURES

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions by Galveston, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complaint will be addressed in the following procedure:

1. The complainant must perform the following activities:
 - a. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - b. Present a detailed description of the issues including names and job title of perceived parties in the complaint.
 - c. Shall be in writing and signed by the complainant(s).
 - i. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent is required to mail a signed, original copy of the fax or e-mail transmittal for Galveston to be able to process it.

- ii. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to Galveston for processing.
2. Acceptance of a complaint will be determined by:
 - a. Whether the complaint is timely filed; or
 - b. Whether the allegations involve a Title VI complaint of race, color, or national origin.
3. 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 complaint; or
 - c. The complainant cannot be located after reasonable attempts.
4. Galveston will notify their TxDOT PTC by email within 10 working days of the receipt of a Title VI complaint.
5. Within 40 calendar days of the acceptance of the complaint, an investigative report will be prepared by the Title VI Coordinator.
 - a. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
6. The Title VI Coordinator will forward the report to the Manager for review.
7. The Manager will review the report and associated documentation and will provide input within 10 calendar days with the Title VI Coordinator, and have any modifications implemented as needed.

Galveston's final investigative report and a copy of the complaint will be forwarded to FTA within 60 calendar days of the acceptance of the complaint. Galveston will notify the parties of its preliminary findings.

TITLE VI COMPLAINT FORM

The City of Galveston 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 Title VI of the Civil Rights Act of 1964, 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 Galveston Title VI Contractor by calling (409) 797-3900. The completed form must

be returned to the Title VI Contractor, 3115 Market Street Galveston Texas 77550 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)

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

Date of Incident: _____

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

TITLE VI COMPLAINT FORM

The City of Galveston

Please describe the alleged discrimination incident
(continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes /
No If so, list agency/ agencies and contact information below:

Agency:	Contact Name:
<hr/>	
Street Address, City, State & Zip Code:	Phone
<hr/>	
Agency:	Contact Name:
<hr/>	
Street Address, City, State & Zip Code:	Phone
<hr/>	

Complainants Signature:	Date:
<hr/>	

Print or Type Name of Complainant

Date Received:

Review By:

Updated Website Copy

<http://www.galvestontx.gov/551/FTA-Civil-Rights-Discrimination-Notice>

<http://www.galvestoncountytexas.gov/Pages/TitleVIProtection.aspx3>

FTA Civil Rights & Discrimination Notice

The City of Galveston hereby gives public notice that it is Galveston's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

For more information on Galveston's civil rights program, individuals may obtain the Title VI plan by phone (409) 797-3900, by mail, by email LZuniga@GalvestonTX.Gov, or by visiting Island Transit administrative office at 3115 Market Street, Galveston, Texas 77550.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Galveston. Any such complaint must be in writing or by phone and filed with Galveston Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from the Island Transit administrative office at no cost to the complainant by calling 281-210-3839.

If you would like to file with Federal Transit Administration (FTA) Regional Office, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. A complainant may also file a complaint directly with the FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

This notice is to be posted in the office of Island Transit, on the Island Transit website (<http://www.islandtransit.net>), on Island Transit buses and at other strategic transit terminal locations.

If information is needed in another language, contact Galveston's Title VI Coordinator at (409) 797-3900,

Notifica a Beneficiaries Acerca de la Protección Bajo el Título VI

Por medio de la presente, la Ciudad de Galveston le notifica al público su política de garantizar el pleno cumplimiento del Título VI del Acta de Derechos Civiles de 1964, la Ley de Restauración de los Derechos Civiles de 1987, y los estatutos y reglamentos relacionados a tales leyes, en todos los programas y actividades de la Ciudad. El Título VI establece que ninguna persona en los Estados Unidos de América puede ser excluida por motivos de raza, color u origen nacional, de la participación en, se le nieguen los beneficios de, o sea sometida a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal.

Para obtener más información acerca del Programa de Derechos Civiles de Galveston, las personas podrán obtener el plan del Título VI por teléfono (409) 797-3900, por correo, por correo electrónico (LZuniga@GalvestonTX.Gov), o visitando la oficina administrativa de Island Transit en 3115 Market Street, Galveston, Texas 77550.

