



Midland Odessa Urban Transit District

**TITLE VI PROGRAM
MIDLAND ODESSA URBAN TRANSIT
DISTRICT
EZ-RIDER**

Revision April 2016

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Plan Date: May 31, 2016

Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the 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" (42 U.S.C. Section 2000d).

EZ-Rider is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI regulations (49 CFR part 21) in Federal Transit Administration (FTA) Circular 4702.1.B October 1, 2012.

This plan was developed to guide EZ-Rider in its administration and management of Title VI-related activities. No construction projects have been undertaken during the next reporting period. No active investigations conducted by entities other FTA lawsuits, or complaints naming the agency or sub-recipient that allege discrimination on the basis of race, color, or national origin.

This plan was developed to guide the ACT in its administration and management of Title VI-related activities.

Title VI Coordinator Contact information

Robert W. Stephens
General Manager, EZ-Rider/MOUTD
10300 Younger Road
Midland, TX 79706
(432) 561- 9990 Ext. 108

Program Objectives

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Title VI Notice to the Public and Information Dissemination

EZ-Rider and the Midland-Odessa Urban Transit District (MOUTD) hereby give public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding EZ- Rider's program has a right to file a formal complaint. Any such complaint must be in writing and submitted to EZ-Rider's Title VI Coordinator within 180 days following the date of the alleged occurrence. For more information regarding civil rights complaints or if information is needed in another language, please contact:

**EZ-Rider
Title VI Coordinator
Mailing Address: P.O. Box 60808 Midland Texas 79711-0608**

Physical Address: 10300 Younger Rd, Midland, Texas 79706

Phone# (432) 561-9990 EXT. 108

A person may also file a complaint directly with the Federal Transit Administration:

**Federal Transit Administration
FTA Office of Civil Rights
1200 New Jersey Avenue SE, Washington, DC 20590.**

Aviso Título VI del Público y Difusión de Información

EZ-Rider y el Distrito de Tránsito Urbano de Midland-Odessa (MOUTD) decide dar aviso público de su la norma de mantener y asegurar el pleno cumplimiento con el Título VI de la Ley de Derechos Civiles de 1964 y todos los estatutos relacionados. estatutos del Título VI y afines que prohíben la discriminación en programas de asistencia federal requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional ser excluido de la participación en, ser negado los beneficios de, o ser sometido a discriminación en cualquier programa o actividad que reciba asistencia financiera federal.

Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal en relación con el programa de pasajeros del EZ tiene derecho a presentar una queja formal. Cualquier queja debe ser por escrito y presentada al Coordinador del Título VI del EZ-Rider dentro de los 180 días siguientes a la fecha de la supuesta ocurrencia. Para obtener más información con respecto a las quejas de derechos civiles o si se necesita información en otro idioma, por favor, póngase en contacto con:

EZ-Rider
Title VI Coordinator
Mailing Address: P.O. Box 60808 Midland Texas 79711-0608

Physical Address: 10300 Younger Rd, Midland, Texas 79706

Phone# (432) 561-9990 EXT. 108

Una persona también puede presentar una queja directamente con la Administración Federal de Transporte:

Federal Transit Administration
FTA Office of Civil Rights
1200 New Jersey Avenue SE, Washington, DC 20590.

Subcontracts and Vendors

Contractors and subcontractors are responsible for complying with the Title VI Program of the recipient with whom they are contracting. All subcontractors and vendors who receive payments from EZ-Rider where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

Record Keeping

Title 49 CFR Section 21.9(b) requires recipients to “keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with [49 CFR part 21]

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

Title VI information posters shall be prominently and publicly displayed in all EZ-Rider transit facilities like Bus stops, stations, Agency Office and on all revenue service vehicles. The name of the Title VI coordinator is available on the EZ-Rider website, at www.ez-rider.org. Additional information relating to nondiscrimination obligation can be obtained from EZ-Rider Title VI Coordinator.

