



**City Council
Agenda Memo**

City Council Meeting Date: 9/22/2015

TO: Robert Hanna, City Manager

FROM: Michael Rice, Director of Public Works Department

SUBJECT: CityLink Transit Title VI Program

GENERAL INFORMATION

Title VI is a Federal law that applies to all recipients and sub-recipients of Federal financial assistance. Title VI prohibits recipients and sub-recipients from discriminating on the basis of race, color or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance.

Federal Transit Administration (FTA) Circular 4702.1B, October 1, 2012 provided greater clarity, accountability, transparency and consistency to the Title VI program. All recipients of FTA funding are required to provide the following in each Title VI Program:

- Title VI Public Notice
- Complaint form and complaint procedure
- Limited English Proficiency Plan (LEP) and Public Participation Plan
- List of investigations/lawsuits
- Approval of recipients Board of Directors or appropriate governing body
- Plan submittal every three years

As part of its federal funding requirements, CityLink Transit is required to submit an updated Title VI program every three years. The current Title VI Program expired October 2014. CityLink Transit has submitted a Title VI Program and the program is currently in review by the Federal Transit Administration, (FTA), pending required City Council approval of the program for FY 2014-2017. City Council approval is required to remain in compliance with FTA guidelines to receive future federally financial funded assistance for operating/planning and capital activities conducted by CityLink Transit.

SPECIAL CONSIDERATIONS

City Council approval is required by FTA at this point in their review of the draft submittal; however, if FTA makes substantive changes to CityLink's Title VI Program, the program will be brought back to City Council for final approval.

FUNDING/FISCAL IMPACT

There is no funding/fiscal impact of the program.

STAFF RECOMMENDATION

Recommend approval of the Title VI.

BOARD OR COMMISSION RECOMMENDATION

ATTACHMENTS:

Description	Type
☐ Document	Backup Material



TITLE VI CIVIL RIGHTS PROGRAM

2014

INTRODUCTION

CityLink Transit is a small urban transit district in Abilene Texas. CityLink operates a fixed route system with ADA Complimentary Paratransit Services. Current operating hours are 6:15am to 6:15pm Monday through Friday with abbreviated services on Saturday. There are currently 12-fixed routes Monday through Friday with 7-fixed routes on Saturday. CityLink Transit operates within the city Limits of Abilene and operates with less than 50-vehicles during peak service.

In accordance with the requirement of Federal Transit Administration (FTA) Circular 4702.1A, CityLink Transit has developed a Title VI Plan. This Plan defines the agency's commitment to the tenets of the Civil Rights Act of 1964, which necessitates CityLink's assurance of equal access, equitable delivery of transit services and the equitable distribution of transit amenities to patrons throughout its service area.

The CityLink General Manager is responsible for ensuring that the agency adheres to all applicable regulations and law. More specifically in relation to this plan, the General Manager provides strategic oversight for the agency's Title VI Plan and program, updates and provides assurances to FTA of compliance.

POLICY STATEMENT

Abilene CityLink Transit (CityLink) 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.

The General Manager, management and all employees of CityLink Transit share the responsibility for carrying CityLink's commitment to Title VI. The Title VI staff is responsible for the day to day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedure process.

The policy statement and complaint process is located in all of CityLink buses both in English and Spanish. The policy statement and complaint process and forms are posted on CityLink's website as well in our transit facility both in English and Spanish. Please see attachment A and Attachment B

TITLE VI COMPLAINT PROCESS/PROCEDURES/FORMS

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

Any person who believes that they have been subjected to discrimination may file a written complaint with Transit Management of Abilene, Inc. Federal and state law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

The complainant may submit a written statement that contains the following information:

- a. Name, address, and telephone number of the complainant.
- b. Names of person(s) who allegedly discriminated against you, if known.
- c. Date(s) of alleged incident.
- d. Location of alleged incident.
- e. Type of alleged discrimination.
- f. Explain what happened and how you believe you were discriminated against.
- g. Name, addresses, and telephone numbers of person who may have knowledge of the event.
- h. What other information do you have that you believe is relevant to this investigation?
- i. Have you filed a complaint with Abilene Transit Management, Inc. / CityLink Abilene before? If so, include: when, where, and how.
- j. Complainant's signature and date.
- k. The complaint may be sent or faxed to the following address: Abilene Transit Management / CityLink Abilene, 1189 S 2nd Abilene, TX 79602; fax # (325) 676-6407

What Happens To My Complaint

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the General Manager may administratively close the complaint.

The Title VI Coordinator will complete the investigation within ninety (90) days of receipt of the complaint and prepare a written investigation report. The report shall include a summary description of the incident, findings, and recommendations. The General Manager will review the report and a closing letter will be provided to the complainant.

If the matter cannot be resolved, the complainant will be informed of his/her rights to appeal to the Federal Transit Administration – Office of Civil Rights, Attention: Title VI Program Coordinator, 4007 7th Street SW – Room 9100, Washington, DC 20590.

Título VI

Procedimientos De La Queja

El título VI del acto de las derechas civiles de 1964 requiere que no se excluya a ninguna persona en los Estados Unidos, sobre la base de la raza, del color o del origen nacional de esté negada las ventajas de, o sujeta a la discriminación, bajo ningún programa o actividad que recibe ayuda financiera federal.

Cualquier persona que crea que se han sujeta a la discriminación pueden archivar escrito se queja con Transit Management of Abilene, Inc. La ley federal y del estado requiere quejas se archive dentro one-hundred ochenta (180) días de calendario del incidente alegado pasado. El complainant puede someter una declaración escrita que contenga la información siguiente:

- a. Nombre, dirección, y número de teléfono del complainant.
- b. Nombres de las personas que alegado discriminado contra usted, si está sabido.
- c. Fecha (o fechas) de alegado incidente.
- d. Localización de alegado incidente.
- e. Tipo de alegado discriminación.
- f. Explique qué sucedió y cómo usted cree le discriminaron contra.
- g. Nombre, direcciones, y números de teléfono de la persona que pueden tener conocimiento del acontecimiento.
- h. Qué lo hace la otra información ¿usted tiene que usted cree es relevante a esta investigación?
- i. Tiene usted archivado una queja con Abilene Transit Management, Inc. ¿/CityLink Abilene antes? Si es así incluya: cuando, donde, y cómo.
- j. Firma de Complainant y fecha.
- k. La queja puede ser enviada o enviado por telefax a la dirección siguiente:
Gerencia/CityLink del tránsito de Abilene Abilene, S 1189 2nd Abilene, TX 79602; fax # (325) 676-6407

Qué Sucede a Mi Queja

El Coordinador Del Título VI comenzará una investigación dentro de quince (15) días laborables del recibo de una queja.

El Coordinador Del Título VI entrará en contacto con el complainant en escribir no más adelante de treinta (30) días laborables después del recibo de la queja para la información adicional, si es

necesario para investigar la queja. Si el complainant no puede proporcionar la información solicitada en una base oportuna, Director General puede administrativo cerrar la queja.

El Coordinador Del Título VI terminará la investigación dentro de noventa (90) días del recibo de la queja y preparará un informe escrito de la investigación. El informe incluirá una descripción sumaria del incidente, de los resultados, y de las recomendaciones. Director General repasará el informe y una letra de cierre será proporcionada al complainant.

Si la materia no puede ser resuelta, el complainant será informado de las su derechas de abrogar a la administración federal del tránsito - oficina de las derechas civiles, atención: Coordinador Del Programa Del Título VI, 4007 7th Interruptores de la calle - Sitio 9100, Washington, DC 20590.

Title VI Complaint Forms are printed both in English and Spainsih.

Please See attachment C and Attachment D

TITLE VI COMPLAINTS AND LAWSUITS

CityLink Transit did not have any Title VI complaints or lawsuits during this last period.

TITLE VI PUBLIC NOTIFICATION

CityLink Transit has published in the Abilene Reporter News a legal notice addressing Title VI compliance measures and discrimination protocols. This legal notice is attached as Attachment H. The agency will also purchase a bulletin board for the general public that will identify the agency's stance on discrimination in an effort to further comply with FTA's Title VI regulations.

 **Abilene Reporter-News**
— Real Life. Your Life. —

STATE OF TEXAS
COUNTY OF GENERAL CIRCULATION IN:
TAYLOR COUNTY

AD # 410950


DATE: 10/6/2014

Before me, the undersigned authority, on this day personally appeared **April Smith** representing the Abilene Reporter-News being by me duly sworn deposes and says that the following notice(s) published in said newspaper by:

CITY OF ABILENE TRANSIT

On the following date(s) to wit:

SUNDAY, OCTOBER 5, 2014


April Smith
LEGAL NOTICE CLERK

Subscribed and sworn before me this 7 day of October, 2014 to certify which witness my hand and seal of office.




NOTARY PUBLIC

My Commission Expires: 2/7/17

 **Abilene Reporter-News**

101 Cypress Street • Abilene, Texas 79601
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Sales Rep: April Smith (A9102)

Phone: (325) 670-5230

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> Account Information

Date: 09/30/14

Account Number: A002256 / 139017

Company Name: CITY OF ABILENE TRANSIT

Contact Name:

Email: kathleen.shigemura@abilenetx.com

Address: 1189 S 2ND, ABILENE, TX, 79602

Phone: (325) 676-6403

Fax: (325) 676-6407

> Insertion Information

This is a proof of your ad scheduled to run on the dates indicated below.

Please confirm placement prior to deadline by contacting your account

rep at .

Ad Id: 410950 P.O. No.: Total Cost: \$309.52

Tag Line: PUBLIC NOTICE The City of Abilene, T

Start Date: 10/04/14

Stop Date: 10/04/14

Number of Xs: 1

Class: 16250 - Public Notices

Publications: AR-Abilene Reporter-News, AR-Internet - reporternews.com

> Ad Proof

I agree this ad is accurate and as ordered.

PUBLIC NOTICE

The City of Abilene, Texas hereby asserts that as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, as noted in Federal Transit Administration Circular 4702.1, and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient received Federal financial assistance from the Department of Transportation, and hereby give assurance that it will promptly take any

measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

Citylink Transit management believes that all persons are entitled to equal opportunities and does not discriminate against its passengers, employees or applicants because of race, religion, color, national origin, disability, age or sex. Individuals alleging discrimination are encouraged to notify the General Manager in writing at their earliest convenience. Complaints may be submitted to James Oliver, General Manager, c/o Citylink Transit, 1189 South 2nd Street, Abilene, TX 79602.

Thank you for your business. Our commitment to a quality product includes the advertising in our publications. As such, E. W. Scripps reserves the right to categorize, edit and refuse certain classified ads. Your satisfaction is important. If you notice errors in your ad, please notify the classified department immediately so that we can make corrections before the second print date. The number to call is 325-795-2020. Allowance may not be made for errors reported past the second print date. The Abilene Reporter-News may not issue refunds for classified advertising purchased in a package rate; ads purchased on the open rate may be pro-rated for the remaining full days for which the ad did not run.

ANALYSIS OF CONSTRUCTION PROJECTS

CityLink Transit has not had any construction projects during this last period.

**CityLink Transit (City of Abilene)
Title VI LEP Program and Plan**

Introduction

On August 11, 2000, President Clinton signed Executive Order 13166, entitled "Improving Access to Services for Persons with Limited English Proficiency" (LEP). Executive Order 13166 requires Federal departments and agencies extending financial assistance to develop and make available guidance on how recipients should assess and address the needs of otherwise eligible limited English proficient persons seeking access to the programs and activities of recipients of federal financial assistance. The failure to assure that people who are not proficient in English can effectively participate in, and have meaningful access to, a Department of Transportation (DOT) financial assistance recipient's programs and activities may constitute national origin discrimination prohibited by Title VI and implementing regulations.

This program analysis describes the City of Abilene's public transit system's responsiveness to area demographics for which they provide transportation services, understanding that a reasonable effort must be made to provide service information, guidance, and documentation to the public in a language other than English. The Safe Harbor LEP Threshold of 5% or 1,000 individuals, whichever is less, will be followed.

Four Factor Analysis

In the December 14, 2005, Federal Register, the United States DOT published guidance to its grantees on addressing the needs of the population in which it serves. The Register advises grantees to determine what steps are necessary to provide "meaningful access" on the basis of four factors: The number and population of LEP persons served or encountered in the eligible service population; the frequency with which LEP individuals come into contact with the service; the nature and importance of the service provided by the agency; and the resources available to the recipient and costs.

Factor #1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1. Step 1: Examine prior experiences with LEP individuals.

The Abilene community has a relatively large Spanish speaking population. According to the 2010 Census data, a total of 18,300 residents (16.7%²) in Abilene, TX over the age of five responded that they speak a language other than English at home. Of this total, 15,135 (13.8%¹) reported speaking Spanish. Our transit operators and customer service staff report daily interactions with persons of Hispanic origins.

¹ U.S. Census Bureau, American FactFinder, *Selected Social Characteristics in the United States*; American Community Survey 2008-2012. Publication DP02

CityLink employs staff who speak Spanish and assist with translation as needed.

Occasionally, these interactions are with persons speaking Spanish as their primary language. In most cases, English speaking family members are used for translation to obtain route information and trip reservations for our demand response service.

Task 1. Step 2: Become familiar with data from the U.S. Census.

According to the 2010 Census, a total of 18,300³ (16.7%²) residents in Abilene, TX over the age of five (5) responded that they speak a language other than English at home. Of this total, 15,135 (13.8%¹) reported speaking Spanish or Spanish Creole. See Attachment B.

While about 20.1 % of Spanish speaking people in Abilene, TX, are below the poverty level, more than 40% have less than a high school education.

POVERTY STATUS IN THE PAST 12 MONTHS³				
	Total	Speak English Only	Total	Speak Spanish/ Spanish Creole
Pop. 5 years and over for whom poverty status is determined	97,930	82,037	15,893	12,960
Below poverty level	17.8%	16.8%	22.8%	20.1%
At or above poverty level	82.2%	83.2%	77.2%	79.9%
EDUCATIONAL ATTAINMENT				
	Total	Speak English Only	Total	Speak Spanish/ Spanish Creole
Pop. 25 years and above	72,625	59,270	13,355	11,178
Less than high school graduate	12,833	12.4%	41.3%	44.5%
High school graduate (includes equivalency)	20,502	28.4%	27.5%	26.9%
Some college or Associate Degree	23,047	34.1%	21.2%	21.3%
Bachelor degree or higher	16,243	25.2%	10.0%	7.3%

² <http://quickfacts.census.gov/qfd/states/48/4801000.html>

³ <http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>
2008-2012 American Community Survey, *Characteristics of People by Language Spoken at Home*, Publication S1603

NOTE: Percentages may not equal 100% due to rounding.

CityLink continues to communicate with the Abilene chapter of the International Rescue Committee (IRC) to identify trends of LEP persons moving to the City of Abilene. Having contacted the IRC within the last thirty (30) days, CityLink and IRC have determined the only nationality with 1,000 or more people is those of Hispanic descent. This is in accordance with

the Safe Harbor LEP Threshold of 5% or 1,000 individuals. Program and service information is disseminated throughout the community in English and Spanish.

Task 1. Step 2A: Identify the geographic boundaries of the area that your agency serves.

Please see Appendix A

CityLink Transit's service area is defined by the city limits of Abilene, Texas which covers approximately 106.79⁵ square miles. Attachment A shows our route map and service area.

Task 1. Step 2B: Obtain Census data on the LEP population in your service area.

Attachment B contains 2010 census data on English proficiency in Abilene Texas, listing population by language of origin and the numbers of those speaking English "very well", "well", "not well", or "not at all".

Task 1. Step 2C: Analyze the data you have collected.

Non-proficiency is defined as those who speak English either "not well" or "not at all".

- A total of 6,235⁴ persons (5.68%) are identified that speak English less than "very well" of the total population of 109,784² age five (5) years and over in Abilene, Texas, according to 2010 Census American FactFinder DP02² data:
 - Spanish speaking: 15,135
 - Speak English less than "very well": 4,678
 - Asian/Pacific Island languages: 1,067
 - Speak English less than "very well": 711
 - Other Indo-European languages: 1,638
 - Speak English less than "very well": 517
 - Other languages: 460
 - Speak English less than "very well": 329

Task 1. Step 2D: Identify any concentrations of LEP person within your service area.

According to Attachment C, City of Abilene Percent Minority Population (2000 Census by Tract), there exists a higher percentage of minority population predominantly residing on the north side of the city. As noted in Task 1. Step 2C above, LEP persons residing in Abilene have been

² <http://quickfacts.census.gov/qfd/states/48/4801000.html>

⁴ U.S. Census Bureau, American FactFinder, *Selected Social Characteristics in the United States*, DP02

⁵ <http://quickfacts.census.gov/qfd/states/48/4801000.html>

⁶ <http://quickfacts.census.gov/qfd/states/48/4801000.html>

identified as having origins within minority races. CityLink Transit's Fixed Route system serves this area at great frequency via 7 of our 12 routes. See Attachment A for the Fixed Route system map.

Task 1. Step 3: Consult state and local sources of data.

The Abilene Independent School District (AISD)⁵ confirms the conclusion that Abilene has a higher concentration of Hispanic persons than any other ethnicity or race. School district enrollment shows 7,437¹ students, or 42.9% (as noted in Attachment D). Attachment E indicates that 646¹ students, or 3.7% of AISD enrollment, are considered Limited English Proficient.

Task 1. Step 4: Community organizations that serve LEP persons.

The Abilene chapter of the International Rescue Committee (IRC) provides resettlement assistance for refugees that have sought asylum and escape from persecution from their home countries. Many of these refugees speak English but some are considered Limited English Proficient. CityLink continues to work collaboratively with the Abilene chapter of the International Rescue Committee (IRC) to identify trends of LEP persons moving to the City of Abilene. Having contacted the IRC within the last thirty (30) days, CityLink and IRC have determined the only nationality with 1,000 or more people are those of Hispanic descent. Program and service information is disseminated throughout the community in English and Spanish. CityLink provides travel training to clients of the IRC through the use of a translator as needed. The local school district also provides LEP services to their students in addition to higher education entities in the area.

Task 1. Step 4A: Identify community organizations.

LEP persons are served by many organizations within the Abilene community. Some of those organizations are as follows: International Rescue Committee, Abilene Independent School District and their adult continuing education ESL program, Hispanic Business Council of the Abilene Chamber of Commerce, and the Hispanic Leadership Council. In addition, the Abilene-Taylor County Public Health District serves a large number of LEP persons and, because of this, the agency employs multilingual staff members.

Task 1. Step 4B: Contact relevant community organizations.

CityLink maintains constant contact with the IRC to discuss issues related to providing needed transportation assistance to their clients and discusses resettlement issues involving public transportation. CityLink continues involvement with the Public Health District in order to provide fixed route and demand response services for their clients.

⁵ <https://data.abileneisd.org/Dashboard/EnrollmentByGroup.aspx>

Occasional outreach activities are attended by CityLink staff to offer information regarding public transportation. CityLink plans to increase these outreach efforts in the near future.

Task 1. Step 4C: Obtain information.

Information obtained from the IRC and the Public Health District indicates the largest LEP population is from the Spanish speaking or Hispanic culture. This information also reveals the destinations of interest are human service agencies, medical services, retail shopping areas, and various residential apartment communities.

CityLink currently serves all areas of interest through its fixed route system and demand response service. CityLink information of bus routes/schedules and ADA paratransit application has been translated into Spanish to assist those LEP individuals that require additional assistance.

Factor #2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2. Step 1: Review the relevant programs, activities, and services you provide.

As identified in Task 1, LEP individuals inquire about the use of public transportation and are affected by the services CityLink provides on a daily basis. Operational services include fixed route, ADA paratransit, MTP demand response, and our Evening Access to Jobs/Job Access Reverse Commute (JARC) demand response service. LEP individuals come into contact with CityLink through the daily use of the services in addition to our customer service/dispatch center, paratransit/demand response call center, and the administrative office. CityLink is also attempting to meet the needs of potential LEP persons traveling regionally by laying the foundation for intermodal facility planning through our regional coordination efforts. CityLink's target population for this project is not only citizens within the city, but passengers brought to Abilene by intercity bus and rural transportation providers.

Task 2. Step 2: Review information obtained from community organizations.

As noted in Task 1. Step 4C, information obtained from the IRC and the Public Health District reveals the destinations of interest are human service agencies, medical services, retail shopping areas, and various residential apartment communities. CityLink currently serves all areas of interest through its fixed route system and ADA complimentary paratransit services. Through the data obtained by partnering with the above listed organizations, CityLink has determined that LEP individuals access all of CityLink's operational services daily during its operational schedule which is Monday through Saturday 6:00 am through 12:00 am.

Task 2. Step 3: Consult directly with LEP persons.

During the travel training sessions that CityLink conducts with the IRC, destinations of interest, methods of accessing transportation services and fare structure are major points of information shared with LEP individuals. Throughout these sessions, CityLink utilizes IRC staff for translation as needed. CityLink staff informs LEP individuals of the availability of our interpretation

alternatives such as bilingual staff, printed information in Spanish and a Language Line service. CityLink inquires if other language assistance measures are required. According to information gathered thus far, these efforts are meeting the needs of LEP persons. If additional assistance is requested, CityLink will make every effort to ensure this need is met.

Factor #3: The importance to LEP persons of your program, activities, and services

Task 3. Step 1: Identify your agency's most critical services.

According to information obtained from area agencies assisting LEP persons, CityLink's public transportation system serves a vital role in the health and well-being of all people within our community. If language is a barrier to utilizing our transportation services, the consequences can be very severe by limiting access to health care, employment, and other essential resources for basic necessities. CityLink's critical services include our fixed route system, paratransit service, and the Evening Access to Jobs program. CityLink has determined that it is very critical to relay important information in means other than using the English language. This information includes: route and schedule information, fare structure, how to ride, accessing services, and safety and security announcements. CityLink ensures significant information is provided in Spanish or translated into other languages upon request.

Task 3. Step 2: Review input from community organizations and LEP persons.

As noted in Task 2, Steps 2 & 3, all of CityLink's critical services are of equal importance to persons with Limited English Proficiency. Concentrations of LEP persons do not frequent certain fixed routes but rather access all fixed routes. The IRC has informed us that the refugees or LEP persons they serve tend to reside in certain apartment complexes but this is due to the need to retain the closeness of the extended family unit because of the nature of their oppression. The locations of choice are selected due to the close proximity of fixed bus routes and retail shopping areas, not because of certain minority or LEP isolated areas.

Factor #4: The resources available to the recipient and costs.

Task 4. Step 1: Inventory language assistance measures currently being provided, along with associated costs.

Immediate translation services are usually provided to LEP persons by their family members. The IRC provides additional translation as required in addition to CityLink staff that are bilingual. The Language Line service, which is a telephone based interpretation service that features translation to/from 170+ languages, is also at the disposal of CityLink staff. For communication with the hearing impaired, CityLink possesses a Telecommunication Device for the Deaf (TDD). Important written information that is shared with CityLink passengers has been translated to Spanish, bus routes/schedules, ADA Complimentary Paratransit application and the Title VI policy statement, complaint forms and complaint process.

Task 4. Step 2: Determine what, if any, additional services are needed to provide meaningful access.

As noted in Task 2, Step 3, current measures are meeting the needs of LEP persons. Due to CityLink revising our fixed route system last year, route maps have been translated to Spanish. The route maps contain extensive information regarding how to access services and how to ride. All other pertinent information requiring translation has already been completed. As the situation arises, simple or single page notices are currently translated through CityLink staff. In the near future, CityLink will acquire a voice enunciation system for our fixed route buses. Language interpretation will be a consideration with this procurement.

Task 4. Step 3: Analyze your budget.

CityLink's budget is constrained by several factors such as normal operational costs and preventative maintenance. It is difficult to plan for additional language assistance measures due to the instability of future funding. CityLink will continue its efforts to utilize low cost LEP assistance available within our community and community organizations. CityLink has researched and pursued language assistance products and translation services developed and funded by local, regional, and state government agencies.

Task 4. Step 4: Consider cost effective practices for providing language services.

As noted in Task 4, Step 3, CityLink will continue its efforts to utilize low cost LEP assistance available within our community. The bilingual staff at CityLink plays a significant role in limiting the gaps in service for LEP persons. Without this measure being readily available, LEP costs would increase considerably. Future outreach activities have included efforts to reach additional volunteers for translation and interpretation services as well as becoming active in organizations that specifically provide assistance to LEP individuals.

Plan Implementation

Task 1: Identifying LEP individuals who need language assistance.

The information obtained through the four factor analysis indicates that a total of 18,300³ (16.7%²) residents in Abilene, TX over the age of five (5) responded that they speak a language other than English at home. Of this total, 15,135 (13.8%¹) of the total population reported speaking Spanish or Spanish Creole. Non-proficiency is defined as those who speak English either "not well" or "not at all". The languages spoken by LEP persons are listed as follows:

² *ibid.* Page 14.

⁶ U.S. Census Bureau, American FactFinder, *Selected Characteristics of the Native and Foreign-Born Populations*, Publication S0501.

- Spanish speaking: 15,135
 - Speak English less than "very well": 4,678
- Asian/Pacific Island languages: 1,067
 - Speak English less than "very well": 711
- Other Indo-European languages: 1,638
 - Speak English less than "very well": 517
- Other languages: 460
 - Speak English less than "very well": 329

Consultation with bus operators and customer service staff indicate almost daily contact with LEP persons speaking Spanish.

I SPEAK CARD link in LEP Guidance

GOAL #1: CityLink will monitor local, state, and federal reports for population trends in the Abilene area and within the city limits.

Factor #2: Service Frequency.

CityLink provides fixed route, paratransit, and demand response service throughout the City of Abilene. Eleven (11) of the system's nineteen (19) fixed routes serve the North side of the City which is heavily populated with people having a Hispanic, Latin, or Spanish background. Moreover, the paratransit and demand response service not only frequent the same area but also provides transportation services outside the minimum ¼ mile route boundary regularly and daily. Due to the broad geographic coverage of transit services provided within the city limits, CityLink is sufficiently and regularly transporting individuals who might speak a limited amount of English. See CityLink Route Map/Schedule – Attachment 1.

GOAL #1: CityLink will work closely with the Abilene Metropolitan Planning Organization (MPO) to continue monitoring residential trends, population densities, and local growth patterns.

GOAL #2: CityLink will poll ridership trends annually as they relate to race and other factors that will help keep staff aware of the effectiveness and availability of transit services under the overall Title VI program including the LEP Program.

GOAL #3: CityLink will continue reviewing transit routes and trip scheduling to ensure services are being made available and being communicated adequately to persons who primarily speak a language other than English.

Goal #4: CityLink will administer surveys and monitor customer comments and complaints to stay abreast of LEP passenger riding patterns. Leadership staff will also regularly communicate with drivers to identify LEP customer service needs.

Factor #3: Nature & Importance of Program.

The span of service at CityLink is as follows: Fixed Route Service is 6:15 a.m. – 6:15 p.m. Monday thru Friday and 7:15 a.m. – 6:15 p.m. on Saturday. Paratransit Service is 5:30 a.m. – 11:30 p.m. Monday thru Saturday. CityLink uses route maps, pictograms, and translation assistance to communicate with non-English speaking persons.

Paratransit Service at CityLink is two-fold, complementary and regular, which is utilized more often by LEP persons. While the complementary service is geared toward meeting the needs of disabled passengers who are unable to utilize the fixed route, regular paratransit service is available for seniors. All CityLink service is open to the general public.

GOAL #1: CityLink will triennially conduct two (2) focus groups (beginning 2012) to determine the best method in which CityLink should communicate service information and documentation with LEP persons. This will also enable CityLink staff to identify services most important to LEP passengers. All public involvement efforts will be documented and kept on file.

GOAL #2: CityLink will ensure route schedules are printed and distributed in English and Spanish.

GOAL #3: CityLink will ensure schedule changes, delays, detours, safety / security data, and emergency management information is translated, posted, and distributed in areas frequented by LEP persons.

GOAL #4: CityLink will attempt to hire qualified individuals who speak Spanish and other languages as an effort to help make overall communication with LEP persons more effective.

Factor #4: Resources and Costs.

When resources are available, CityLink collaborates with the International Rescue Committee to provide transitional assistance to refugees who come to Abilene, TX. LEP persons receive travel training which includes a free ride to places in which they will likely frequent (i.e. Wal-Mart, Downtown Post Office).

The Safe Harbor LEP Threshold of 5% or 1,000 individuals, whichever is less, will be followed. This information will become known as CityLink works with the Abilene MPO and International Rescue Committee.

CityLink will have to increase / monitor printing to ensure printed material will be available in a language(s) other than English. This includes letters, forms, notifications, and any other vital documents. Additionally, CityLink has bilingual staff to help interpret and facilitate customer phone calls, requests for service or information, and instructions. LEP customers are also invited to use a free Language Line Service for assistance. Information on how to utilize that service is provided to LEP persons when they contact the CityLink Office. See Attachment 2.

GOAL #1: Staff training to include history and awareness of the LEP Program. Their role as a Bus Operator will be reviewed during training but described in detail as focus groups, polls, and route sample information is collected.

GOAL #2: Include LEP program efforts in system planning, budgeting, and deliverables if/when relative.

GOAL #3: Make CityLink’s LEP Program and concept part of regular service operations. The actual plan and goals will be reviewed biannually to monitor progress and achievement.

Plan Implementation

CityLink Abilene’s current LEP Program efforts include:

- Multilingual staff
- Pictograms
- Notice to the public

CityLink Abilene’s LEP goals include those listed in the Four Factor Analysis section, continuation of current efforts, and the following:

- Multi-language announcements upon installation of newly purchased AVL system
- Language identification cards using “I Speak” cards
- Advertising in ethnic media
- Publish timetables and route maps in English and Spanish
- Vital documents will be printed in languages other than English

Conclusion

This document serves as CityLink Abilene’s analysis, goals, and implementation plan for passengers who primarily speak a language other than English. Current goals and efforts should not pose a financial burden on the agency; however, as more LEP persons move to the City of Abilene, TX, costs are certain to increase as our contact efforts increase.

The agency will update this document triennially to include new goals, technology, efforts, and means to further communicate with non-English speaking person within the community in which we provide transportation services.

Search

Topics Population, Economy	Geography Maps, Geographic Data	Library Infographics, Publications	Data Tools, Developers	About the Bureau Research, Surveys	Newsroom News, Events, Blogs
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State & County QuickFacts

Abilene (city), Texas

People QuickFacts	Abilene	Texas
Population, 2013 estimate	120,099	26,448,193
Population, 2012 estimate	119,842	26,060,796
Population, 2010 (April 1) estimates base	117,463	25,145,561
Population, percent change, April 1, 2010 to July 1, 2013	2.2%	5.2%
Population, percent change, April 1, 2010 to July 1, 2012	2.0%	3.6%
Population, 2010	117,063	25,145,561
Persons under 5 years, percent, 2010	7.5%	7.7%
Persons under 18 years, percent, 2010	23.4%	27.3%
Persons 65 years and over, percent, 2010	12.5%	10.3%
Female persons, percent, 2010	49.5%	50.4%
<hr style="border-top: 1px dashed black;"/>		
White alone, percent, 2010 (a)	75.5%	70.4%
Black or African American alone, percent, 2010 (a)	9.6%	11.8%
American Indian and Alaska Native alone, percent, 2010 (a)	0.7%	0.7%
Asian alone, percent, 2010 (a)	1.7%	3.8%
Native Hawaiian and Other Pacific Islander alone, percent, 2010 (a)	0.1%	0.1%
Two or More Races, percent, 2010	3.3%	2.7%
Hispanic or Latino, percent, 2010 (b)	24.5%	37.6%
White alone, not Hispanic or Latino, percent, 2010	62.4%	45.3%
<hr style="border-top: 1px dashed black;"/>		
Living in same house 1 year & over, percent, 2008-2012	75.9%	82.6%
Foreign born persons, percent, 2008-2012	6.0%	16.3%
Language other than English spoken at home, pct age 5+, 2008-2012	16.7%	34.6%
High school graduate or higher, percent of persons age 25+, 2008-2012	82.3%	80.8%
Bachelor's degree or higher, percent of persons age 25+, 2008-2012	22.4%	26.3%
Veterans, 2008-2012	10,713	1,611,660
Mean travel time to work (minutes), workers age 16+, 2008-2012	15.0	24.9
Housing units, 2010	47,783	9,977,436
Homeownership rate, 2008-2012	57.9%	63.9%
Housing units in multi-unit structures, percent, 2008-2012	20.9%	24.1%
Median value of owner-occupied housing units, 2008-2012	\$92,900	\$128,000
Households, 2008-2012	42,124	8,782,598
Persons per household, 2008-2012	2.51	2.80
Per capita money income in past 12 months (2012 dollars), 2008-2012	\$21,206	\$25,809
Median household income, 2008-2012	\$41,631	\$51,563
Persons below poverty level, percent, 2008-2012	18.8%	17.4%
<hr style="border-top: 1px dashed black;"/>		
Business QuickFacts	Abilene	Texas
Total number of firms, 2007	10,337	2,164,852
Black-owned firms, percent, 2007	S	7.1%
American Indian- and Alaska Native-owned firms, percent, 2007	S	0.9%

Asian-owned firms, percent, 2007	S	5.3%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	0.1%
Hispanic-owned firms, percent, 2007	S	20.7%
Women-owned firms, percent, 2007	21.9%	28.2%

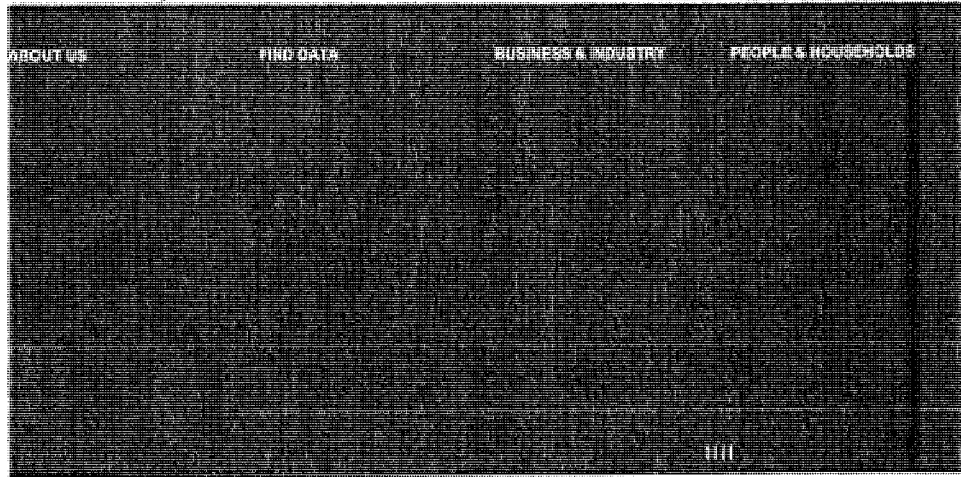
Manufacturers shipments, 2007 (\$1000)	D	593,541,502
Merchant wholesaler sales, 2007 (\$1000)		987,951 424,238,194
Retail sales, 2007 (\$1000)		1,897,214 311,334,781
Retail sales per capita, 2007		\$16,334 \$13,061
Accommodation and food services sales, 2007 (\$1000)	D	42,054,592

Geography QuickFacts	Abilene	Texas
Land area in square miles, 2010	106.79	261,231.71
Persons per square mile, 2010	1,096.2	96.3
FIPS Code	01000	48
Counties		

(a) Includes persons reporting only one race.
 (b) Hispanics may be of any race, so also are included in applicable race categories.

D: Suppressed to avoid disclosure of confidential information
 F: Fewer than 25 firms
 FN: Footnote on this item for this area in place of data
 NA: Not available
 S: Suppressed; does not meet publication standards
 X: Not applicable
 Z: Value greater than zero but less than half unit of measure shown

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, County Business Patterns, Economic Census, Survey of Business Owners, Building Permits, Census of Governments
 Last Revised: Tuesday, 08-Jul-2014 08:48:02 EDT





DP-1

Profile of General Population and Housing Characteristics: 2010

2010 Demographic Profile Data

NOTE: For more information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/dpsf.pdf>.

Geography: Abilene city, Texas

Subject	Number	Percent
SEX AND AGE		
Total population	117,063 ^(r49458)	100.0
Under 5 years	8,733	7.5
5 to 9 years	7,537	6.4
10 to 14 years	6,980	6.0
15 to 19 years	8,936	7.6
20 to 24 years	13,410	11.5
25 to 29 years	10,215	8.7
30 to 34 years	7,498	6.4
35 to 39 years	6,610	5.6
40 to 44 years	6,532	5.6
45 to 49 years	7,444	6.4
50 to 54 years	7,228	6.2
55 to 59 years	6,248	5.3
60 to 64 years	5,032	4.3
65 to 69 years	3,919	3.3
70 to 74 years	3,372	2.9
75 to 79 years	2,975	2.5
80 to 84 years	2,236	1.9
85 years and over	2,158	1.8
Median age (years)	31.7	(X)
16 years and over	92,421	78.9
18 years and over	89,659	76.8
21 years and over	81,974	70.0
62 years and over	17,548	15.0
65 years and over	14,660	12.5
Male population	59,107	50.5
Under 5 years	4,499	3.8
5 to 9 years	3,841	3.3
10 to 14 years	3,526	3.0
15 to 19 years	4,412	3.8
20 to 24 years	7,160	6.1
25 to 29 years	5,585	4.8
30 to 34 years	4,118	3.5
35 to 39 years	3,612	3.1
40 to 44 years	3,461	3.0
45 to 49 years	3,886	3.3
50 to 54 years	3,833	3.1
55 to 59 years	3,038	2.6
60 to 64 years	2,370	2.0
65 to 69 years	1,754	1.5
70 to 74 years	1,476	1.3

Subject	Number	Percent
75 to 79 years	1,213	1.0
80 to 84 years	842	0.7
85 years and over	631	0.6
Median age (years)	30.6	(X)
16 years and over	46,514	39.7
18 years and over	45,155	38.6
21 years and over	41,342	35.3
62 years and over	7,332	6.3
65 years and over	5,966	5.1
Female population	57,956	49.5
Under 5 years	4,234	3.6
5 to 9 years	3,696	3.2
10 to 14 years	3,454	3.0
15 to 19 years	4,524	3.9
20 to 24 years	6,250	5.3
25 to 29 years	4,630	4.0
30 to 34 years	3,380	2.9
35 to 39 years	2,998	2.6
40 to 44 years	3,071	2.6
45 to 49 years	3,558	3.0
50 to 54 years	3,595	3.1
55 to 59 years	3,210	2.7
60 to 64 years	2,662	2.3
65 to 69 years	2,165	1.8
70 to 74 years	1,896	1.6
75 to 79 years	1,762	1.5
80 to 84 years	1,394	1.2
85 years and over	1,477	1.3
Median age (years)	33.1	(X)
16 years and over	45,907	39.2
18 years and over	44,504	38.0
21 years and over	40,632	34.7
62 years and over	10,216	8.7
65 years and over	8,694	7.4
RACE		
Total population	117,063 ^(r49458)	100.0
One Race	113,171	96.7
White	88,352	75.5
Black or African American	11,209	9.6
American Indian and Alaska Native	797	0.7
Asian	1,952	1.7
Asian Indian	202	0.2
Chinese	274	0.2
Filipino	505	0.4
Japanese	94	0.1
Korean	152	0.1
Vietnamese	138	0.1
Other Asian [1]	587	0.5
Native Hawaiian and Other Pacific Islander	111	0.1
Native Hawaiian	21	0.0
Guamanian or Chamorro	59	0.1
Samoan	8	0.0
Other Pacific Islander [2]	23	0.0
Some Other Race	10,750	9.2

Subject	Number	Percent
Two or More Races	3,892	3.3
White; American Indian and Alaska Native [3]	581	0.5
White; Asian [3]	515	0.4
White; Black or African American [3]	1,000	0.9
White; Some Other Race [3]	995	0.8
Race alone or in combination with one or more other		
races: [4]		
White	91,716	78.3
Black or African American	12,731	10.9
American Indian and Alaska Native	1,601	1.4
Asian	2,756	2.4
Native Hawaiian and Other Pacific Islander	259	0.2
Some Other Race	12,148	10.4
HISPANIC OR LATINO		
Total population	117,063 ^(r49458)	100.0
Hispanic or Latino (of any race)	28,666	24.5
Mexican	22,897	19.6
Puerto Rican	569	0.5
Cuban	107	0.1
Other Hispanic or Latino [5]	5,093	4.4
Not Hispanic or Latino	88,397	75.5
HISPANIC OR LATINO AND RACE		
Total population	117,063 ^(r49458)	100.0
Hispanic or Latino	28,666	24.5
White alone	15,336	13.1
Black or African American alone	571	0.5
American Indian and Alaska Native alone	349	0.3
Asian alone	87	0.1
Native Hawaiian and Other Pacific Islander alone	17	0.0
Some Other Race alone	10,613	9.1
Two or More Races	1,693	1.4
Not Hispanic or Latino	88,397	75.5
White alone	73,016	62.4
Black or African American alone	10,638	9.1
American Indian and Alaska Native alone	448	0.4
Asian alone	1,865	1.6
Native Hawaiian and Other Pacific Islander alone	94	0.1
Some Other Race alone	137	0.1
Two or More Races	2,199	1.9
RELATIONSHIP		
Total population	117,063 ^(r49458)	100.0
In households	107,471	91.8
Householder	43,612	37.3
Spouse [6]	19,960	17.1
Child	30,279	25.9
Own child under 18 years	23,586	20.1
Other relatives	6,648	5.7
Under 18 years	3,204	2.7
65 years and over	648	0.6
Nonrelatives	6,972	6.0
Under 18 years	446	0.4
65 years and over	174	0.1
Unmarried partner	2,625	2.2
In group quarters	9,592 ^(t27072)	8.2
Institutionalized population	5,306	4.5
Male	4,682	4.0

Subject	Number	Percent
Female	624	0.5
Noninstitutionalized population	4,286	3.7
Male	2,336	2.0
Female	1,950	1.7
HOUSEHOLDS BY TYPE		
Total households	43,612	100.0
Family households (families) [7]	27,923	64.0
With own children under 18 years	12,675	29.1
Husband-wife family	19,960	45.8
With own children under 18 years	8,089	18.5
Male householder, no wife present	1,991	4.6
With own children under 18 years	1,059	2.4
Female householder, no husband present	5,972	13.7
With own children under 18 years	3,527	8.1
Nonfamily households [7]	15,689	36.0
Householder living alone	12,496	28.7
Male	5,602	12.8
65 years and over	1,113	2.6
Female	6,894	15.8
65 years and over	3,200	7.3
Households with individuals under 18 years	14,412	33.0
Households with individuals 65 years and over	10,334	23.7
Average household size	2.46	(X)
Average family size [7]	3.04	(X)
HOUSING OCCUPANCY		
Total housing units	47,783	100.0
Occupied housing units	43,612	91.3
Vacant housing units	4,171	8.7
For rent	2,039	4.3
Rented, not occupied	97	0.2
For sale only	506	1.1
Sold, not occupied	162	0.3
For seasonal, recreational, or occasional use	218	0.5
All other vacants	1,149	2.4
Homeowner vacancy rate (percent) [8]	2.0	(X)
Rental vacancy rate (percent) [9]	9.8	(X)
HOUSING TENURE		
Occupied housing units	43,612	100.0
Owner-occupied housing units	24,947	57.2
Population in owner-occupied housing units	63,076	(X)
Average household size of owner-occupied units	2.53	(X)
Renter-occupied housing units	18,665	42.8
Population in renter-occupied housing units	44,395	(X)
Average household size of renter-occupied units	2.38	(X)
(r49458)	This count has been revised. Revised count: 117,463 Revision date: 10-24-2012 For more information, see 2010 Census Count Question Resolution.	
(r27072)	This count has been revised. Revised count: 9,992 Revision date: 10-24-2012 For more information, see 2010 Census Count Question Resolution.	

X Not applicable.

[1] Other Asian alone, or two or more Asian categories.

[2] Other Pacific Islander alone, or two or more Native Hawaiian and Other Pacific Islander categories.

[3] One of the four most commonly reported multiple-race combinations nationwide in Census 2000.

[4] In combination with one or more of the other races listed. The six numbers may add to more than the total population, and the six percentages may add to more than 100 percent because individuals may report more than one race.

[5] This category is composed of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South American countries. It also includes general origin responses such as "Latino" or "Hispanic."

[6] "Spouse" represents spouse of the householder. It does not reflect all spouses in a household. Responses of "same-sex spouse" were edited during processing to "unmarried partner."

[7] "Family households" consist of a householder and one or more other people related to the householder by birth, marriage, or adoption. They do not include same-sex married couples even if the marriage was performed in a state issuing marriage certificates for same-sex couples. Same-sex couple households are included in the family households category if there is at least one additional person related to the householder by birth or adoption. Same-sex couple households with no relatives of the householder present are tabulated in nonfamily households. "Nonfamily households" consist of people living alone and households which do not have any members related to the householder.

[8] The homeowner vacancy rate is the proportion of the homeowner inventory that is vacant "for sale." It is computed by dividing the total number of vacant units "for sale only" by the sum of owner-occupied units, vacant units that are "for sale only," and vacant units that have been sold but not yet occupied; and then multiplying by 100.

[9] The rental vacancy rate is the proportion of the rental inventory that is vacant "for rent." It is computed by dividing the total number of vacant units "for rent" by the sum of the renter-occupied units, vacant units that are "for rent," and vacant units that have been rented but not yet occupied; and then multiplying by 100.

Source: U.S. Census Bureau, 2010 Census.

CITYLINK TRANSIT PUBLIC PARTICIPATION PLAN

Introduction

This document will serve as the Public Participation Plan for CityLink Transit. This Public Participation Plan outlines the process for providing the public and interested parties with reasonable opportunities to be involved in the transportation planning process.

The purpose of the Public Participation Plan is to ensure that CityLink Transit utilizes effective means of providing information and receiving public input on transportation decisions from all citizens including low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations. Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

Demographics/History

CityLink Transit is the public transportation provider for the city of Abilene Texas. CityLink Transit's service area includes the city limits of Abilene Texas which covers approximately 100 square miles. According to the 2010 Census, the population of Abilene Texas is 117,063. Due to the population size, CityLink Transit is considered a small urban transit provider. Because of the consistency and low growth rate of the community, CityLink Transit does not experience the need for many changes to its transit system or fare structure. The last major change that CityLink undertook was the revision of its fixed route structure which was implemented January 2010. Prior to this change, the fixed route system remained constant for over two decades. CityLink's fare structure was last changed in 2007. Public hearings were held in conjunction with these changes to garner public opinion. The viewpoints from the public were taken into consideration prior to implementing the modifications.

Opportunities for Public Participation/Process of Change

Throughout the year, CityLink Transit welcomes comments by riders and other members of the public. Comments are recorded and accumulated for consideration at the time of the development of draft proposals for change or system improvements. Comments related to service changes including requests for new route or other services are accumulated for consideration in planning activities.

CityLink, the City of Abilene Public Works department, and the CityLink ADA Advisory Board participate in review of adopted short and long range plans to identify the range of viable possibilities related to services and to cost recovery through fares. Research of the options and of the policy context is completed.

CityLink staff develops draft proposals for changes in services or fare based upon consideration of public comment, City policy and other direction. CityLink management brings their expertise in developing

options and in analyzing the viability of the options. Recommendations are provided to the City for evaluation and consideration.

The draft changes are circulated to the City staff for comment. The public is encouraged to participate through a series of public meetings. CityLink staff considers the comments received and prepares suitable revisions to incorporate appropriate public and agency comments. The revised changes are transmitted to the ADA Advisory Board and the City staff.

The revised draft changes are reviewed to identify the need for action within the City Budget process. The changes are submitted into the budget development process for consideration and incorporated in the annual budget and longer term capital and equipment budgets. The proposed changes are reviewed in the City's multi-stage budget development process and included in the public workshops and formal public hearings on the annual budget. Public comment is invited, and any changes are communicated to CityLink for incorporation into the transit planning process.

CityLink conducts a public hearing/meeting when a fare increase or major service reduction is proposed. "Major service reduction is defined as a reduction which reduces service hours and/or service miles by 25% on any individual route." A determination is made related to each proposed change as to the appropriate timing on the public hearing. If service changes are temporary in nature for evaluation for the proposal, the hearing will be held after the pilot period and the evaluation is completed. For changes in fares or significant service changes, the hearing will be held prior to initiation of action. If the service changes or schedule modifications are deemed to be minor, the changes can go forward without City Council action and CityLink may implement. CityLink then completes the hearing, considers the comments received, and makes final recommendations to the City Council. The City Council may choose to act on the staff recommendations or wish to hold additional public hearings.

After the final approval process by CityLink and City Council, notification of the change is published in transit vehicles and at the Central Transfer Station.

CityLink holds quarterly ADA Advisory Board meetings to review topics such as transit system operational statistics, ADA policies, and status of funding. These Board meetings are conducted as public hearings and follow the Texas Open Meetings Act. Advertisements for these hearings are published in a manner to obtain public input from all interested parties including minorities and LEP persons. The notices are published in the Abilene Reporter-News and Hispanic Life, a minority owned publication. Within these advertisements, notices are posted providing instructions for persons seeking special accommodations to attend such meetings. Meetings are conducted at the CityLink facility which provides reasonable accommodations for persons with disabilities. In addition, the CityLink facility is accessible by our fixed route bus service for those that may be of low income or minorities. Minutes of these meetings are captured by audio recording device and later recorded as written minutes. Anyone wishing to access the audio recording or written minutes can do so under the Texas Open Meetings Act.

Integration with Planning Agencies and other Community Organizations

CityLink participates in various transportation planning functions within the community. Through these partnerships, public participation is solicited and welcomed. Not only does CityLink consult with the City of Abilene, it also has close involvement with the Abilene Metropolitan Planning Organization to accomplish short and long range transportation planning through committee membership at Technical Advisory Committee and participation at the Policy Board meetings. These meetings are conducted as public hearings and follow the Texas Open Meetings Act. Advertisements for these hearings are published in a manner to obtain public input from all interested parties including minorities and LEP persons. Within these advertisements, notices are posted providing instructions for persons seeking special accommodations to attend such meetings. Inclusion in the Abilene MPO Public Involvement Process is one avenue to gather public input.

CityLink staff also has an active role in the regional coordination efforts through participation in the West Central Texas Regional Coordination Committee specifically the Steering Committee and attendance at the Stakeholder meetings. The West Central Texas Regional Coordination Committee is charged with developing a new Regional Coordination Transportation Plan that will be completed within the next couple of months. All of the Regional Coordination meetings are conducted as public hearings and follow the Texas Open Meetings Act. Advertisements for these hearings are published in a manner to obtain public input from all interested parties including minorities and LEP persons. Within these advertisements, notices are posted providing instructions for persons seeking special accommodations to attend such meetings. CityLink has initiated participation in various business expositions and university orientations to seek further public participation.

Summary

All of the aforementioned public participation opportunities that are considered public hearings are conducted in a manner that offers public involvement such as locations, meeting times, and special accommodations. Public meeting notices are posted for no less than 72 hours prior to any meeting and are advertised in the local media, minority publications, City Hall, agency offices and electronically through agency websites.

CityLink's goal for public participation is to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.



Attachment A



Title VI Policy Statement

Abilene CityLink Transit (CityLink) 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.

Toward this end, it is CityLink's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with Limited English proficiency (LEP)
- Provide customers language assistance, at no cost

The General Manager, management, and all employees share the responsibility for carrying out CityLink's commitment to Title VI. The Title VI staff is responsible for the day-to-day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process.

For additional information on CityLink's nondiscrimination obligations, please contact:

General Manager

c/o CityLink Transit, 1189 S. 2nd St.

Abilene, TX 79602

phone: 325-676-6287

e-mail: citylink@abilenetx.com



Attachment B



**Título VI Declaración de la Política
Abilene CityLink Transit
(CityLink)**

Abilene CityLink Transit (CityLink) se compromete a garantizar que ninguna persona sea excluida de participar o negado 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 1964, en su versión modificada.

Con este fin, es el objetivo de CityLink a:

- Asegúrese de que el nivel y la calidad del servicio de transporte se ofrece sin distinción de familia, color u origen nacional
- Identificar y abordar, en su caso, desproporcionadamente altos y adversos en la salud y el medio ambiente, incluidos los efectos sociales y económicos de los programas y actividades en las poblaciones minoritarias y de bajos ingresos
- Promover la participación plena y equitativa de todas las poblaciones afectadas en la toma de decisiones de transporte
- Evitar la negación, reducción o retraso en los beneficios relacionados con los programas y actividades que se benefician las poblaciones minoritarias o de las poblaciones de bajos ingresos
- Garantizar un acceso significativo a los programas y actividades de las personas con capacidad limitada de Inglés (LEP)
- Proporcionar asistencia lingüística clientes, sin costo

El director general, la administración y los empleados comparten la responsabilidad de llevar a cabo el compromiso de CityLink al Título VI. El personal del Título VI es responsable de la operación del día a día del programa, y recibe e investiga quejas del Título VI que pasan por el proceso de los procedimientos de queja. Para obtener información adicional sobre las obligaciones de no discriminación de CityLink, por favor póngase en contacto con:

Gerente General
c / o CityLink Tránsito, 1189 S. 2nd St.
Abilene, TX 79602
Teléfono: 325-676-6287
e-mail: citylink@abilenetx.com

**Title VI Complaint Form
Abilene CityLink Transit (CityLink)
Office of Compliance**

Abilene CityLink Transit (CityLink) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with CityLink 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 CityLink General Manager by calling 325-676-6403. The completed form must be returned to:

CityLink
General Manager
1189 South 2nd St
Abilene, TX 79602

Name:	
Address:	City, State, ZIP:
Phone:	Alt Phone:
Person(s) Discriminated against (if someone other than complainant):	
Person (1):	
Address:	City, State, ZIP
Phone:	Alt Phone:
Person (2):	
Address:	City, State, ZIP
Phone:	Alt Phone:

If there are additional persons, please use the back of this form to include their information.

Which of the following best describes the reason for the alleged discrimination? (Check one)

- RACE
- COLOR
- NATIONAL ORIGIN (LIMITED ENGLISH PROFICIENCY)

_____ Date of Incident

_____ Time of Incident

Attachment C

Please describe the alleged discrimination incident. Provide the names and titles of all CityLink employees responsible. Explain what happened, whom you believe was responsible, and other specific relevant information. Please use the next page of this form if additional space is required.

Have you filed a complaint with any other federal, state or local agencies? (Check one)

Yes

No

If so, please list agency / agencies and contact information below:

Agency (1):	Contact:
Address:	City, State, ZIP
Phone:	Alt Phone:
Agency (2):	Contact:
Address:	City, State, ZIP
Phone:	Alt Phone:

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

Complainant's Signature

Date

Printed Name of Complainant

Received By

Date Received

**Formulario de Quejas del Título VI
Abilene CityLink Transit (CityLink)
Oficinal de Cumplimiento**

Abilene CityLink Transit (CityLink) está comprometido con una política de no discriminación en el ejercicio de su actividad, incluyendo las responsabilidades del Título VI, así como a la prestación de servicios de transporte equitativos y accesibles. Cualquier persona que cree que él o ella ha sido objeto de discriminación bajo el Título VI sobre la base de raza, color u origen nacional puede presentar una queja del Título VI con CityLink dentro de los 180 días siguientes a 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 Gerente General CityLink llamando al 325-676-6403. El formulario completo debe ser devuelto a:

CityLink
General Manager
1189 South 2nd St
Abilene, TX 79602

Nombre:	
Dirección:	Ciudad, estado, código postal:
Teléfono:	Alt Teléfono:
Persona (s) Discriminadas (si alguien que no sea autor):	
Nombre (1):	
Dirección:	Ciudad, estado, código postal:
Teléfono:	Alt Teléfono:
Nombre (2):	
Dirección:	Ciudad, estado, código postal:
Teléfono:	Alt Teléfono:

Si hay personas adicionales, por favor, utilice el reverso de este formulario para incluir su información.

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

- RAZE
- COLOR
- ORIGEN NACIONAL (LIMITED EN INGLÉS)

Fecha del incidente

Hora del incidente

Attachment D

Por favor describa el supuesto incidente de discriminación. Proporcionar los nombres y títulos de todos los empleados de CityLink responsables. Explique lo que pasó, quien considera que fue responsable, y otra información específica pertinente Utilice el reverso de este formulario si necesita más espacio.

¿Ha presentado una denuncia ante cualquier otra agencia federal, estatal o local? (Marque uno)

Sí Not

Si es así, indique la agencia / agencias y la información de contacto a continuación:

Agencia (1):	Contact:
Dirección:	Ciudad, estado, código postal:
Teléfono:	Alt Teléfono:
Agencia (2):	Póngase en contacto con:
Dirección:	Ciudad, estado, código postal:
Teléfono:	Alt Teléfono:

Afirmo que he leído por encima de la carga y es verdad al mejor de mi conocimiento.

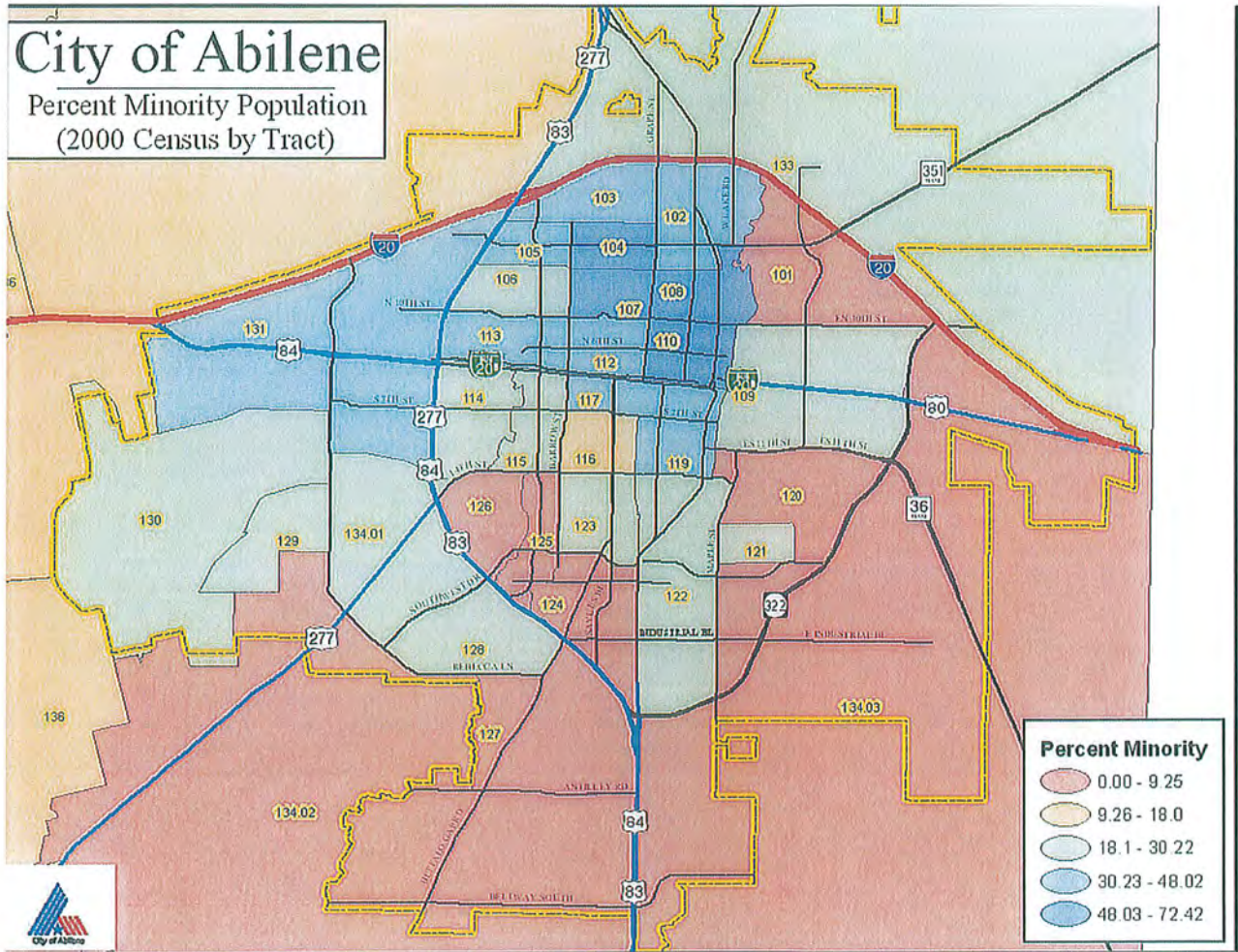
Firma del Reclamante

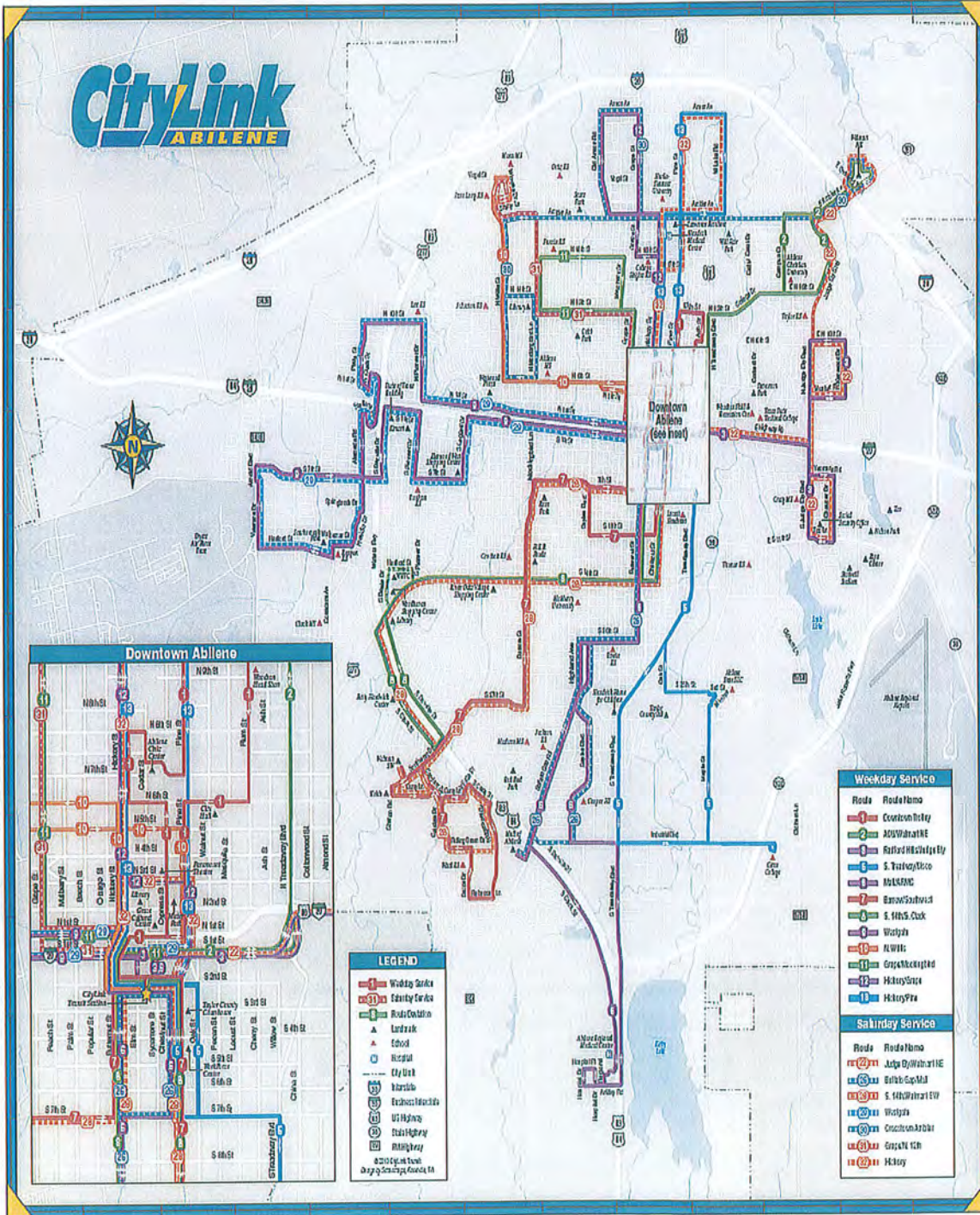
Fecha

Nombre impreso del Demandante

Recibido por

Fecha de Recepción





- | | |
|--|------------------------|
| <input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> Խոսողո՞ւմ ե՞սք հնչո՞ւմ կառավրե՞ք այս քառակուսում, եթե խոսո՞ւմ կա՞մ կարդո՞ւմ եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> ល្អប្រសើរណាស់ប្រសិនបើ លើកកម្ពស់ ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

- Cocher ici si vous lisez ou parlez le français. 13. French
- Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. 14. German
- Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. 15. Greek
- Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. 16. Haitian Creole
- अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। 17. Hindi
- Kos lub voj no yog koj paub twm thiab hais lus Hmoob. 18. Hmong
- Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. 19. Hungarian
- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. 20. Ilocano
- Marchi questa casella se legge o parla italiano. 21. Italian
- 日本語を読んだり、話せる場合はここに印を付けてください。 22. Japanese
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. 23. Korean
- ໃຫ້ໝາຍໃສ່ຂ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. 24. Laotian
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. 25. Polish

- Assinale este quadrado se você lê ou fala português. 26. Portuguese
- Însemnați această căsuță dacă citiți sau vorbiți românește. 27. Romanian
- Поставьте этот квадратик, если вы читаете или говорите по-русски. 28. Russian
- Обележите овај квадратик уколико читате или говорите српски језик. 29. Serbian
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. 30. Slovak
- Marque esta casilla si lee o habla español. 31. Spanish
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. 32. Tagalog
- ให้ทำเครื่องหมายลงในช่องว่างด้านหน้าหรือทุกภาษาไทย. 33. Thai
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. 34. Tongan
- Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. 35. Ukrainian
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ 36. Urdu
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. 37. Vietnamese
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. 38. Yiddish



APLICACIÓN PARA SERVICIO DE PARATRÁNSITO

La ley de Estadounidenses para Personas con Discapacidades de 1990 (ADA) es una ley de derechos civiles que prohíbe la discriminación contra las personas con discapacidades. Conjunto con las condiciones del ADA, agencias de transporte deben proporcionar un sistema comparable de tránsito para personas con discapacidades que no pueden utilizar el sistema regular de rutas fijas.

Si usted tiene una discapacidad que le impide el uso del autobús de ruta fija, algunos o todos a la vez, puede ser elegible para el servicio CityLink Para-transporte. Para poder cualificar para el servicio de CityLink Para-transporte, es necesario completar la siguiente aplicación.

Elegibilidad está determinada por estos factores:

1. Capacidad del individuo para llegar a la parada de autobús
2. La capacidad del individuo para subir o bajarse del autobús
3. Capacidad cognitiva para navegar el sistema de autobuses de rutas fijas
4. Barreras ambientales (como la falta de rampas o banquetas)

Problemas operacionales de CityLink no se utilizan para determinar la elegibilidad, incluyendo:

1. Edad de maquinaria
2. Distancia de la parada de autobús
3. Falta de servicio de autobús
4. Congestión del autobús
5. Conveniencia

CityLink paratransito es un servicio de pre-reservación, viaje compartido y de acera a acera. El área de servicio se define desde $\frac{3}{4}$ de una milla a cada lado de una ruta fija de autobús existente. Viajes de servicio Paratransito son más especializados a comparación de los servicios de autobús de la ruta fija, y por lo tanto, la estructura de tarifas es diferente. Las tarifas actuales son entre \$1.50 y \$2.25 por cada viaje de ida y venida.

Toda la información se mantiene confidencial. Una vez que se recopila la información necesaria para hacer una determinación de elegibilidad, CityLink le responderá por correo dentro de 21 días de calendario. Si ocupamos más de 21 días para completar el proceso, recibirá elegibilidad presunta hasta que se complete el proceso de solicitud. Si es determinado que no es elegible para el servicio de paratransito ADA, usted puede apelar la decisión con la presentación de una solicitud por escrito a CityLink dentro de 60 días después de haber recibido su carta de rechazo. Es importante que se completen todas las partes de la aplicación. Si la aplicación no está completa, se le regresara a usted y retrasará el proceso de solicitud. Usted puede mandar un e-mail con sus preguntas a citylink@abilenetx.com o llamar al 325-676-6287.

Por favor mande su aplicación:

CityLink
1189 S 2 ND
Abilene, Texas 79602
Teléfono: 325-676-6287
Fax: 325-676-6407

Sección 1 información PERSONAL (completado por el solicitante)

Apellido: _____ MI: _____ Nombre: _____

Dirección Física: _____

Ciudad: _____ Estado: _____ Código postal: _____

Dirección postal (si es diferente): _____

Ciudad: _____ Estado: _____ Código Postal: _____

Teléfono de casa: ____ (____) _____ Teléfono: ____ (____) _____

Fecha de nacimiento: _____ Sexo: Masculino: _____ Femenino: _____

Dirección de correo electrónico: _____

INFORMACIÓN DE CONTACTO DE EMERGENCIA SECCIÓN 2

Apellido: _____ Primer nombre: _____ MI: _____

Relación: _____

Teléfono de día: (____) _____ Teléfono de noche: (____) _____

SECCIÓN 3 INFORMACIÓN DE MOVILIDAD

1. ¿Cuál de estas ayudas de movilidad, comunicación o equipo usas para ayudarte a donde tienes que ir? (Por favor marque todas las que aplican)

- | | | |
|---|--|------------------------------------|
| <input type="checkbox"/> Ninguno | <input type="checkbox"/> Animal de servicio | <input type="checkbox"/> Rodillera |
| <input type="checkbox"/> Caña | <input type="checkbox"/> Bastón blanco | <input type="checkbox"/> Oxígeno |
| <input type="checkbox"/> Silla de ruedas manual | <input type="checkbox"/> Silla de ruedas accionado | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Scooter motorizado | <input type="checkbox"/> Muletas | |
| <input type="checkbox"/> Prótesis u otro: (especifique) _____ | | |

2. ¿Con o sin el uso de las ayudas de movilidad, cuántas cuadras podría recorrer?
 Menos de 2 cuadras 2 a 4 cuadras más de 4 cuadras

3. ¿Si pudiera usar la ruta regular fija, necesitaría un asistente de Cuidado Personal (PCA) con usted?
 Siempre A veces No

4. ¿Ha participado en algún viaje de entrenamiento para aprender a usar el autobús regular?
 Sí No

5. ¿Le gustaría aprender a usar el autobús regular? Sí No

Attachment H

6. Por Favor explique las condiciones que le impiden el uso del servicio de ruta fija. (Ejemplo: zonas sin pavimento o rampas adecuadas, distancia a las paradas, condiciones de salud)

SECCIÓN 4 COMPRENSIÓN DE SOLICITUD

Entiendo que el propósito de esta solicitud es para determinar si yo el solicitante, soy elegible para usar el servicio de CityLink ADA Para-transporte en acuerdo a las condiciones de americanos con discapacidades. Entiendo que la solicitud no puede ser procesada si no está completa. Entiendo que es posible que un representante de CityLink necesite hablar conmigo o verme durante el proceso de evaluación para clarificar u obtener más información.

Entiendo que toda la información se mantendrá confidencial; Sólo la información requerida será compartida con los que realicen el servicio.

Entendido que el proceso de solicitud se puede tardar hasta 21 días desde el momento en que Citylink recibe una solicitud completa. Si mi solicitud es regresada para aclaración o información adicional, esto puede retrasar el proceso. Al terminar el proceso, recibiré notificación de la determinación de elegibilidad por correo.

Yo certifico que la información sometida en esta solicitud es verdadera y correcta a lo mejor de mi conocimiento. Entiendo que la falsificación de información puede resultar en la negación de servicios, así como la pena bajo la ley.

Firma: _____

fecha: _____

Firma: _____

fecha: _____

(Tutor/persona que ayudó con esta aplicación)

Relación al solicitante: _____

La siguiente sección debe ser completada por un profesional médico (médico, enfermera, terapeuta, trabajador social o especialista)

El individuo que le ha pedido revisar y firmar esta solicitud está solicitando servicios CityLink Para-transporte. Los servicios de ADA paratransito son intencionados para los viajes que el individuo no puede tomar en el sistema regular de autobús público debido a su discapacidad. Por favor complete la siguiente evaluación. NO UTILICE ABREVIATURAS O CÓDIGOS.

SECCIÓN 5 EVALUACIONES DE VERIFICACIÓN PROFESIONAL

1. ¿Cuál es la naturaleza de la discapacidad o condición que afecta la capacidad del individuo a utilizar el sistema de autobuses de rutas fijas? (marque las que apliquen)

A. Condiciones médicas generales

- Ninguno
- Cáncer
- Insuficiencia renal
- Respiratoria
- VIH/SIDA
- Diabetes
- Otros: _____

B. Condiciones comunes de huesos

- Ninguno
- Amputación de:
- Hueso roto:
- Artritis
- Osteo-artritis
- Artritis reumatoide
- Otros: _____

E. Condiciones del cerebro, los nervios o musculares

- Ninguno
- Enfermedad de Alzheimer / demencia
- Lesión cerebral
- Parálisis cerebral
- Epilepsia
- Hemiplejía
- Esclerosis múltiple
- Distrofia muscular
- Accidente cerebrovascular
- Tetraplejía
- Otros: _____

F. Condiciones circulatorias y del corazón

- Ninguno
- Angina de pecho
- Ataque al corazón
- Cirugía cardíaca
- Edema
- Insuficiencia cardíaca congestiva
- Enfermedad vascular periférica
- Presión arterial alta
- Otros: _____

G. Condiciones de respiración y los pulmones

- Ninguno
- Asma
- Enfermedad pulmonar obstructiva crónica (EPOC)
- Fibrosis quística
- Enfisema
- Cáncer de pulmón
- Otros: _____

H. Condiciones de visión/audición/discurso

- Ninguno
- Afasia
- Cataratas
- Glaucoma
- Totalmente ciego
- Retinopatía diabética
- Sordo
- Problemas de audición
- Otros: _____

I. Condiciones de desarrollo Mental

- Ninguno
- Autismo
- Psicosis
- Discapacidades de desarrollo Suave Moderada Severa
- Retraso mental
- Otros: _____

2. ¿Considera la condición del individuo permanente o discapacidad temporal?

Sí No

¿En caso afirmativo, cuándo espera el remedio?

3. ¿El individuo requiere un asistente de cuidado personal (PCA) para acompañarlos en los viajes?

Sí No

4. Por Favor explique con detalle las razones por las cuales el solicitante no está físicamente o mentalmente capaz de caminar a la parada del autobús para usar la ruta de autobús regular.

5. ¿Cuánto tiempo han tratado el solicitante? _____

Nombre del asistente medico profesional o la agencia: _____

Persona completando la verificación: _____

Domicilio de negocio: _____

Teléfono de negocio: _____

Firma del profesional cualificado: _____

Fecha: _____

PARA SER COMPLETADO POR EL DEPARTAMENTO DE CERTIFICACIÓN CITYLINK

Date received: _____		Date reviewed: _____	
<input type="checkbox"/> Approved	<input type="checkbox"/> Denied	<input type="checkbox"/> Returned	<input type="checkbox"/> Presumptive
If returned/denied list reason: _____			
Personal Care Attendant		<input type="checkbox"/> Yes <input type="checkbox"/> No	Expiration Date: _____
Signature: _____		Date: _____	