Si usted cree haber sido perjudicado por una práctica discriminatoria e ilegal bajo el Título VI puede presentar una queja formal ante la Ciudad de Galveston. Las quejas pueden hacerse por escrito o por teléfono. Estas deben ser presentadas ante el Coordinador del Título VI de Galveston dentro de los ciento ochenta (180) días siguientes a la fecha de la ocurrencia discriminatoria alegada. Los Formularios de Queja de Discriminación del Título VI se pueden obtener en la oficina administrativa de Island Transit sin costo para el reclamante llamando al 281-210-3839.

Si desea presentar una queja ante la Oficina Regional de la Administración Federal de Tránsito (FTA), envíe una queja por escrito a FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102. Un denunciante también puede presentar una queja directamente con el FTA presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, East Building, 5th Floor- TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Este aviso se publicará en la oficina de Island Transit, en la página web de Island Transit (<http://www.islandtransit.net>), en los autobuses de Island Transit y en otros lugares estratégicos del terminal de tránsito.

Si necesita informaci6n en otro idioma, p6ngase en contacto con la Ciudad de Galveston a traves del (409) 797-3900.

City of Galveston, Island Transit Title VI Program

(DOC included in attachments)

Title VI Compliant Procedures

(DOC included in attachments)

Procedimientos de Queja y Formulario de Queja

(DOC included in attachments)

Discrimination Complaint Form

Individuals may download the discrimination complaint form below.

TxDOT 2193 - Title VI and ADA Complaint Form

<http://www.txdot.gov/txdot/forms/GetForm?formName=/2193.pdf&appID=/CIV&status=/reportError.jsp&configFile=WFServletConfig.xml>

TxDOT 2193s - Formulario de Denuncia de Discriminaci6n Externa

<http://www.txdot.gov/txdot/forms/GetForm?formName=/2193s.pdf&appID=/CIV&status=/reportError.jsp&configFile=WFServletConfig.xml>

Galveston Title VI Complaint Form

(DOC included in attachments)

Formulario de Quejas del Titulo VI

(DOC included in attachments)

PROCEDIMIENTOS DE QUEJA DEL TITULO VI

Estos procedimientos cubren todas las quejas presentadas conforme al Titulo VI de la Ley de Derechos Civiles de 1964, segun enmendada, en relación con cualquier transporte, programa o actividad que reciba asistencia financiera federal administrada por Galveston o subcontratantes y contratistas. El programa tambien se lleva a cabo de acuerdo con la Circular 4702.1B de FTA. El formulario de queja de Galveston se encuentra en el Apendice A.

Los procedimientos no niegan el derecho de! reclamante a presentar quejas formales con otras agencias estatales o federales ni a buscar un abogado privado para las quejas que aleguen discriminación. Galveston tiene autoridad para aceptar quejas de investigación, pero los denunciantes tambien pueden presentar quejas ante TxDOT o la Administración Federal de Transito (FTA) dentro de los 180 dias posteriores al presunto delito. Si desea presentar una queja con TxDOT, envíe la queja por escrito a TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. Si desea presentar una queja con FTA, envíe la queja por escrito al FTA Region VI, 819 Taylor Street, habitación 8A36, Fort Worth, TX 76102.

Se hara todo lo posible para obtener una resolución temprana de las quejas. El Coordinador de! Titulo VI hara todo lo posible para buscar una resolución de la queja. Las entrevistas iniciales con el reclamante y el demandado solicitaran información con respecto a las oportunidades de remedio y solución específicamente solicitadas.

PROCEDIMIENTOS

Cualquier persona, grupo de personas o entidad que crea que ha sido victima de discriminación por motivos de raza, color u origen nacional-tal como lo prohíben las disposiciones de Galveston de no discriminación de! Titulo VI-puede presentar una queja por escrito. Una queja formal se debe presentar dentro de los 180 dias posteriores a la supuesta ocurrencia, o cuando la supuesta discriminación fue conocida por el reclamante. La queja sera tratada de la siguiente manera:

- I. El reclamante debera realizar las siguientes actividades:
 - a. Presentar la fecha de! presunto acto de discriminación (fecha en que los reclamantes tuvieron conocimiento de la supuesta discriminación; o la fecha en que se interrumpió esa conducta; o la ultima instancia de la conducta).
 - b. Presentar una descripción detallada de los problemas, incluyendo los nombres y titulos de trabajo de todas las partes involucradas en la queja.
 - c. Debe ser por escrito y firmado por el denunciante (s).
 - d. La queja debera estar por escrito y firmada por el reclamante o reclamantes.
 - i. Las acusaciones o alegaciones recibidas por fax o correo electrónico seran reconocidas y procesadas siempre y cuando la(s) identidad(es) de! (de los) reclamante(s) y la intención de queja sean firmadas por el (los) reclamante(s). Es decir, el fax o correo original deberan ser firmados por el (los) reclamante(s) antes de ser enviados a Galveston para ser procesados.