Title VI information shall be disseminated to EZ-Rider Transit employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of EZ-Rider Transit policy statement, and of their Title VI responsibilities in their daily work and duties. During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and Midland Odessa Urban Transit District’s expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

Title VI Complaint Procedures

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

How to file a Title VI Complaint?

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

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

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with EZ-Rider at the following address below:

- a. Name, address, and telephone number of the complainant.
- b. Names of person(s) who allegedly discriminated against you, if known.
- c. Date(s) of alleged incident.
- d. Location of alleged incident.
- e. Type of alleged discrimination.
- f. Explain what happened and how you believe you were discriminated against.
- g. Name, addresses, and telephone numbers of person who may have knowledge of the event.
- h. What other information do you have that you believe is relevant to this investigation?
- i. Have you filed a complaint with EZ-Rider before? If so, include: when, where, and how.
- j. Complainant's signature and date.
- k. The complaint may be sent or faxed to the following mailing address: EZ-Rider, Attn: Title VI Coordinator @ P.O. Box 60808 Midland, TX 79711-0608; fax# (432) 561-8056

What Happens To My Complaint?

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

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

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

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Transit- Related Investigations, Complaints, and Lawsuits

EZ-Rider will prepare and maintain a list of the following alleged discrimination on the basis of race, color, or national origin: Active investigations conducted by FTA and entities other than FTA; Lawsuits; and Complaints naming EZ-Rider and or the city of Odessa.

This information 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.

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

No active investigations, complaints, or lawsuits that are Title VI transit-related

Public Participation Plan

EZ-Rider is the transit system providing public transportation for both the Cities of Midland and Odessa, TX. EZ-Rider uses the Public Participation Plan (PPP) developed and utilized by the Permian Basin Metropolitan Planning Organization and works with the MPO to meet the standards and regulation within. The Public Participation Plan for EZ-Rider emphasizes the importance of early, on-going public involvement in the transit planning process. Early public involvement enables EZ-Rider to make more informed decisions, improve quality through collaborative efforts, as well as build mutual understanding and trust between EZ-Rider and the public.

It is the intent of EZ-Rider that the PPP provide the greatest possible involvement in the transit planning process. Moreover, EZ-Rider intends that the PPP be implemented in a continuous, proactive manner.

Public Participation Goals and Objectives

EZ-Rider Goal: To develop and provide public transit services in the Midland Odessa metropolitan area by engaging in comprehensive planning activities to include public involvement and consultation with public officials.

The following objectives will enable EZ-Rider to meet its overall goal for public participation:

- 1) Identify target audiences / stakeholders and encourage their involvement in the planning process. These include but are not limited to:
 - a. General Public / Citizens
 - b. Minorities (with consideration of LEP persons)
 - c. People who classify as lower-income.
 - d. Private Businesses / Organizations
 - e. State and Local Governmental entities
 - f. Publicly funded organizations and agencies
- 2) Provide notification of meetings and forums in languages understood by targeted audiences and at locations in which they frequent. This will include visual techniques such as charts, pictures, and maps when necessary.
- 3) Follow the procedures and standards established in the EZ-Rider LEP Program in an effort to reach and communicate with persons speaking a language other than English.
- 4) Establish meeting opportunities at times and locations that maximize public engagement and participation. Phone calls and emails are also encouraged for persons who are unable to attend a forum
- 5) Continuously evaluate public involvement strategies and make changes as needed to improve the effectiveness of public participation.

All persons attending the public meetings will be asked to sign a roster that will be maintained by the MPO.

Public Participation Plan Elements

The Public Participation Plan is intended to provide direction for public involvement activities to be conducted by EZ-Rider and contains the goals, objectives, and techniques used by EZ-Rider for public engagement. In its public participation process, EZ-Rider will:

- Provide timely information about transit issues, process, and plans to stakeholders, interested parties, and the general public.
- Give adequate public notice of participation activities and allow time for public review and comment at key decision points. If the final draft of any plan differs significantly from the one available for public comment and raises new material issues an additional opportunity for public comment on the revisions will be made available.
- Report (when significant written or oral comments are received 'during the planning process as a result of public outreach and participation process) on the disposition of comments in the final plan.
- Solicit the needs and input of historically under-served individuals and agencies that provide services to the same.
- Provide a public comment period of 45 calendar days prior to the adoption of the MTP and the TIP; and a public comment period of at least 10 calendar days prior to the adoption of any formal amendments or updates.

Minutes of public meetings shall be maintained by the MPO (with whom EZ-Rider works in conjunction) for a period of three (3) years. Current minutes of the public meetings will be maintained on the MPO website as shown below. The public will be given an opportunity to comment on or at every public meeting or forum.

Public Participation in Midland:

MOUTD will work closely with **Hispanic Culture Center of Midland** and **Midland Hispanic Chamber of Commerce** to reach out to the large Hispanic Community in the city. Hispanic Culture Center of Midland aims to preserve the Hispanic Culture, assist children to achieve their academic goals and also foster community involvement. The Midland Hispanic Chamber of Commerce focuses on promoting leadership and reinvigorating growth and prosperity of the community. **Midland Black Chamber of Commerce** to broaden its involvement in economic diversification. **Young Professionals of Midland** to create opportunities to support involvement, provide leadership and promote an overall investment in Midland.

MOUTD also will work with **ESL** (English as Second Language) program in **Midland College** to reach out to its participants regarding the bus service and their opinions about the service for better future decision making.

Public Participation in Odessa:

Odessa is home to "**Una Voz Unida of Texas**", an organization which was started to improve the public participation of Hispanics in the community. It encourages people to voice their concerns and help in increasing representation of Hispanics living in the community. Working with the organization will help us expand our reach to the people in the community.

Odessa Hispanic Chamber of Commerce to reach out to the large Hispanic Community in the city. Hispanic Culture Center of Odessa aims to preserve the Hispanic Culture, assist children to achieve their academic goals and also foster community involvement. The Odessa Hispanic Chamber of Commerce focuses on promoting leadership and reinvigorating growth and prosperity of the community. **Odessa Black Chamber of Commerce** to broaden its involvement in economic diversification. **The Young Professionals of Odessa** to create opportunities to support involvement, provide leadership and promote an overall investment in Odessa. **University of Texas Permian Basin** in Odessa has a diverse student population. Working with **Falcon Lions Club** and **Social Work Club at UTPB** will improve awareness and increase representation at our public meetings.

The MOUTD has a Transit Advisory Committee that meets quarterly. It is chaired by a MOUTD board member and is held at the college campuses in each city alternating each quarter. On the agenda for the advisory committee is a regular agenda item that addresses, customer service, safety, on-time performance and level of service. It serves as a great platform for people to voice their opinions and concerns.

MOUTD Board meets on last Wednesday of every month which is chaired by all the board members at the EZ-Rider Administrative office at 10300 Younger Road, Midland Texas. The Transit Board is comprised of six individuals from both cities, appointed by their respective City Councils. The MOUTD Board is the official governing body of the transit system, and approves the budget, routes, fares, schedules, policies and procedures, new services, etc.

Notice of the meeting is posted at city hall in each city, posted on our website and social media outlets. The meeting is open-for-all and has a public comment section at the beginning of the agenda for each meeting.

This Public Participation Plan will be made available during regular business hours at:

Midland Odessa Urban Transit District
10300 Younger Road, Midland TX 79706
<http://www.ez-rider.org/>

Permian Basin MPO
9601 Wright Drive Midland, TX 79706
<http://permianbasinmpo.com/>

TxDOT - Odessa District Offices
3901 E. Hwy 80
Odessa, TX 79761

Public Participation Outreach

Public participation is an ongoing and integral part of the EZ-Rider planning process. This section contains a list and brief description of public participation tools that will be used by EZ-Rider:

Website/Social Media - EZ-Rider will use its own and the Permian Basin MPO website to announce public participation opportunities. They are www.ez-rider.org; <https://www.facebook.com/moutdezrider/> and www.permianbasinmpo.com these websites will also contain additional information about projects and plans about the EZ- Rider service.

Database - EZ-Rider maintains a database of media contacts and local agencies that inform and serve our community of passengers. These entities are informed and communicate upcoming plans, service changes or additions, and involvement opportunities.

Legal Advertisements - The Midland Reporter, Odessa American, and Dos Mundos are the two major local and one Hispanic newspapers in which EZ-Rider communicates with the general public. This includes press releases and announcements such as public meetings.

Press Releases - We use the same media outlets listed in legal advertisements in addition to notification is sent to local television stations.

Public Meetings-Used to solicit public comments and opinions about transit projects and plans. Advanced notices are given and accessible times and locations are provided.

Surveys - Surveys may be utilized when a very specific input is desired.

Posters and Flyers - Can be used to announce meetings and events. These are distributed in public places including those frequented by low-income, minority, and disabled persons.

EZ-Rider also participates in other techniques initiated by the MPO to meet public involvement requirements.

EZ-Rider Title VI LEP Program and Plan

Introduction

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

This program analysis describes the Midland Odessa Urban Transit District (MOUTD) and EZ-Rider's responsiveness to area demographics for which they provide public transportation services, understanding that a reasonable effort must be made to provide service information, guidance, and documentation to the public in a language other than English.

Four Factor Analyses

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

Factor #1: Population Served

City of Odessa

The U.S. Census Bureau population estimates of July 1, 2014 indicates the City of Odessa, Texas has a total population of 107,325 with 52.8% registered as Hispanic or Latino. A total of 41.3% or 40,485 of residents in Odessa, TX over the age of five responded that they speak a language other than English at home. 67.36% or 38,101 of the Hispanic population above 5 years reported speaking Spanish and 12.3% of total population above 5 years or 12,024 make up the Spanish speaking residents who can speak English less than very well. This represents the majority of our LEP population. The remaining population 2.2% speaks various languages with .6% speaking English less than very well and does not fall in the safe harbor threshold of 5% but is greater than 1,000. EZ-Rider will continue to work with local organizations such as the MPO to identify other languages being spoken in the area. See the chart below for more details.

EZ-Rider MOUTD Commitment to Civil Rights

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent	Percent Margin of Error
Population 5 years and over	98,022	±553	100%	(X)
English only	57,537	±1,166	58.7%	±1.2
Language other than English	40,485	±1,194	41.3%	±1.2
Speak English less than "very well"	12,657	±1,002	12.9%	±1.0
Spanish	38,350	±1,191	39.1%	±1.2
Speak English less than "very well"	12,024	±1,019	12.3%	±1.0
Other Indo-European languages	757	±298	0.8%	±0.3
Speak English less than "very well"	130	±86	0.1%	±0.1
Asian and Pacific Islander languages	906	±258	0.9%	±0.3
Speak English less than "very well"	359	±147	0.4%	±0.2
Other languages	472	±240	0.5%	±0.2
Speak English less than "very well"	144	±128	0.1%	±0.1

City of Midland

The U.S. Census Bureau population estimates of July 1, 2014 indicates the City of Midland, Texas has a total population of 119,409 with 40.37% registered as Hispanic or Latino. A total of 34,083 residents in Midland, TX over the age of five responded that they speak a language other than English at home. 74.64% or 37,564 of the Hispanic population above 5 years reported speaking Spanish and 9.6% of total population above 5 years or 10,501 make up the Spanish speaking residents who can speak English less than very well. This represents the majority of our LEP population. The remaining population 2,760 or 2.4% speaks various languages at home with 1019 or 1% speaking English less than very well and does not fall in the safe harbor threshold of 5% but is less than 1,000. EZ-Rider will continue to work with local organizations such as the MPO to identify other languages being spoken in the area. See the chart below for additional details.

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent	Percent Margin of Error
Population 5 years and over	1,09,607	±401	100%	(X)
English only	75,524	±1,527	68.9%	±1.4
Language other than English	34,083	±1,541	31.1%	±1.4
Speak English less than "very well"	11,520	±1,013	10.5%	±0.9
Spanish	31,323	±1,448	28.6%	±1.3
Speak English less than "very well"	10,501	±975	9.6%	±0.9
Other Indo-European languages	813	±284	0.7%	±0.3
Speak English less than "very well"	108	±79	0.1%	±0.1
Asian and Pacific Islander languages	1,467	±228	1.3%	±0.2
Speak English less than "very well"	844	±255	0.8%	±0.2
Other languages	480	±335	0.4%	±0.3
Speak English less than "very well"	67	±73	0.1%	±0.1

EZ-Rider will continue working with local Workforce Centers, Churches, and other organizations to identify persons in the safe harbor threshold of 5% or at least 1,000 (whichever is less) who speak a limited amount of English in the Midland-Odessa area. Additionally, EZ-Rider seeks to partner with organizations in both cities such as Permian Basin Community Centers to aid in communicating with individuals with Limited English Proficiency (LEP).

GOAL #1: EZ-Rider will monitor local, state, and federal reports for population trends in the Midland-Odessa area. Moreover, we will communicate with organizations that also monitor population trends and demographics.

Factor#2: Frequency of Contact

EZ-Rider provides fixed route and Para transit service throughout the Cities of Midland and Odessa. Each city has (6) fixed routes. Most routes go in or near lower income areas and areas heavily populated with minorities which includes LEP persons. The Para transit service not only frequents the same area but also provides transportation services outside the minimum % mile route boundary. EZ-Rider drivers and supervisors inform management of LEP contact. This is done through face to face contact with passengers and interpreting transit information as they use the service. Due to the broad geographic coverage of transit services provided within the city limits, EZ-Rider is transports individuals daily who might speak a limited amount of English. Route 6 in the City of Midland serves the South and East side of the City which is heavily populated with people who speak Spanish as their primary language. Moreover, the Spanish speaking population is our LEP population.

Information received from drivers and supervisors enables management to know what changes or adjustments need to be made in order to communicate better with the Midland Odessa LEP population. For example, it was through this type of communication that EZ-Rider learned of the Hispanic newspaper and radio station in Odessa that frequently run releases and makes announcements about the service.

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

GOAL #2: EZ-Rider will continue reviewing transit routes and trip scheduling to ensure services are being made available and being communicated adequately to persons who primarily speak a language other than English.

Goal #3: EZ-Rider will administer surveys and monitor customer comments and complaints to stay abreast of LEP passenger riding patterns. Leadership staff will also regularly communicate with system drivers and supervisors to identify LEP customer service needs and how best to communicate with that population.

Factor #3: Nature & Importance of Program

The span of service at EZ-Rider is as follows: Fixed Route Service is 6:15am -

6:15pm Monday thru Friday and 8:15am -5:15pm on Saturday. The Paratransit Service mirrors the Fixed Route Service in hours of operation and span of service. EZ-Rider uses route maps and pictograms to communicate with non-English speaking persons. Bilingual employees at EZ-Rider assist Spanish speaking customers with service questions or inquiries for information, Passengers ride to work, places of entertainment, doctor appointments, and various other persons throughout the Cities of Midland and Odessa.

Paratransit Service at EZ-Rider is also utilized by LEP persons and takes passengers to all the, same types of locations as the Fixed Route Service.

GOAL #1: EZ-Rider will triennially conduct focus groups with local churches and other service organizations to determine the best method in which EZ-Rider should communicate service information and documentation with LEP persons. This will also enable EZ-Rider staff to identify services most important to LEP passengers. All public involvement efforts will be documented and kept on file.

GOAL #2: EZ-Rider will ensure route schedules are printed and distributed in English and Spanish and other languages spoken by more than 1,000 people in the Cities.

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

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

Factor #4: Resources and Costs

When resources are available, EZ-Rider will collaborate with local organizations that offer assistance to LEP persons. This will help reduce the cost of communicating with LEP passengers as well as identify languages other than English most spoken by LEP people.

The Safe Harbor LEP Threshold of 5% or 1,000 individuals, whichever is less, will be followed. The Permian Basin MPO and other local organizations will enable EZ-Rider to identify these individuals.

