

RESOLUTION NO. 65-2023

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MESQUITE, TEXAS, ADOPTING STAR TRANSIT POLICY #119, TITLE VI PROGRAM, AS UPDATED ON MARCH 21, 2023, APPLICABLE TO ALL CITY OF MESQUITE PUBLIC TRANSIT SERVICES.

WHEREAS, Title VI of the Civil Rights Act of 1964 ensures that public transportation and other Federal Transit Administration (“FTA”) funded services to the public are provided without regard to race, color, and national origin; and

WHEREAS, FTA issued Circular 4702.1B in 2012 which requires recipients of FTA funds to submit a Title VI Program every three years; and

WHEREAS, the City of Mesquite (the “City”) contracts with STAR Transit, a Texas Rural Public Transportation District (“STAR Transit”), for public transportation services; and

WHEREAS, STAR Transit adopted Policy #119, Title VI Program, as established on April 14, 2014, updated on May 18, 2021, and updated on March 21, 2023; and

WHEREAS, STAR Transit’s updated Policy #119 adheres to FTA Circular 4702.1B Title VI Program requirements; and

WHEREAS, the FTA requires that STAR Transit’s updated Policy #119 be approved by the governing body of the City.

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

SECTION 1. The STAR Transit Policy #119, Title VI Program, as updated on March 21, 2023, and attached hereto as Exhibit A, applicable to all of the City of Mesquite’s public transit services, is hereby approved and adopted.

DULY RESOLVED by the City Council of the City of Mesquite, Texas, on the 18th day of December 2023.

DocuSigned by:  
*Daniel Aleman Jr.*  
D999585317D142B...  
Daniel Alemán, Jr.  
Mayor

ATTEST:  
DocuSigned by:  
*Sonja Land*  
C2518095973F46A...  
Sonja Land  
City Secretary

APPROVED AS TO LEGAL FORM:  
DocuSigned by:  
*David Paschall*  
666E18891208434...  
David Paschall  
City Attorney



**Policy # 119**  
**Title VI Program**  
 Established: 4/14/2014

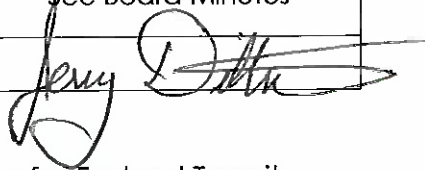
**Exemptions from this Policy:**

There will be no exemptions to this policy.

**Refresh Schedule:**

All policies and referenced documentation identified in this policy will be subject to review and possible revision annually or upon request by the Board of Directors, Federal Transit Administration and/or the Department of Transportation.

**Policy Revision Log:**

Change Date	Change Description	Author and Organization	Board Chairman Signature
6/10/2014	FTA Requirements	Teresa Elliott	See Board Minutes
12/16/2014	TxDOT Recommendations	Teresa Elliott	See Board Minutes
05/12/2015	TxDOT Recommendations	Teresa Elliott	See Board Minutes
9/20/2016	TxDOT Recommendations	Teresa Elliott	See Board Minutes
4/16/2019	Three Year Review and Update	Teresa Elliott	See Board Minutes
5/18/2021	Annual Review and Update w/ FTA Requirements	Teresa Elliott	See Board Minutes
3/21/2023	FTA Suggestions for Revision	Teresa Elliott	

Ref: FTA Circular 4702.1B Title VI and Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

Chapter III – Section 4: REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM; states “For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's Board of Directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA”

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## **SECTION 1 TITLE VI PROGRAM**

### **1.1 PURPOSE**

The purpose of this policy is to establish guidelines to effectively monitor and ensure that the STAR Transit program is in compliance with all of FTA Title VI requirements and regulations in order to follow the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

### **1.2 POLICY**

STAR Transit ensures that its programs, policies, and activities comply with the Department of Transportation's (DOT) Title VI regulations. STAR Transit is committed to creating and maintaining public transit service that is free of all forms of discrimination. STAR Transit will take whatever preventive, collective and disciplinary action necessary for behavior that violates this policy or the rights and privileges it is designed to protect. STAR Transit will perform a full review of their Title VI Program every three (3) years or as otherwise directed by FTA.

STAR Transit is a sub recipient of Federal financial assistance and does not receive direct funds from the Federal Transportation Administration (FTA) therefore; STAR Transit has no sub recipients to provide assistance to and/or monitor.

STAR Transit will provide an annual Title VI certification and assurance. To ensure accordance with 49 CFR Section 21.7, STAR Transit shall make all certifications and assurances as required by the Texas Department of Transportation (TxDOT).

STAR Transit will notify beneficiaries of protection under Title VI. In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. STAR Transit shall disseminate this information to the public through measures that can include but shall not be limited to posting on website and in the vehicles.

In order to comply with 49 CFR Section 21.9(b), STAR Transit will investigate, and track Title VI complaints filed and shall make procedures for filing a complaint available to members of the public upon request. STAR Transit supervisors shall take complaints and then forward them to the Title VI Complaint Coordinator, who will categorize, track, and develop responses.

In order to comply with 49 CFR Section 21.9(b), STAR Transit shall prepare and maintain a list of any active investigations, lawsuits, or complaints naming an alleged discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. STAR Transit Title VI Complaint Coordinator maintains these files. STAR Transit has had one (1) Title VI investigations, complaints, or lawsuits as of the date of this policy.

STAR Transit will take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (See STAR Transit LEP Program - Attached as Exhibit A). STAR Transit will produce materials and information based on the LEP Program for the appropriate languages in our



service area. Transit operators and dispatchers have access to Spanish language translations of commonly used phrases. When involved with public outreach activities STAR Transit will ensure Limited English Proficient customers have access to services as well as information they may need in Spanish. If requested information other than in Spanish and in other formats can be obtained by contacting the Title VI Complaint Coordinator. STAR Transit Title VI Complaint Coordinator is available to provide additional information as needed and to respond to any inquiry.

### **1.3 GOVERNING BOARD**

STAR Transit is governed by a Board of Directors.

### **1.4 RESPONSIBILITIES**

STAR Transit currently employs 100 transit-related employees. STAR Transit's services include demand response and two fixed routes. All employees of STAR Transit shall follow the intent of these guidelines in a manner that reflects STAR Transit policy. Supervisors and managers receiving information regarding violation(s) of this order shall pass on the person's name, phone number, etc. to the Title VI Complaint Coordinator who shall determine if there is any basis for the allegation and shall proceed with resolution as stated in the sections *Supervisor Responsibility and/or Investigation or Complaints and Appeal Process*.

### **1.5 SUPERVISOR RESPONSIBILITY**

Each supervisor shall:

- Ensure that there are no barriers to service or accommodation that would prevent public transit usage or access.
- Train subordinates as to what constitutes discrimination and barriers to access.
- Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.
- Notify the Title VI Complaint Coordinator in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

### **1.6 INVESTIGATIONS OF COMPLAINTS AND APPEALS PROCESS**

Various methods of resolution exist. If a customer feels that her/his accommodation request and/or access to public transportation was denied, based on race, color or national origin', s/he may file a complaint up to one hundred and eighty days (180) days from date of the alleged incident through the following process:

- Submit a Title VI Complaint Form (See Exhibit C).
- Phone the Title VI Complaint Coordinator at 469-474-2309.
- Fax written complaint to 972-563-0048.
- E-mail the Title VI Complaint Coordinator at email [telliott@STARtransit.org](mailto:telliott@STARtransit.org).
- Mail written complaint to STAR Transit, Title VI Complaint Coordinator, and P.O. Box 703, Terrell, TX 75160.
- File a complaint with TxDOT Civil Rights Division, Attn: Title VI Program Administrator: 125 E 11<sup>th</sup> Street, Austin, TX 78701.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- A complaint form can be located at 500 Industrial Blvd, Terrell, TX 75160, [www.STARtransit.org](http://www.STARtransit.org) or requested from a driver.
- *If you need information in another language, please call 877-631-5278*

- *Si necesita información en un otro idioma, llame al 877-631-5278.*

The Title VI Complaint Coordinator will contact the applicant and/or representatives within ten (10) calendar days of receiving the request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. A TxDOT Public Transportation Coordinator (PTC) will be notified within ten (10) business days of receiving a complaint. The notification to the TxDOT Public Transportation Coordinator will include paper or electronic copy of complaint form. If the complainant fails to provide the requested information in five (5) business days, the Title VI Complaint Coordinator may administratively close the complaint. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process.

The Executive Director and the Title VI Complaint Coordinator will investigate the complaint and make a determination within thirty (30) calendar days of receipt of the complaint or within thirty (30) calendar days of receiving requested information. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified of resolution accompanied with a written report including a summary description of the incident, findings and recommendations.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within sixty (60) calendar days of receiving the resolution report. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

A record of the review will be kept by the Title VI Complaint Coordinator. If the complaint is not resolved by STAR Transit staff, it may be taken to the STAR Transit Board for an appeal and final decision on what action if any shall be taken in response to the complaint and the complainant will be notified. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

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

Texas Department of Transportation – Civil Rights Division  
Attention: Title VI Program Administrator  
125 E. 11<sup>th</sup> Street, Austin, TX 78701

Anyone needing special accommodation may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

### 1.7 DISPOSITION OF COMPLAINTS

- *Sustained Complaints*- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the STAR Transit's disciplinary procedures.
- *Un-sustained Complaints*- If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.
- *Unfounded Complaint*- If it is determined that an act replied pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
- *Exonerated Complaints*- If it is determined that an act reported pursuant to this policy/procedure did in fact occur but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

## SECTION 2 POLICY ON PUBLIC PARTICIPATION AND COMMENT

STAR Transit is committed to providing an open and visible decision-making process to which populations served have equal access. It is the policy of STAR Transit to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings.

Further, it is the policy of STAR Transit 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. This includes seeking out and considering the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

These processes pertain, but are not limited to, such a time when STAR Transit intends to increase the basic fare structure or decrease service. The law does not require that fare decreases, service increases, or "special fares" be preceded by public comment. For service decreases, the requirement applies to "service reductions" only. A service reduction is any service offered previously and is no longer in the scope of daily business practices.

### 2.1 PUBLIC INVOLVEMENT PLAN

When a project, program or issue may have identifiable impacts on a service area a Public Involvement Plan shall be created at the beginning of the project or program. The plan shall be designed to:

1. Ensure responsiveness to the level of interest and concern expressed by the public;
2. Ensure visibility and understanding by the agencies, groups and individuals who may participate; and
3. Ensure that public involvement is carefully and systematically included as part of the decision-making process.

STAR Transit will provide an opportunity for public involvement prior to any service changes. These will be conducted by STAR Transit staff and will be open to the public. The comments, concerns and



questions will be recorded and reviewed at the appropriate time whether at the public hearing or board of directors meeting. Public notices, public hearing transcripts, letters from the public, summaries of public meetings, and board minutes are sources of information and documents that will be used in the decision-making process and kept on file for five (5) years.

The Public Involvement Plan for STAR Transit's initiated projects will be reviewed and approved by the Executive Director prior to implementation.

## **2.2 PUBLIC INVOLVEMENT PRINCIPALS**

The following principles will be used to develop the Public Involvement Plan for STAR Transit projects and programs:

- When a project may affect a neighborhood, special neighborhood meetings will be scheduled early in the project planning process. Notices will be sent to organized neighborhood groups and any individual who has requested notification.
- All public hearing notices shall be written in clear, concise, and understandable language and will incorporate graphics when it aids the message. The notices will be clearly identified as a STAR Transit notice.
- The Public Involvement Plan will reflect the STAR Transit's policy to provide early and continuous opportunities for the public to be involved in the identification of the impacts of proposed decisions. It will also reflect the STAR Transit's policy to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with the STAR Transit's Title VI Program, on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.
- The Public Involvement Plan will be tailored to the populations affected and the type of plan, program, or service under consideration.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities and will be scheduled at times that are convenient for members of the public.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish (e.g., through posters, onboard buses and at major transit stops and facilities, the bus website, local print media, social media, and email notification to the STAR Transit's outreach mailing list) and notification will be provided regarding the availability of language assistance.

## **2.3 TARGETED PUBLIC OUTRACH TO MINORITY AND LIMITED ENGLISH PROFICIENCY (LEP) POPULATION**

During development of the Public Involvement Plan and/or planning for public engagement in general, the STAR Transit will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with Federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

At a minimum, staff will implement the strategies identified, including holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

In addition, STAR Transit staff should consider implementing the following public engagement strategies to complement the minimum requirements, as appropriate to the plan, project, or service:

- Using supplemental outreach strategies such as surveys regarding STAR Transit projects or proposed service changes.
- Partnering with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups. STAR Transit maintains a list of current and potential future community partners.
- Attending community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.
- STAR Transit staff may consult FTA Circular 4703.1 ("Environmental Justice Policy Guidelines for Federal Transit Administration Recipients") for additional strategies that may be incorporated into the Public Involvement Plan.

## 2.4 SUMMARY OF OUTREACH EFFORTS SINCE LAST PLAN UPDATE

<b>STAR TRANSIT</b>		<b>STAR Transit Community Outreach 2021-2023</b>	
<b>DATE</b>	<b>SERVICE AREA</b>	<b>EVENT</b>	<b>PARTICIPATION DISCRPTION</b>
1/6/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
1/20/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
1/21/2021	Terrell	Rotary Club Meeting	Speaker: Kim B.
1/22/2021	Inland Port	4th Annual Inland Port Symposium & Employer Forum	Attendee: Tommy & Kim
1/28/2021	Mesquite	Mesquite Chamber Lunch and Learn with Chief Cato	Attendee: Valerie O.
2/3/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
2/4/2023	Forney	Forney Chamber of Commerce Monthly Luncheon	Attendee: Kim
2/24/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
3/10/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
3/24/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
4/6/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
4/10/2021	Kaufman County	Norville Center Children's Shelter Casino Night	Sponsor
4/14/2021	Balch Springs	Balch Springs Economic Development Business Summit	Silver Sponsor
4/17/2021	Terrell	Terrell Jubilee	Transportation Sponsor
4/17/2021	Terrell	VSC @ TSH - The Fountain 5K Walk/Run	Fountain Friend Sponsor
4/21/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
4/23/2021	Kaufman County	Guns, Glam & Gucci Reach Casino Night REACH Fundraiser	Sponsor
5/1/2021	Forney	Forney Chamber of Commerce Auction	Bus Advertising Donation
5/3/2021	Kaufman	Kaufman Chamber Golf Tournament	Hole Sponsor
5/6/2021	Seagoville	12th Annual Mayfest	Silver Sponsor
5/11/2021	Terrell	Kiwanis Club - Pancake Day	Placemat Ad
6/8/2021	Kaufman	Grand Opening of NBHA Kaufman County Bridge Program	Attendee: Valerie O.
7/7/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
8/4/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
8/5/2021	Inland Port	Inland Port Workforce Connection Virtual Forum	Attendee
8/6/2021	Balch Springs	Back to School Event	Silver Sponsor
8/11/2021		Senior Hunger Action Team/Dallas Coalition for Hunger Solutions	Attendee
8/12/2021	Kaufman	Kaufman Economic Summit	Table Sponsor
8/21/2021	Balch Springs	10th Annual Chamber Golf Tournament	Hole Sponsor
8/27/2021	DeSoto	DeSoto 2021 Open Golf Tournament	Hole Sponsor
8/27/2021	Best Southwest	2021 TGIF Legislative Breakfast Series_DeSoto	Silver Sponsor
9/15/2021	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
9/17/2021	Mesquite	2021 Chamber Golf Tournament	Hole Sponsor
9/25/2021	Kaufman	Kaufman Chamber Auction	Bus Advertising Donation
9/30/2021	Seagoville	30th Annual Seagovillefest	Bronze Sponsor
10/6/2021	Terrell	Terrell Kiwanis Golf Tournament	Sponsorship
10/8/2021	Forney	Forney Chamber of Commerce Golf Tournament	Hole Sponsor
10/8/2021	Mesquite	Addressing Mesquite Day	Participant
10/16/2021	Royce City	Royce City FunFest	Marketing booth w/staff promoting services
10/16/2021	Mesquite	NAACP Freedom Fund Banquet	Program Ad
10/19/2021	DeSoto	Good Morning OneDeSoto	Attendee
10/28/2021	Forney	Forney Job Fair	Marketing booth w/staff promoting services
12/1/2021	Rockwall	Rockwall County MOW - Boost and Booties for Seniors	Donation
12/9/2021	Seagoville	City Christmas Luncheon	Bronze Sponsor

1/12/2022	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
1/27/2022	Mesquite	Mesquite Chamber Lunch and Learn	Attendee: Valerie O.
1/31/2022	Balch Springs	2022 State of the City Address_Virtual	Attendee
2/8/2022	Terrell	Kiwanis Club - Pancake Day	Placemat Ad
2/9/2022	Mesquite	Mesquite Chamber of Commerce Networking Breakfast	Attendee: Valerie O.
2/10/2022	DeSoto	State of the City Address	Table Sponsor
2/15/2022	Kaufman	Kaufman Chamber Banquet & Business Expo	Booth
2/23/2022	Balch Springs	Balch Springs Economic Development Business Summit	Silver Sponsor
2/26/2022	Kaufman County	Camo and Pearls Benefit Gala	Table Sponsor
2/28/2022	Rockwall	2022 Annual Meeting and Awards Banquet	Sponsor
3/10/2022	Terrell	Terrell Chamber of Commerce Membership Luncheon	Attendee
3/18/2022	Royse City	Casino Night Fundraiser	Sponsor
3/25/2022	Kaufman County	REACH Casino Night	Brass Sponsorship
3/26/2022	Seagoville	Chamber Auction	Bus Advertising Donation
3/27/2022	Kaufman County	Kaufman County Day in Austin	Sponsor
3/31/2022	Inland Port	5th Annual Inland Port Symposium & Employer Forum	Booth/Attendee
4/2/2022	Mesquite	64th Annual Rodeo Parade_Mesquite	Participant
4/6/2022	Inland Port	R.E.D. Summit	Attendee
4/16/2022	Kaufman	Texas Health Fit 5K Run	Bronze Sponsor
4/23/2022	Terrell	VSC @ TSH - The Fountain 5K Walk/Run	Fountain Friend Sponsor
4/23/2023	Terrell	Terrell Jubilee	Transportation Sponsor
4/29/2022	Mesquite	2021 Chamber Golf Tournament	Hole Sponsor
4/30/2022	Forney	Forney Chamber of Commerce Auction	Bus Advertising Donation
5/5/2022	Kaufman	Kaufman Chamber Golf Tournament	Hole Sponsor
5/5/2022	Forney	Senior & Business Expo Fair on Cinco de Mayo	Marketing Booth
5/5/2022	Seagoville	12th Annual Mayfest	Silver Sponsor
5/6/2022	Kaufman County	Kaufman County Job Fair	Marketing Booth
5/11/2022	DeSoto	SR Symposium-DeSoto	Marketing Booth
5/20/2022	Mesquite	Mesquite Touch A Truck Event	Marketing Booth
5/27/2022	Kaufman County	Senior Connect Senior Picnic	Attendee
6/11/2022	Balch Springs	Balch Springs Weekend Blast	Marketing Booth
6/17/2022	Seagoville	30th Annual Joe Fanning Memorial Golf Tournament	Bronze Sponsor
6/17/2022	DeSoto	DeSoto 2022 Open Golf Tournament	Hole Sponsor
8/11/2022	Kaufman	Kaufman Economic Summit	Table Sponsor
8/15/2022	Balch Springs	Back to School Event	Silver Sponsor
9/1/2022		Faith Community Action Team Summer Meeting	Attendee
9/7/2022	Rockwall	Rockwall Senior Health Fair	Sponsor/Marketing Booth
9/13/2022	Balch Springs	Balch Springs Business Expo and Taste Event	Marketing Booth
9/16/2022		Transil Coalition of North Texas Luncheon	Sponsor/Attendee
9/17/2022	Fate	Celebrate Fate	Marketing Booth
9/21/2022	Forney	Three Forks Senior Expo	Marketing Booth
9/24/2022	Balch Springs	11th Annual Chamber of Commerce Golf Tournament	Hole Sponsor
9/25/2021	Kaufman	Kaufman Chamber Auction	Bus Advertising Donation
9/29/2022	Mesquite	Mesquite Chamber of Commerce Business Expo	Marketing Booth
9/30/2022	Mesquite	Addressing Mesquite Day	Participant
10/4/2022	Terrell	2022 Kiwanis Golf Tournament	Par Sponsor
10/6/2022	Seagoville	31st Annual Seagofest	Bronze Sponsor
10/7/2022	Forney	2022 Forney Chamber of Commerce Golf Tournament	Hole Sponsor
10/15/2023	Forney	Forney Lions Club Health Fair	Marketing Booth
10/15/2023	Royse City	Royse City FunFest	Sponsor
10/22/2022	Rockwall	Rockwall Meals on Wheels In Colour Gala	Spirited Sponsor
11/4/2022	Terrell	Terrell Lions Club - Hamburger Lunch	Silver Sponsor
11/12/2022	Kaufman County	2022 Veterans Day 5K	Sponsor
11/24/2022	Kaufman	The Center 2nd Annual Kaufman Turkey Trot	Sponsor
12/1/2022	Rockwall	Skate the Lake	Sponsor
12/1/2022	Rockwall	Rockwall County MOW - Boost and Booties for Seniors	Donation
12/2/2022	Fate	Christmas Tree Lighting Event	Sponsor
12/8/2022	Seagoville	City Christmas Luncheon	Bronze Sponsor
1/11/2023	Terrell	Terrell Senior Center	Speaker: Valerie O.
1/17/2023	Mesquite	Waterford at Mesquite Senior Living	Speaker: Valerie O.
1/24/2023	Mesquite	Goodbar Senior Center	Speaker: Valerie O.
1/30/2023	Balch Springs	Balch Springs State of the City Address	Attendee
2/1/2022		Senior Hunger Action Team Winter Meeting	Attendee
2/8/2023	Kaufman	Kaufman Senior Center	Speaker: Valerie O.
2/9/2023	DeSoto	State of the City Address	Table Sponsor/Attendee
2/9/2023	Terrell	115th Membership Meeting & Industrial Recognition Luncheon	Attendee
2/14/2023	Forney	Forney Lions Club Meeting	Speaker: Kim
2/22/2023	Balch Springs	2023 Balch Springs ED Business Summit	Sponsor/Attendee



## **2.5 PUBLIC COMMENT FOR FARE INCREASES AND SERVICE CHANGES**

It is the policy of the STAR Transit to solicit public outreach and public comment before raising fares or implementing a service change.

A public hearing is required prior to implementation of a fare increase or a service change. A service change is defined as a modification that affects twenty-five (25%) or more of a single route or twenty-five (25%) or more of all routes. Additional public involvement strategies, such as public meetings, neighborhood meetings, or other outreach to affected individuals will be implemented as appropriate to solicit public outreach and comment for consideration in advance of the public hearing. Public comments received will be compiled and considered prior to finalizing STAR Transit's recommendation to the transit board regarding a fare increase or service change. A summary of the public comments received will be provided as part of the staff report submitted to the transit board for the fare increase or service reduction in question.

The public hearing will be scheduled as part of a regular transit board meeting, and advertised broadly through the website, posters and flyers on buses. The hearing will also be advertised through targeted outreach to neighborhood groups or other organizations and individuals, as appropriate to the proposed change. Notices regarding the public hearing will be provided in both English and Spanish. STAR Transit will additionally post notice of the public hearing in the newspaper. The public hearing will consist of a staff report before the transit board, followed by public testimony

## **2.6 ADDITIONAL INFORMATION ON PROCESS FOR SOLICITING PUBLIC COMMENT ON SERVICE CHANGES**

Proposed service changes are developed by STAR Transit staff. Once proposals are finalized, printed information is created that explains the proposed changes. These informational materials (available in English and Spanish) are placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials are also posted on the buses, at STAR Transit offices, at Transfer Centers, and are provided to facilities (libraries, senior communities, human service organizations, schools, etc.) which are likely to be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at public informational meetings and public hearings. They may also be submitted by mail and by Comment Card. In addition, comments may be submitted over the phone to STAR Transit's representatives, via email, and online via the website.

Information about scheduled public meetings is available via:

- Inside vehicles
- STAR Transit Board Meeting Agendas
- Posters in STAR Transit offices
- STAR Transit's website
- Appropriate venues, such as senior communities, human service organizations, and schools
- Email notification and social media

All comments received are reviewed by STAR Transit staff and considered in the final decisions. The goal of STAR Transit is to always provide the best possible service to the most current riders or potential riders. These comments can be voiced at the following address:

STAR Transit  
500 Industrial Blvd.  
P.O. Box 703  
Terrell, Texas 75160  
Phone – (469)-474-2309 Fax – (972) 563-0048  
[www.STARtransit.org](http://www.STARtransit.org)

This process will be in accordance with. 49 USC Chapter 53, Federal Transit Laws, Section 5307 and. FTA Circular 9030.1C, "Urbanized Area Formula Program: Grant Application Instructions."



## EXHIBIT A LIMITED ENGLISH PROFICIENCY PROGRAM

STAR Transit recognizes a need for limited LEP language services in its public transportation program. At present, it is estimated that twenty-five percent 25% of the STAR Transit service area population in rural counties and urban cities speak a language other than English. In STAR Transit's service area, of those persons with limited English proficiency, forty six thousand, eight hundred, and eighteen (46,818), twelve thousand and eighteen (12,018) speak Asian or other Pacific Islander Languages. STAR Transit wants to ensure that this potential LEP group is aware of STAR Transit federally funded system and schedule. The estimated populations have been calculated from U.S. Census Bureau 2020 Report. It has been determined that the Spanish language is above the Safe Harbor threshold; therefore, all vital documents will be translated into Spanish.

### Plan Summary

STAR Transit has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, STAR Transit used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the STAR Transit.
2. The frequency with which LEP persons come in contact with STAR Transit services.
3. The nature and importance of services provided by STAR Transit to the LEP population.
4. The resource available to STAR Transit and overall costs to provide LEP assistance.

The interpretation services available to STAR Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

### Meaningful Access: Four-Factor Analysis

1. *The number or proportion of LEP persons in the service area who may be served are likely to require Star Transit services.*

STAR Transit's staff reviewed the U.S. Census Bureau 2020 Report—and determined that 187,270 persons in STAR Transit's service area [25%] of the population speak a language other than English. Of those 187,270 persons approximately 46,818 [25%] have limited English proficiency; that is, they speak English "not well" or "not at all", this is only a 6% of the overall population in the service area. In STAR Transit's service area, of those persons with limited English proficiency, 34,800 speak Spanish, and 12,018 speak Asian or other Pacific Islander Languages.

2. *The frequency with which LEP persons come in contact with STAR Transit services.*

STAR Transit staff reviewed the frequency with which the board/council, office staff and bus/van drivers have, or could have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, STAR Transit has had daily requests for phone interpreters

and no requests for translated program documents. The board/council, office staff and bus/van drivers have weekly contact with LEP persons.

3. *The nature and importance of services provided by STAR Transit to the LEP population.*

There is no large geographic concentration of any type of LEP individuals in the service area for STAR Transit. The overwhelming majority of the population of 86%, speak only English. As a result, there are few social, service, professional and leadership organizations within STAR Transit service area that focus on outreach to LEP individuals. Based on the attendance history of STAR Transit's Board of Directors meetings, the Board of Directors are not likely to encounter LEP individuals. STAR Transit's office staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, and phone conversations. Bus/Van rides are the core function of STAR Transit and therefore this service is important to LEP individuals.

4. *The resource available to STAR Transit and overall costs to provide LEP assistance.*

STAR Transit reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise and utilizes its bilingual employees for Spanish translation if needed. Other language translation, if needed could be provided through a telephone interpreter line for which STAR Transit could pay a fee.

### **Language Assistance**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to STAR Transit services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. In accordance with the Safe Harbor Provision, it has been determined that vital documents should be translated into Spanish.

STAR Transit staff may identify an LEP person who needs language assistance by the following:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All STAR Transit staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the STAR Transit sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

## Language Assistance Measures

Although there is a very low percentage in STAR Transit of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

- STAR Transit staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
- The following resources will be available to accommodate LEP persons:
  - Employee or Volunteer interpreters for the Spanish language are available and will be provided within a reasonable time period.
  - Language interpretation will be accessed for all other languages through a telephone interpretation service.

## Staff Training

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards when at public meetings.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint?

All contractors or subcontractors performing work for STAR Transit will be required to follow the Title VI/LEP guidelines.

## Translation of Documents

Since the number of persons who speak Spanish, but not limited English are above the threshold for the Safe Harbor Provision (Circular 4702.1B, page III-9, paragraph 9c). The agency has provided written translation for all vital documents. Lists of vital documents are as follows:

- Title VI – Notice to the Public
- Title VI – Complaint Procedures & Process
- Title VI – Complaint Form
- Title VI – Non-Discrimination Statement
- Policy 91 – Presidential Coin Act (posted in vehicles)
- Notice of Limit of Carry-on Baggage (posted in vehicles)
- Complaints and Comments Information (posted in vehicles)
- Holiday Lists (posted in vehicles)
- Rack Cards (service areas)
- Marketing Banners
- Memo's and/or letters/postcards to the public
- How to ride guide

When staff prepares a new document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population and/or have the statement: "Si necesita información en un otro idioma, llame al 877-631-5278".

## Monitoring

*Monitoring and Updating the LEP Plan* - STAR Transit will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated every three (3) years or when it is clear that higher concentrations of LEP individuals are present in the STAR Transit service area using the U.S. Census Bureau Quick Facts. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed?
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether STAR Transit's financial resources are sufficient to fund language assistance resources needed.
- Determine whether the STAR Transit fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

## Dissemination of the STAR Transit LEP Plan

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language those LEP persons would understand that documents are available in that language upon request at 877-631-5278.

Ride Information, Schedules, Brochures, and How to Ride Guides will be prepared in both English and Spanish. The need for interpreters, to date, has been minimal. STAR Transit use of bilingual employees has been timely and effective. STAR Transit intends to continue this practice until demand warrants the funds required to formalize and expand the interpreter service.

Dispatch staff will be informed of our LEP objectives and the names and phone numbers of bilingual employees and other persons and organizations willing to assist if interpretation is necessary.

Our main goal is to fulfill the LEP's language service needs.

STAR Transit Employees Who Can Assist in Spanish Language Communication is:

*Amalia Meza* – Reservationist, Ext: 423

Star Ramirez – Reservationist, Ext: 420

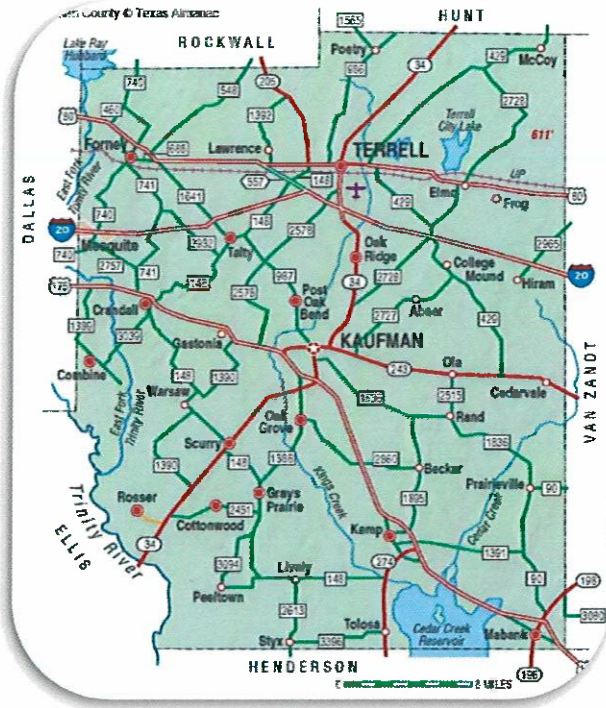
Lucy Betancourt – Reservationist, Ext: 405

If any other language is required, please contact 877-631-5278 and an interpreter will be found for the language requested.

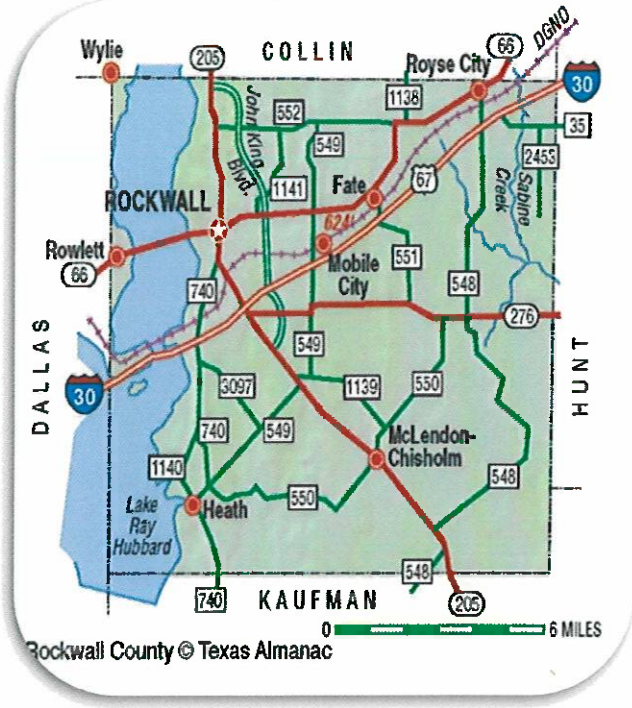


### SERVICE AREA MAPS

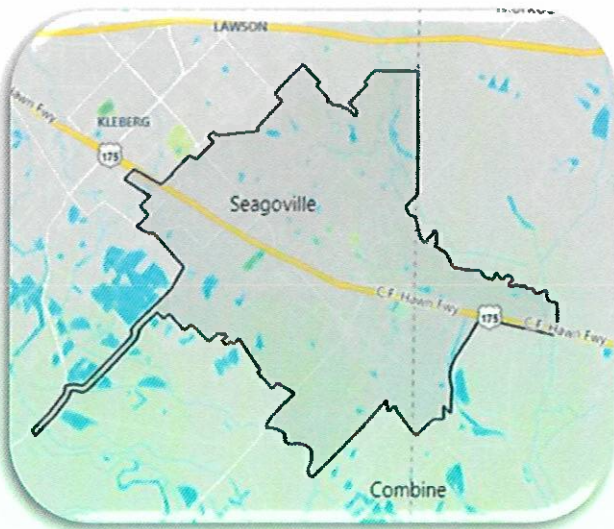
Kaufman County



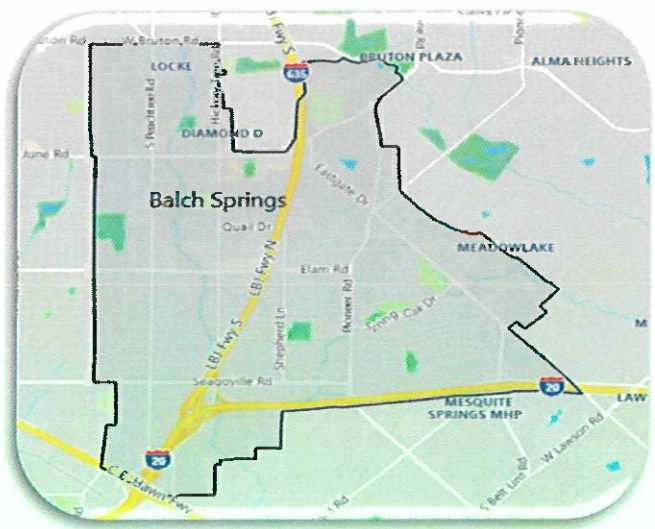
Rockwall County



City of Seagoville

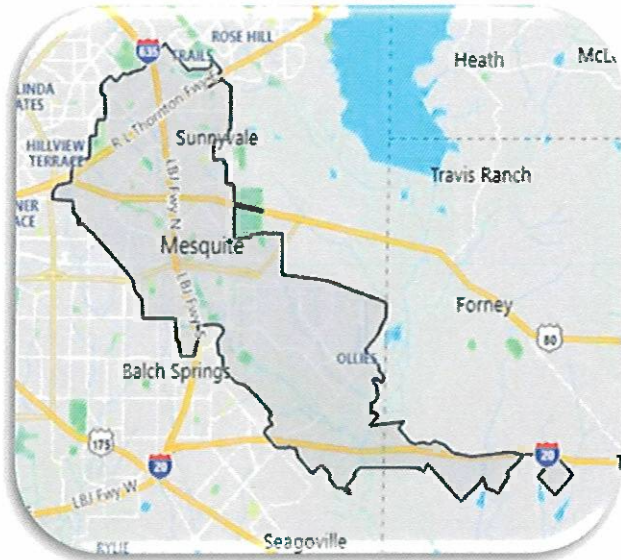


City of Balch Springs





City of Mesquite



City of Hutchins



City of DeSoto



## EXHIBIT B TITLE VI NOTICE TO THE PUBLIC

A Title VI Notice to the Public will be displayed to inform a STAR Transit's clients of their rights under Title VI. STAR Transit will post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, and on transit vehicles (e.g., buses, etc.). Notice should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

At a minimum, this statement in the Notice-"If information is needed in another language, then contact [phone number]"-should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.

### **STAR TRANSIT**

#### **TITLE VI** **NOTICE TO THE PUBLIC**

- STAR Transit 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 STAR Transit.
- For more information on STAR Transit's Civil Rights Program, and the procedures to file a complaint, contact 469-474-2309; email Title VI Complaint to [telliott@STARtransit.org](mailto:telliott@STARtransit.org); or visit our Operations Center at 500 Industrial Blvd., Terrell, TX 75160. For more information, visit [www.STARtransit.org](http://www.STARtransit.org).
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- A person may file a complaint with Texas Department of Transportation at TXDOT Civil Rights Division/Attn: Title VI Program Administrator, 125 E. 11<sup>th</sup> Street, Austin, TX 78701.
- If you need information in another language, large print, or braille, please call 877-631-5278. Si necesita información en un otro idioma, llame al 877-631-5278.

This notice is posted in the following locations:  
STAR Transit Operations Center; 500 Industrial Blvd., Terrell, TX 75160; in STAR Transit vehicles and [www.STARtransit.org](http://www.STARtransit.org).

### **STAR TRANSIT**

#### **TÍTULO VI** **AVISO AL PÚBLICO**

- STAR Transit opera sus programas y servicios sin distinción de raza, color, y origen nacional en conformidad con el Título VI de la Ley de Derechos Civiles. Cualquiera persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilícita bajo del Título VI, puede presentar una queja con el STAR Transit.
- Para obtener más información sobre el Programa de Derechos Civiles de STAR Transit, y los procedimientos para presentar una queja, ponerse en contacto al 469-474-2309; Correo electrónico Título VI Queja a [telliott@STARtransit.org](mailto:telliott@STARtransit.org); o visite nuestro Centro de Operaciones a 500 Industrial Blvd., Terrell, TX 75160. Para obtener más información, visite [www.STARtransit.org](http://www.STARtransit.org).
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito presentando una queja con la Oficina de Derechos Civiles, Atención: Título VI Coordinador del Programa, Edificio Este, piso 5-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Una persona puede presentar una queja ante la División de Derechos Civiles de TXDOT/A la atención de: Administrador del programa del Título VI: 125 11th Street, Austin, TX 78701
- Si necesita información en otro idioma, letra grande o braille, llame al 877-631-5278

Este aviso se publica en las siguientes ubicaciones:  
Centro de Operaciones STAR Transit; 500 Industrial Blvd., Terrell, TX 75160, en vehículos STAR Transit y [www.STARtransit.org](http://www.STARtransit.org).

## EXHIBIT C TITLE VI APPEALS PROCESS AND COMPLAINT FORMS

If you feel that your accommodation request and/or access to public transportation was denied, based on race, color or national origin', you may file a complaint through the following processes no later than 180 days after the date of the alleged discrimination:

- *Submit a Title VI Complaint Form*
- *Phone the Title VI Complaint Coordinator at 469-474-2309.*
- *Fax written complaint to 972-563-0048.*
- *E-mail the Title VI Complaint Coordinator at email [telliott@STARtransit.org](mailto:telliott@STARtransit.org)*
- *Mail written complaint to STAR Transit, Title VI Complaint Coordinator, and P.O. Box 703, Terrell, TX 75160.*
- *File a complaint with TxDOT Civil Rights Division/Attn: Title VI Program Administrator: 125 E 11th Street, Austin, TX 78701*
- *A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590*
- *A complaint form can be located at 500 Industrial Blvd, Terrell, TX 75160 and/or requested from a driver or at [www.STARtransit.org](http://www.STARtransit.org).*
- *If you need information in another language, please call 877-631-5278.*
- *Si necesita información en un otro idioma, llame al 877-631-5278.*

The Title VI Complaint Coordinator will contact the applicant and/or representatives within ten (10) calendar days of request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. A Public Transportation Coordinator (PTC) will be notified within ten (10) business days of receiving a complaint. If the complainant fails to provide the requested information in five (5) business days, the Title VI Complaint Coordinator may administratively close the complaint. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process.

The Executive Director and the Title VI Complaint Coordinator will investigate the complaint and make a determination within thirty (30) calendar days of receipt of the complaint or within thirty (30) calendar days of receiving requested additional information. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution accompanied with a written report including a summary description of the incident, findings, and recommendations.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within sixty (60) calendar days of receiving the resolution report. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.



A record of the review will be kept by the Title VI Complaint Coordinator. If the complaint is not resolved by STAR Transit staff, it may be taken to the STAR Transit Board for an appeal and final decision on what action if any shall be taken in response to the complaint and the complainant will be notified. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

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

Texas Department of Transportation - Civil Rights Division  
Attention: Title VI Program Administrator  
125 E. 11<sup>th</sup> Street, Austin, TX 78701

Anyone needing special accommodation may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance. If you need information in another language, please call 877-631-5278. Si necesita informacion en un otro idioma, llame al 877-631-5278.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

#### **DISPOSITION OF COMPLAINTS**

- *Sustained Complaints*- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the STAR Transit's disciplinary procedures.
- *Un-sustained Complaints*- If there is insufficient evidence to either prove or disprove the allegation(s); both parties to the complaint will be informed of the reason(s) for this disposition.
- *Unfounded Complaint*- If it is determined that an act replied pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
- *Exonerated Complaints*- If it is determined that an act reported pursuant to this policy/procedure did in fact occur but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

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

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

**TITLE VI COMPLAINT FORM**

**Section I:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (home) \_\_\_\_\_ Telephone (Work) \_\_\_\_\_

Electronic Mail 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, proceed 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):

Race  Color  National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Please 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 attach additional paper(s).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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?

Yes  No



If yes, check all that apply:

Federal Agency: \_\_\_\_\_

State Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_

Local Agency: \_\_\_\_\_

State Court: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
<b>Section VI:</b>
Name of agency complaint is against:
Contact Person:
Title:
Telephone:

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

Signature and Date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form to the address below:

STAR Transit, Title VI Complaint Coordinator, P.O. Box 703, Terrell, TX 75160. You may also fax a complaint form to 972-563-0048 or scan and e-mail to [telliott@STARtransit.org](mailto:telliott@STARtransit.org).

*If you need information in another language, please call 877-631-5278.*

## INVESTIGACIÓN DE QUEJAS Y PROCESO DE APELACIÓN

Si usted siente que se le negó su solicitud de alojamiento y / o acceso al transporte público, por motivos de raza, color u origen nacional ", puede presentar una queja a través de los siguientes procesos:

- Presentar un Formulario de Queja Título VI (ver adjunto Anexo C)
- Teléfono del Coordinador de Quejas del Título VI en 469-474-2309.
- Fax queja por escrito al 972-563-0048.
- E-mail a la Coordinadora de Quejas del Título VI en el correo electrónico [telliott@STARtransit.org](mailto:telliott@STARtransit.org)
- Correo escrita queja a Star Transit, Coordinador de Quejas del Título VI, y PO Box 703, Terrell, TX 75160.
- 
- Presente una queja ante la División de Derechos Civiles de TxDOT/A la atención de: Administrador del programa del Título VI: 125 E. 11<sup>th</sup> Street, Austin, TX 78701
- El demandante puede presentar una queja directamente con la Administración Federal de Transporte mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Una forma de queja puede estar situado en 500 Industrial Blvd, Terrell , TX 75160 y / o solicitada a un conductor o al [www.STARtransit.org](http://www.STARtransit.org).

El Coordinador de Quejas del Título VI se comunicará con el solicitante y/o representantes dentro de los diez (10) días calendario posteriores a la solicitud. El Coordinador de Quejas del Título VI se comunicará con el demandante por escrito para obtener información adicional, si es necesario para obtener información adicional, si es necesario para investigar la queja. Se notificará a un Coordinador de Transporte Público (PTC) dentro los diez (10) días hábiles posteriores a la recepción de una queja. Si el denunciante no proporciona la información solicitada en el plazo de cinco (5) días hábiles, el coordinador de denuncias del Título VI puede cerrar administrativamente la denuncia. El solicitante puede renunciar a la comparecencia personal en lugar de una revisión telefónica seguida de una determinación por escrito. El solicitante puede presentar documentos u otra información para ser incluida con el registro y considerada en el proceso de revisión.

El Director Ejecutivo y el Coordinador de Quejas Título VI investigarán la queja y tomarán una determinación dentro de los treinta (30) días calendario siguientes a la recepción de la queja o dentro de los treinta (30) días calendario posteriores a la recepción de la información adicional solicitada. Investigación formal de la queja será confidencial e incluirá, pero no se limitan a, los detalles del incidente, la frecuencia específica y las fechas de los sucesos y los nombres de los testigos. Cliente será notificado de la resolución acompañada de un informe por escrito incluyendo una breve descripción de los hechos, conclusiones y recomendaciones.

Si el demandante no está satisfecho con la resolución, un proceso de apelación está disponible. Una solicitud de apelación para revisar una resolución de denegación ilegal de acceso o alojamiento para el transporte público se debe presentar, por escrito, dentro de los sesenta (60) días naturales siguientes a la recepción del informe de resolución del incidente. La apelación por escrito debe incluir el nombre del cliente, dirección y número de teléfono de contacto. Se recomienda una declaración de la razón (s) por qué el solicitante cree que la denegación de ajustes solicitud o acceso al transporte público no era apropiada.

Un registro de la revisión se mantendrá por el Coordinador de Quejas del Título VI. Si la queja no se resuelve por el personal de STAR Tránsito, puede ser llevado a la Junta de Tránsito de STAR para una apelación y la decisión final sobre qué acción si alguno se tomarán en respuesta a la queja y al denunciante será notificado. Si el asunto no se puede resolver, el denunciante será informado de su / su derecho a recurrir a:

Administración de Tránsito Federal - Oficina de Derechos Civiles

Atención: Coordinador de Programa del Título VI, Edificio Este, quinto piso -TCR 1200 New Jersey Ave., SE. Washington, DC 20590

Cualquier persona que necesite arreglos especiales puede ponerse en contacto con el Coordinador de Quejas Título VI al 469-474-2309 para obtener ayuda.

El derecho de la recurrente a una resolución pronta y equitativa de la queja no debe verse afectada por la búsqueda de la recurrente de otros remedios, como la presentación de una queja ante el Departamento de Justicia o cualquier otra agencia federal correspondiente o la presentación de una demanda en el estado o la corte federal. El uso de este procedimiento no es un requisito previo a la búsqueda de otros remedios.

#### DISPOSICIÓN DE QUEJAS

- *Sostenida Complaints*- Si se fundamenta la denuncia, la política y el procedimiento que prohíbe esta discriminación será revisada con el delincuente. Acción disciplinaria apropiada y / o capacitación se tomarán de conformidad con los procedimientos disciplinarios del Tránsito STAR.
- *Un-sustained Complaints*- Si no hay suficiente evidencia para probar o refutar la denuncia (s), las dos partes en la denuncia serán informados de la razón (s) para esta disposición.
- *Infundada queja*: Si se determina que un acto respondió conforme a esta política / procedimiento no de hecho ocurre, se llegue a la conclusión de fundamento.
- *Exonerated Complaints*- Si se determina que un acto de comunicarse con arreglo a esta política / procedimiento de hecho ocurrió, pero fue legal y apropiado dentro de las pautas establecidas en el presente documento, se hizo una constatación de exonerado.

## FORMULARIO DE QUEJA EN ESPAÑOL

<b>Sección I:</b>			
Nombre:			
Dirección:			
Teléfono:		Teléfono (trabajo):	
Correo electrónico:			
Requisitos de Formato accesible:			
Grandes letras		Cinta de audio	
TDD		Otro	
<b>Sección II:</b>			
¿Está presentando esta queja en (su propio nombre)?		Sí *	No
*Si usted contestó "sí" a esta pregunta, procede a la Sección III			
Si usted contestó "no", por favor, indica el nombre y la relación de la persona que se presenta una queja			
Por favor, explique por qué se ha presentado para una tercera parte:			
Por favor, confirme que ha obtenido el permiso de la parte afaviado si va a presentar en nombre de una tercera parte		Sí	No
<b>Sección III:</b>			
Creo que la discriminación que he experimentado fue basado en (marque todo lo que apliqu):			
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha de supuesta discriminación (Mes, Día, Año): _____			
Por favor explique lo mas claramente como se a possible qué pasó y por qué usted cree que fueron discriminados. Describe todas las personas que han participado. Incluye al información de contacto de la(s) persona(s) que se discrimina a usted (si se conoce) así como los nombres y la información de contacto de los testigos. Si se necesita más espacio, por favor adjuntar documento adicional(es).			
<b>Sección IV :</b>			
Anteriormente ha presentado un Título VI queja con esta agencia?		Sí	No
<b>Sección V:</b>			
¿Ha presentado esta queja con cualquier otro agencia federal, estatal o local o con cualquier tribunal Federal o Estatal?			
<input type="checkbox"/> Sí		<input type="checkbox"/> No	
Si la respuesta es sí, marque todo lo que aplique:			
<input type="checkbox"/> Agencia Federal:		<input type="checkbox"/> Agencia Estatal: _____	
_____			

Tribunal Federal: \_\_\_\_\_  Agencia Local: \_\_\_\_\_  
 Tribunal de Justicia del Estado: \_\_\_\_\_

Sírvanse proporcionar información acerca de una persona de contacto de la agencia/corte donde se presentó la denuncia.

Nombre: \_\_\_\_\_

Título: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

**Sección VI:**

Nombre de agencia contra la queja: \_\_\_\_\_

Persona de contacto: \_\_\_\_\_

Título: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Puede adjuntar cualquier material escrito u otra información que consideré relevante para su queja.

Firma y fecha requerida debajo

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Por favor, envíe este formulario a la dirección siguiente:

STAR Transit, Título VI Denuncia Coordinador, P. O. Box 703, Terrell, TX 75160. También puede enviar por fax de queja al 972-563-0048 o escanear y enviar por correo electrónico a [telliott@STARtransit.org](mailto:telliott@STARtransit.org).

*Si necesita información en un otro idioma, llame al 877-631-5278.*



**EXHIBIT D LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

STAR Transit shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

CHECK ONE:

There have been NO investigations, complaints, and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. See list below.

	DATE	SUMMARY (INCLUDE BASIS OF COMPLAINT, RACE, COLOR, OR NATIONAL ORIGIN)	STATUS	ACTION(S) TAKEN
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
2.				

**EXHIBIT E TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCIL****A. Minority Representation Table**

<b>Governing Body</b>	<b>Caucasian</b>	<b>Hispanic or Latino</b>	<b>Black or African American</b>	<b>Asian American</b>	<b>Native Hawaiian or Other Pacific Islander</b>	<b>Other Single Race</b>	<b>Two or More Races</b>
Population	73% (533,095)	32% (231,821)	16% (120,331)	2% (14,105)	.001% (1,104)	.01% (7,244)	0.05% (35,999)
Primary Board Members	5	0	1	0	0	0	0
Alternate Board Members	2	0	1	0	0	0	0
Non-Elected Officials	4	0	1	0	0	0	0

**B. Efforts to Encourage Minority Participation**

STAR Transit understands diverse representation on committees, councils, and boards results in sound policy reflective of its entire population. As such, STAR Transit encourages participation of all its citizens. As vacancies on the board, becomes available, STAR Transit will make efforts to encourage and promote diversity. To encourage participation on its board, STAR Transit will continue to reach out to community, ethnic and faith-based organizations, and businesses to connect with all populations. In addition, STAR Transit will create ways to make participating realistic and reasonable. Such as, the scheduling of meetings at times best suited to its members and providing transportation, if needed, for its members.

STAR Transit currently has five (5) members on the Board of Directors that are non-elected officials and currently there is one (1) opening to serve as Primary Board Member Place 7 and four(4) openings to serve as Alternate Member Place 1,2,3 and 4.

## EXHIBIT F TITLE VI SERVICE STANDARDS

### VEHICLE LOAD STANDARDS

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities.

Vehicle Description	Type	Seated	Seating with W/C On Board	W/C Space
Raised-roof van w/ lift	1	4-7	4	1
Small LD Cutaway	2	11-14	7-10	2
Regular LD Cutaway (158" wb)	3	18-21	14-17	2
Large LD Cutaway (176" wb)	3	24-28	24-26	2

### VEHICLE HEADWAY STANDARDS

Scheduling involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to NCTCOG's Metropolitan Transportation Plan, relationship to Dallas Area Rapid Transit, land use connectivity, and transportation demand management.

WEEKDAY	PEAK	BASE	EVENING	NIGHT
101 Midtown Express	60	60	60	-
401 Hutchins Shuttle	90	90	105	105

SATURDAY	DAY	EVENING	NIGHT
101 Midtown Express	60	60	-
401 Hutchins Shuttle	90	90	90

\*Peak: 7-9 am and 4-6 pm; Base: 9am – 4pm; Evening: 6-9:30 pm; Night: 9:30 pm – Midnight;  
 "-" means no service is provided during that time period.

SUNDAY	DAY	EVENING	NIGHT
401 Hutchins Shuttle	90	105	105

\*Peak: 7-9 am and 4-6 pm; Base: 9am – 4pm; Evening: 6-9:30 pm; Night: 9:30 pm – Midnight;  
 "-" means no service is provided during that time period.

### ON TIME PERFORMANCE STANDARDS

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. STAR Transit's on time performance objective is ninety percent (90%) or greater. We are meeting the ninety percent (90%) objective, within the 1 minute (1) minute early and no more than five (5) minutes late.

### SERVICE AVAILABILITY STANDARDS

Local stops will be no more than one-half (½) to three-quarters (¾) of a mile apart.

## **EXHIBIT G TITLE VI SERVICE POLICY**

### **VEHICLE ASSIGNMENT POLICY**

Vehicle assignments consider the operating characteristics of vans/buses, which are matched to the operating characteristics of service for the area. Local routes or daily schedules that have lower mileage than rural locations will most likely have the higher mileage vehicles. Assignment of vehicles with higher mileage to local routes or daily schedules that have lower mileage does not create a disparate impact based on race, color, or national origin.

### **TRANSIT AMENITIES POLICY**

Installations of amenities along routes are based on the number of passengers boarding at stops and stations along those routes.



**EXHIBIT H TITLE VI (FACILITY LOCATION) EQUITY ANALYSIS**

Completed By		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

STAR Transit	
<b>Facility Type</b>	
<b>Site Location Address:</b>	
<b>Project Description</b>	
<b>Project Timeline</b>	
<b>Analysis of Site location</b> <i>Compare the equity impact of various site alternatives</i>	
<b>Site Justification</b>	
<b>Outreach Activities</b> <i>List outreach methods used to engage persons potentially impacted by the facility site</i>	

**Notes:**

The definition of "facility" includes storage facilities, maintenance facilities and operation centers. For purposes of this requirement, "facilities" does not include bus shelters, transit stations, power substations, as these are transit amenities and evaluated during project development and the NEPA process.

The Title VI equity analysis must occur before the selection of the preferred site.

If the recipient determines that, the location of the project will result in a disparate impact on the basis of race, color, or national origin. The recipient may locate the project in that location, if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

No facilities have been sited or constructed to the date of the program submission.

**EXHIBIT I      LETTER ACKNOWLEDGING RECEIPT OF TITLE VI COMPLAINT**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

Reference:

Dear Complainant:

This letter is to acknowledge receipt of your complaint against STAR Transit for above referenced. The investigation of complaint is being reviewed and a determination will be made within 30 calendar days of receipt of complaint. You will be notified of resolution accompanied with a written report including a summary description of the incident, findings and recommendations.

If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 469-474-2309, emailing [telliott@STARtransit.org](mailto:telliott@STARtransit.org) or write us at:

STAR Transit  
Attn: Title VI Coordinator  
P.O. Box 703  
Terrell, TX 75160

Sincerely,

STAR Transit  
Title VI Coordinator

**EXHIBIT J LETTER OF VIOLATIONS (FINDINGS)**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

REFERENCE:

Dear Complainant:

Violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter, have been identified. A written report including a summary description of the incident, findings and recommendations are enclosed with this letter. Efforts are forgoing to correct these deficiencies.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the matter. If a hearing is requested, the following sentence may be appropriate. You may be hearing from this office, or from Federal Authorities, if your services should be needed during the administrative hearing process.

Sincerely,

STAR Transit  
Title VI Coordinator

**EXHIBIT K      NOTIFICATION LETTER TO COMPLAINANT OF NO FINDINGS**

Today's Date

Complainants' Name  
Street Address  
City, State, Zip Code

REFERENCE:

Dear Complainant:

The matter referenced above against STAR Transit has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal Financial Assistance.

STAR Transit has analyzed the materials and facts pertaining to your case for evidence of STAR Transit's failure to comply with any of the Civil Rights Laws. There was no evidence found that any of the laws have been violated. A written report including a summary description of the incident, findings and recommendations are enclosed with this letter for you records.

This letter is to inform you that your complaint has not been substantiated, and that STAR Transit is closing this matter in our files.

You have the right to appeal against this decision within 60 calendar days of the incident. The written appeal must include your name, address, and telephone contact number with a statement of reason(s) why you believe the denial of accommodation request or access to public transportation was inappropriate is recommended.

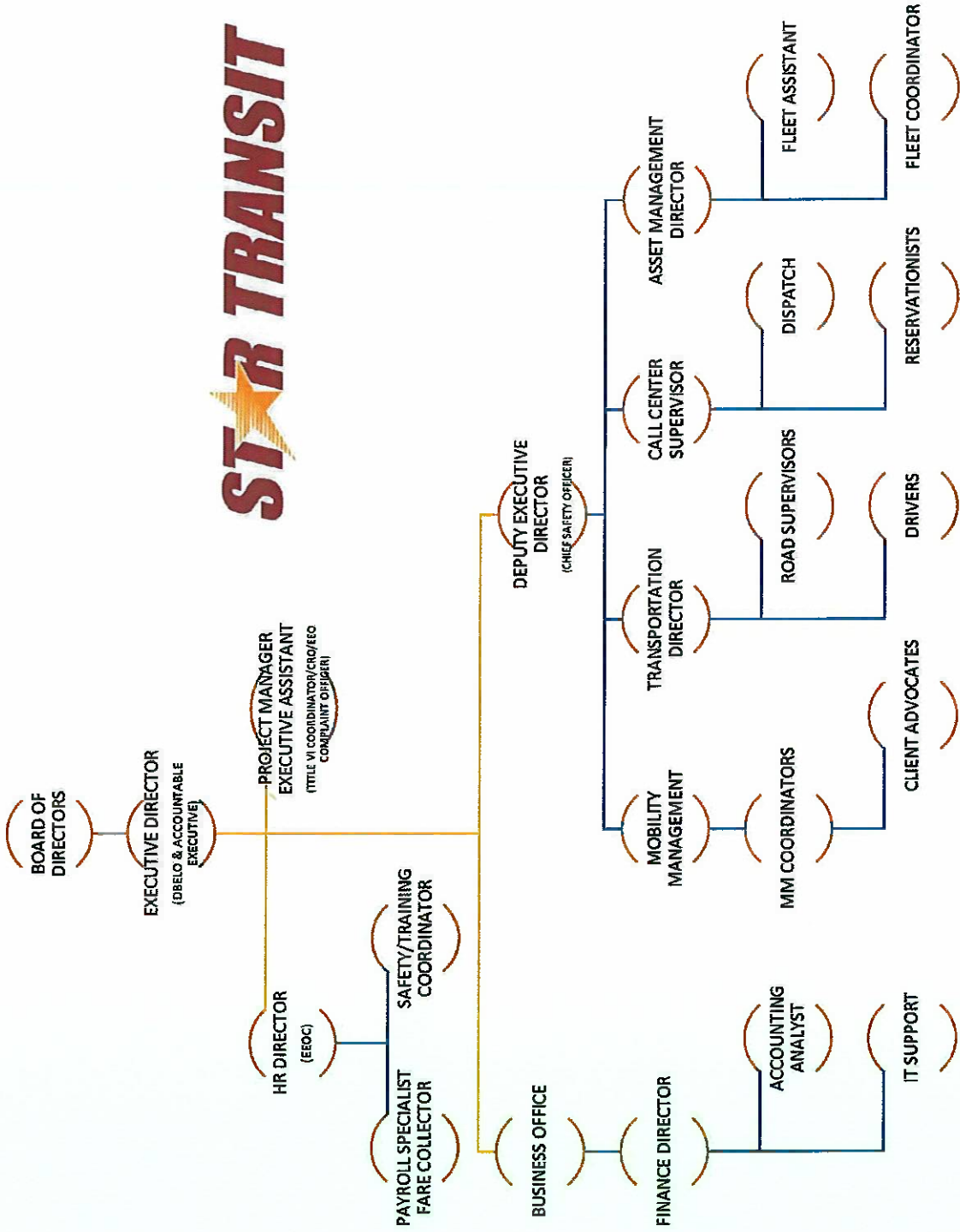
Thank you for contacting STAR Transit. If I can be of assistance to you in the future, please do not hesitate to contact me.

Sincerely,

STAR Transit  
Title VI Coordinator



EXHIBIT L ORGANIZATIONAL CHART



**EXHIBIT M TITLE VI NONDISCRIMINATION STATEMENT**



**Title VI Nondiscrimination Statement**

STAR Transit, as a sub recipient of Federal financial assistance is committed to ensuring that no person on the basis of race, color, religion, national origin, sex, age or disability, as protected by Title VI of the 1964 Civil Rights Act (42 USC Section 2000d, et. Seq.), and 49 CFR Part 21, both as explained in Federal Transit Administration (FTA) Circular 4702.1A, shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation in any federally or non-federally funded program or activity administered by STAR Transit and/or its contractors.

A handwritten signature in black ink, appearing to read "Tommy Henricks", written over a horizontal line.

Tommy Henricks, Executive Director  
STAR Transit



**Mención de título VI de No Discriminación**

STAR Transit , Como receptor de asistencia financiera Federal sub se compromete a no negar a ninguna persona sobre la base de raza, color, religión, origen nacional, sexo, edad o discapacidad, como protegido por el título VI de la ley de derechos civiles de 1964 (42 USC sección 2000 d, et. Seq.), y 49 CFR parte 21, tanto como se explica en el tránsito Federal administración (FTA) 4702.1A Circular, será excluidos de la participación en, ser negado los beneficios de o se esté sometido a discriminación o represalia en cual quier programa de gobierno federal o programa o actividad administrada por STAR Transit o sus contratistas.

A handwritten signature in black ink, appearing to read "Tommy Henricks", written over a horizontal line.

Tommy Henricks, Director Ejecutivo  
STAR Transit