- ii. Las acusaciones o alegaciones recibidas por telefono senin escritas y provistas al reclamante para ser confirmadas o revisadas antes de ser procesadas. El reclamante recibira un formulario de queja que debera ser completada, finnada y devuelta a Galveston para ser procesada.
1. La aceptaci3n de una queja dependera de los siguientes factores:
 - a. Si la queja es presentada a tiempo; o
 - b. Si las alegaciones involucran una queja de! Titulo VI de raza, color u origen nacional.
2. Una queja puede ser desestimada por las siguientes razones:
 - a. El reclamante solicita el retiro de la queja; o
 - b. El reclamante no responde a las repetidas solicitudes de proveer informaci3n adicional necesarias para procesar la queja; o
 - c. El reclamante no puede ser localizado despues de varios intentos.
3. Galveston notificara al Coordinador de Transporte Publico Local de TxDOT o PTC por correo electr3nico dentro de los 10 clias habiles posteriores a la recepci3n de la queja de! Titulo VI.
4. Dentro de los 40 clias calendarios de la aceptaci3n de la queja, el Coordinador de! Titulo VI preparara un informe de investigaci3n.
 - a. El informe incluire una descripci3n narrativa del incidente, identificaci3n de las personas entrevistadas, hallazgos y recomendaciones para la disposici3n.
5. El Coordinador de! Titulo VI enviara el informe al gerente para su revision.
6. El gerente revisara el informe y la documentaci3n asociada y proporcionara comentarios dentro de 10 dias calendarios al Coordinador del Titulo VI, y se implementaran las modificaciones necesarias.
7. El informe final de investigaci3n de Galveston y una copia de la queja seran enviadas a FTA dentro de los 60 dias calendarios posteriores a la aceptaci3n de la queja. Galveston notificara a las partes sobre sus conclusiones preliminares.

FORMULARIO DE QUEJAS DEL TITULO VI

La Ciudad de Galveston esta comprometida a garantizar que ninguna persona sea excluida de participar o se le sean negados los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Titulo VI de! Acta de Derechos Civiles de 1964. Las quejas conforme al Titulo VI deben ser presentadas dentro de los 180 dias siguientes a la fecha de la supuesta discriminacion.

La siguiente informacion es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor pongase en contacto con el Coordinador de Titulo VI de Galveston al (409) 797-3900. El formulario completo debera ser devuelto a la siguiente direccion: A Coordinador de Titulo VI de la Ciudad de Galveston, 3115 Market Street, Galveston, Texas 77550.

Nombre:	Telefono:
Direccion residencial:	Telefono Altemativo:
	Ciudad, Estado, y Codigo Postal:
Persona(s) contra la(s) que se discrimino (si nose trata de la persona que presenta la queja):	
Nombre(s):	
Direccion residencial, Ciudad, Estado, y Codigo Postal:	

!Cual de los siguientes casos describe mejor la razon de la presunta discriminacion? (Circule una opcion) Fecha de! incidente: _____

- **Raza**
- Color
- Origen nacional (Conocimiento limitado de! ingles)

Por favor describa el presunto incidente discriminatorio. Proporcione los nombres y puestos de todos los empleados de la Ciudad de Galveston que estuvieron involucrados, si estan disponibles. Explique lo que fue lo que sucedio y quien considera que fue responsable. Por favor use el reverso de este formulario si requiere espacio adicional.

FORMULARIO DE QUEJAS DEL TITULO VI

La Ciudad de Galveston

Por favor describa el presunto incidente discriminatorio (continuación)

¿Ha presentado usted una queja ante alguna otra agencia federal, estatal o local?
(Marque con un círculo) **Si / No**

Si la respuesta es "Si," indique a continuación la agencia o agencias y la información de contacto:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Agencia:

Nombre de contacto:

Dirección, Ciudad, Estado, Código postal:

Teléfono:

Firma de quien presenta la queja

Fecha

Imprima el nombre de quien presenta la queja

| Date Received:

Review By: