

Title VI Plan

The Deep East Texas Council of Governments and Economic Development District

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Appendix “A” : DETCOG&EDD Board Minutes – September 24, 2020

Appendix “B” : Language Assistance Plan – U.S. 2010 Census Data

The **Deep East Texas Council of Governments and Economic Development District** Title VI plan includes the following elements:

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

Section 1: Title VI Plan Approval

Title VI Plan
Adopted on: _____

Adopted by: The Deep East Texas Council of
Governments and Economic
Development District Board of Directors

Signed: _____
Lonnie Hunt, Executive Director

*DETCOG&EDD Board Meeting Minutes
Attached: Appendix "A"

Title VI Plan Revision Log

Date	Section Revised	Summary of Revisions
11/6/2015	Title VI Notice to the Public Complaint Form Transit Related Title VI Investigations Public Participation Plan Language Assistance Plan	Required Phrase in Spanish Added Spanish Translation Added "No" Selected Phrase on Plan Updates Added Additional Information & Details Added
8/31/2017	Title VI Plan Approval	Signature Line Added & DETCOG&EDD Board Meeting Minutes Added as "Appendix "A""
8/31/2017	Title VI Outreach & Involvement Activities Updated	Transit Planning Public Hearings Listed
8/31/2017	Title VI Language Assistance Plan	U.S. Census Data reviewed & Added as "Appendix "B""
8/31/2017	Title VI Providing Assistance to and Monitoring Subrecipients	Section Added
8/31/2017	Title VI Equity Analysis	Section Added
9/24/2020	Title VI Plan	Multiple revisions to reflect DETCOG address , personnel and phone number change.

Section 2: Description of Organization and Service Provided

Within this section please include:

- 1. A general introduction/summary of your organization*
 - 2. The type of service you provide; such as fixed-route, deviated route, or demand response service*
 - 3. The number of transit-related employees and the number of revenue service vehicles*
 - 4. The area where service is provided; include a service area map, if available.*
1. The Deep East Texas Council of Governments and Economic Development District is a Regional Planning Commission organized under authority of the Regional Planning Statutes Act, V.T.C.C, Local Government Code, Sec. 391, et.seq. The Deep East Texas Council of Governments and Economic Development District region includes the counties of Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity and Tyler. Its members include local governments, school districts, water districts, non-profit organizations and the Alabama-Coushatta Tribe of Texas.
 2. The Deep East Texas Council of Governments and Economic Development District conducts transit planning in the 12-county region.
 3. There are three employees of the Deep East Texas Council of Governments and Economic Development District that will be involved in the transit planning program. The Deep East Texas Council of Governments and Economic Development District has no (0) revenue service vehicles.
 4. The Deep East Texas Council of Governments and Economic Development District encompasses the Texas Counties of Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity and Tyler.



Section 3: Title VI Policy Statement

Policy Statement

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

Title VI Notice to the Public

The Deep East Texas Council of Governments and Economic Development District's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

THE DEEP EAST TEXAS COUNCIL OF GOVERNMENTS AND ECONOMIC DEVELOPMENT DISTRICT

- ✓ The Deep East Texas Council of Governments and Economic Development District operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Deep East Texas Council of Governments and Economic Development District.
- ✓ For more information on the Deep East Texas Council of Governments and Economic Development District's civil rights program, the procedures to file a complaint, or to file a complaint contact 936-634-2247; email bob.bashaw@detcog.gov or visit our administrative office at 1405 Kurth Drive, Lufkin, Texas 75904. For more information, visit www.detcog.gov.
- ✓ A complaint may also be filed directly with the:

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

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 936-634-2247.
- ✓ Si necesita información en otro idioma, comuníquese al (936) 634-2247.

✓ **Notificar al Público de Derechos Bajo el Título VI**

**EL PROFUNDO DEL ESTE DE TEXAS CONSEJO
DE GOBIERNOS Y DESARROLLO ECONÓMICO
DEL DISTRITO**

El Concejo de Tejas del este profundo de los gobiernos y el Distrito de Desarrollo Económico opera sus programas y servicios sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante el Consejo de Texas del este profundo de los gobiernos y el Distrito de Desarrollo Económico.

Ü Para obtener más información sobre el Consejo de Texas del este profundo de los gobiernos y el programa de derechos civiles del Distrito de Desarrollo Económico, los procedimientos para presentar una queja, o para presentar una queja de contacto 936-634-2247; bob.bashaw@detcog.gov correo electrónico o visitar nuestra oficina administrativa en 1405 Kurth Drive, Lufkin, Texas 75904. Para obtener más información, visite www.detcog.gov.

Una queja también puede ser presentada directamente con el:

Departamento de Transporte, la atención de Texas: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o

Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, el contacto 936-634-2247

The Deep East Texas Council of Governments and Economic Development District's Notice to the Public is posted in the following locations:

- ✓ Agency website: www.DETCOG.org
- ✓ Public office
- ✓ Reception areas
- Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, _____

Title VI Complaint Procedure

The Deep East Texas Council of Governments and Economic Development District's Title VI Complaint Procedure is made available in the following locations:

- ✓ Agency website www.DETCOG.org
 - ✓ Hard copy in the central office (insert office address)
 - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Deep East Texas Council of Governments and Economic Development District may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.DETCOG.gov, or requested at: 1405 Kurth Drive, Lufkin, Texas 75904

The Deep East Texas Council of Governments and Economic Development District investigates complaints received no more than 180 days after the alleged incident. The Deep East Texas Council of Governments and Economic Development District will process complaints that are complete.

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

The Deep East Texas Council of Governments and Economic Development District has 30 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

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

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

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

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

If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 936-634-2247. Si necesita información en otro idioma, comuníquese al (936) 634-2247.

Procedimiento de Queja Título VI

- El Concejo de Tejas del este profundo de los gobiernos y Procedimiento de Quejas del Título VI del Distrito de Desarrollo Económico se hace disponible en los siguientes lugares: (marque todas las que apliquen)

√ Agencia web www.DETCOG.org

√ Copia duro en la oficina central (dirección de la oficina de inserción)

√ Disponible en los idiomas apropiados para las poblaciones LEP, reunidos en el Umbral de Puerto Seguro.

Otro, _____

Cualquier persona que cree que él o ella ha sido objeto de discriminación por motivos de raza, color u origen nacional por el Consejo de Texas del este profundo de los gobiernos y el Distrito de Desarrollo Económico, puede presentar una queja del Título VI, completando y enviando el Formulario de Queja Título VI de la agencia . Los formularios de quejas se pueden encontrar en: www.DETCOG.gov, o solicitarse en: 1405 Kurth Drive, Lufkin, Texas 75904

El Concejo de Tejas del este profundo de los gobiernos y el Distrito de Desarrollo Económico investiga quejas recibidas no más de 180 días después del supuesto incidente. El Concejo de Tejas del este profundo de los gobiernos y el Distrito de Desarrollo Económico procesarán las quejas que son completos.

Una vez recibida la queja, el Consejo de Texas del este profundo de los gobiernos y el Distrito de Desarrollo Económico revisarán para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada queja del Título VI recibida será enviada al Coordinador de TxDOT en transporte público dentro de los diez días (10) días calendario siguientes a la recepción.) El denunciante recibirá una carta de reconocimiento a él / ella informar si la denuncia será investigada por nuestra oficina.

El Concejo de Tejas del este profundo de los gobiernos y el Distrito de Desarrollo Económico tiene 30 días para investigar la denuncia. Si se necesita más información para resolver el caso, la ciudad puede ponerse en contacto con el denunciante.

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

Si el investigador no está en contacto con el denunciante o no recibe la información adicional dentro de los 10 días hábiles, la ciudad puede cerrar administrativamente el caso. Un caso puede ser administrativamente cerrado también si el demandante ya no desea continuar con su caso.

Después de que el investigador revisa la queja, él / ella emitirá uno de los dos (2) cartas al denunciante: una carta de cierre o una carta de encontrar (LOF).

- Una carta cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso se cerrará.
- Una carta de encontrar (LOF) resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si una acción disciplinaria, la formación adicional del funcionario, u otra acción ocurrirá.

Si el demandante desea apelar la decisión, él / ella tiene 15 días después de la fecha de la carta o la LOF para hacerlo.

Una persona también puede presentar una queja directamente con el Departamento de Transporte, la atención de Texas: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2.483, o la Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Título VI Programa Coordinador, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma, póngase en contacto con 936-634-2247.

Title VI Complaint Form

The Deep East Texas Council of Governments and Economic Development District's Title VI Complaint Procedure is made available in the following locations:

- ✓ Agency website: www.DETCOG.org
 - ✓ Hard copy in the central office
 - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

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

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

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

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

Si necesita información en otro idioma, comuníquese al (936) 634-2247.

Signature and date required below

Signature Date

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

Deep East Texas Council of Governments and Economic Development District
1405 Kurth Drive
Lufkin, Texas 75904

Formulario de Queja del Título VI

El Procedimiento de Denuncia del Título VI del Distrito de Desarrollo de los Gobiernos y del Distrito de Desarrollo Económico de Deep East Texas está disponible en los siguientes lugares:

- √ Sitio web de la agencia: www.DETCOG.org
 - √ Copia impresa en la oficina central
 - √ Disponible en los idiomas apropiados para las poblaciones LEP, cumpliendo con el Umbral de Puerto Seguro.
- Otros, _____

Sección I:				
Nombre:				
Dirección:				
Teléfono (domicilio): Teléfono (trabajo):			Teléfono (domicilio): Teléfono (trabajo):	
Dirección de correo electrónico:				
Requisitos de formato accesible?	Impresión grande		Cinta de audio	
	TDD		Otros	
Sección II:				
¿Está presentando esta queja en su propio nombre?			Si*	No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.				
En caso contrario, sírvase indicar el nombre y la relación de la persona por la que se queja:				
Por favor, explique por qué ha presentado un tercero: _____				
Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero.			Si*	No
Sección III:				
Creo que la discriminación que experimenté se basó en (marque todos los que apliquen): [] Raza [] Color [] Origen Nacional				
Fecha de Presunta Discriminación (Mes, Día, Año): _____				
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la persona (s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesita más espacio, utilice la parte posterior de este formulario. _____ _____				
Sección IV:				

¿Ha presentado anteriormente una queja de Título VI con esta agencia?	Si	No
Sección V:		
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?		
[] Si [] No		
En caso afirmativo, marque todas las que correspondan: [] Agencia Federal: _____		
[] Tribunal Federal _____ [] Agencia Estatal _____		
[] Tribunal Estatal _____ [] Agencia Local _____		
Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
El nombre de la queja de la agencia está en contra:		
Persona de contacto:		
Título:		
Número de teléfono:		

Usted puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma y fecha requerida abajo

_____ de firma

Fecha

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario por correo a:

Deep East Texas Consejo de Gobiernos y Distrito de Desarrollo Económico
1405 Kurth Drive
Lufkin, Texas 75904

Title VI List of Transit Related Title VI Investigations, Complaints and Lawsuits

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

Check One:

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

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

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

Title VI Public Participation Plan

To promote inclusive public participation, the Deep East Texas Council of Governments and Economic Development District will employ the following strategies, as appropriate:

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

Public Outreach Activities

The public outreach and involvement activities conducted by the Deep East Texas Council of Governments and Economic Development District since the last Title VI Program submission are summarized in the table below.

Event Date	Deep East Texas Council of Governments and Economic Development District Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
8/2/2016	Bob Bashaw / Rusty Phillips	Public Hearing	Public Notices, Press Releases	Held in Hemphill, Newton & Jasper
8/3/2016	Bob Bashaw / Rusty Phillips	Public Hearing	Public Notices, Press Releases	Held in Center, San Augustine & Nacogdoches
8/9/2016	Bob Bashaw / Rusty Phillips	Public Hearing	Public Notices, Press Releases	Held in Woodville, Livingston & Shepherd
8/10/2016	Bob Bashaw / Rusty Phillips	Public Hearing	Public Notices, Press Releases	Held in Lufkin, Trinity & Crockett
9/21/2020	Lonnie Hunt	Public Hearing	Press Releases, Public Notices	Held in Lufkin
9/28/2020	Lonnie Hunt	Public Hearing	Press Releases, Public Notices	City of Shepherd
9/29/2020	Lonnie Hunt	Public Hearing	Press Releases, Public Notices	City of Jasper

Title VI Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Deep East Texas Council of Governments and Economic Development District is required to take reasonable steps to ensure meaningful access to our programs and activities by Limited-English Proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. 2010 Census that they speak English less than very well, not well, or not at all.

The Deep East Texas Council of Governments and Economic Development District's Language Assistance Plan includes the following elements:

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

Four Factor Analysis Methodology

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

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. In addition to the number or proportion of LEP persons served, the Deep East Texas Council of Governments and Economic Development District's will identify:

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

Factor 2: The frequency with which LEP persons come into contact with the program: Identifies and assesses the frequency Deep East Texas Council of Governments and Economic Development District's staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Participation in public meetings;
- (c) Customer service interactions;
- (d) Ridership surveys;
- (e) Operator surveys.

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

Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

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

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

The summary below discusses the methods the Deep East Texas Council of Governments and Economic Development District uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

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

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

The Deep East Texas Council of Governments and Economic Development District is not a federal agency and does not have a metropolitan statistical area within its boundaries. Because of this, there is not one entity designated on Census.gov for the region. The Deep East Texas Council of Governments and Economic Development District staff downloaded U.S. Census Bureau, 2010 Census data from Census.gov covering all 12 counties and created a spreadsheet that qualified the status of LEP persons in the region. That review (Appendix "B") determined that 5% of the population in the 12-county region speaks English "less than very well". Other LEP person groups did not meet the minimum qualifying threshold.

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

Deep East Texas Council of Governments and Economic Development District staff reviewed the frequency of contacts with LEP persons and found that the DETCOG&EDD Transit Planning Program has no record of coming in contact with Spanish speaking individuals.

Spanish speakers are the only group of LEP persons in the 12 county region that meet the minimum qualifying threshold. Of the 11% of the region's population that self-identified as "Spanish" speakers 6% said they spoke English "very well". However, 5% of the regional population said they spoke English "Less than very well".

Of the other programs administered by the

Deep East Texas Council of Governments and Economic Development District, records indicate that the regional 2-1-1 Social Services Referral program fielded over 65,000 calls in FY 2019 and nearly 1,950 of those calls (3%) were handled through contracted translation services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Deep East Texas Council of Governments and Economic Development District staff reviewed the nature and importance of the service and found that a lack of transit services in 6 of our 12 counties is a major hindrance to low income individuals gaining access to jobs and higher education/job training. It is also a hindrance to the elderly poor gaining access to medical care, medicine and groceries and military service veterans being able to access their medical care.

Title VI Language Assistance Plan - Continued

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

The Deep East Texas Council of Governments and Economic Development District will make Spanish language assistance available at all transit planning public hearings and transit planning shareholder committee meetings. All notices for public participation in the transit planning process will be made in both English and Spanish. Spanish language media in the 12-county region will be specifically targeted in this planning process.

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

Spanish: Deep East Texas Council of Governments and Economic Development District has at least two Spanish speaking staff person available at each office. Our 2-1-1 program has a contract Spanish translation service for their use with people that call them. These staff members will be called upon to provide language assistance services when needed.

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

All public notices have clauses stating that “Asistencia de traducción al español disponible bajo petición” (Spanish language translation assistance is available upon request). A poster containing the same message will be posted in the lobby of all Deep East Texas Council of Governments and Economic Development District offices. The notice will also be posted at the entry points for all public meetings conducted by the Deep East Texas Council of Governments and Economic Development District Transportation Planning staff and consultants.

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

The receptionists at all Deep East Texas Council of Governments and Economic Development District offices will log request for Spanish Language Assistance. Deep East Texas Council of Governments and Economic Development District Transit Planning staff will log any request for Spanish language assistance for public hearings and meetings. The logs will have spaces for notations as to issues that present themselves while serving the Spanish Language clients.

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

The Deep East Texas Council of Governments and Economic Development District staff is trained to call on their Spanish speaking co-workers who Language Assistance is needed. If there are none immediately available, they are trained to contact the office receptionist who will locate another Spanish speaking staff person in another department for assistance. If there are none, they will contact another Deep East Texas Council of Governments and Economic Development District offices for Spanish language assistance by phone.

Limited English Proficient (LEP) Resource Materials:

“I Speak” Language Identification Card

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

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

Title VI Log of LEP Encounters

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

Title VI Minority Representation Information

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

A. Minority Representation Table

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

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	74.5%	8.6%	15.5%	0.7%	0.7%	1.7%
DETCOG & EDD Transit Planning Shareholders Committee	91.1%	0%	9.0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, the Deep East Texas Council of Governments and Economic Development District (DETCOG&EDD) will continue to distribute notices of all its public meetings to 50 news outlets in the 12 county region. Similar notices are sent to members of the DETCOG&EDD Board which is racially composed of 63% Whites, 35% Blacks, 0% Hispanics and 2% American Indian members. DETCOG&EDD will also rely on its staff to continue to inform the public of DETCOG&EDD participatory opportunities and to make suggestions as to individuals in the DETCOG&EDD region that could participate on DETCOG&EDD boards, committees and councils. The DETCOG&EDD Staff is racially composed of 55% Whites, 39% Blacks, 6% Hispanics and 0% American Indian.

Title VI Providing Assistance to and Monitoring Sub recipients

(Section not Applicable)

Title VI Equity Analysis

(Section not Applicable – No facilities built)