EZ-Rider has increased printing cost to ensure material can and will be printed in a language(s) other than English. This includes letters, forms, notifications, and any other vital documents. Bilingual staff to help interpret and facilitate customer phone calls, requests for service or information, and instructions. The costs associated with resources needed to increase printing in other languages has been mitigated to in-house printing ability.

GOAL #1: Sign up to receive free Language Line Service for assistance communicating with non-- English speaking individuals.

GOAL #2: Include LEP program efforts in system planning, budgeting, and

deliverables when relative.

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

Plan Implementation

EZ-Rider's current LEP Program efforts include:

- Bilingual staff
- Pictograms/Infographs
- Notice to the public

EZ-Rider's LEP goals include those listed in the Four Factor Analysis section, continuation of current efforts, and the following:

- Multi-language announcements installed on AVL and enunciators
- Language identification cards using "I Speak" cards
- Advertising in ethnic media
- Vital documents will be printed in languages other than English
- Documenting LEP contact by operators and drivers to create a database for further improvements to system
- Website in both English and Spanish

Monitoring and Reporting

EZ-Rider will monitor the effectiveness of communicating with the Midland Odessa LEP Population by the following:

- Conduct focus groups
- Administer surveys
- Face-to-face contact with LEP person utilizing the service
- Consider customer comments and complaints regarding the service
- Annually evaluate routes and other services to determine the frequency in which LEP Persons utilize the service
- Monitor demographic changes

As demographics and communication measures change for persons in the LEP threshold, EZ- Rider will adjust policies and procedures accordingly. Changes will be reported through the establishment of new goals, objectives, and training measures for staff. Additionally, EZ-Rider will continue to report to the LEP population any adjustments in service or new ways in which they can find information regarding the service. Record of the changes (if any) will be recorded and reported with Title VI documentation annually. The LEP Program document will be treated as a living document and thereby adjusted as often as necessary

Conclusion

This document serves as EZ-Rider's analysis, goals, and implementation plan for passengers who primarily speak a language other than English. Current goals and efforts should not pose a financial burden on the agency; however, as more LEP persons move to the Cities of Midland and Odessa, costs are certain to increase as our contact efforts will have to increase. The agency will update this document in TRAMS triennially to include new goals, technology, efforts, and means to further communicate with non-English speaking persons within the community in which we provide transportation services. However, as goals and communication measures change, EZ-Rider will revise the LEP program document at the time of the revision.

Membership of Non-Elected Committees and Councils

Minority representation on planning and advisory bodies is covered by Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." 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.

EZ-Rider has a transit-related, non-elected board of directors the Midland Odessa Urban Transit District (MOUTD), and transportation advisory committee (TAC) of which the membership is appointed by the governing bodies of the cities of Midland, TX and Odessa TX.

Description of efforts made to encourage the participation of minorities on such committees.

The governing bodies of the cities of Midland TX and Odessa TX select representation on several community boards and committees that guide the decision making process. Applications for such membership and the qualifications and eligibility are determined by a combination of the following: ordinance, statute, experience, background, interest. The value of these bodies is a direct reflection of the interest and dedication of our citizens in making Midland and Odessa a better place to live, and are encouraged to apply for appointment to any Board/Commission in which one may be interested. Working with organizations like **Midland Hispanic Chamber of Commerce, Odessa Hispanic Chamber of Commerce and Una Voz Unida of Texas**, whose aim is to develop leaders who can talk for and against the issues of the community, would help encourage minorities to represent on our Board.

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population	46.7%	44.1%	6.8%	1.3%	.9%
MOUTD Board of Directors	58.3%	25%	16.6%	0%	0%
Transportation Advisory Committee	50%	33.3%	16.6%	0%	0%

Monitoring Sub-recipients

In accordance with 49 CFR 21.9(b), and to ensure that sub-recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub-recipients for compliance with the regulations. Importantly, if a sub-recipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

EZ-Rider has no sub-recipients to monitor

Determination of Site or Location of Facilities

Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

MOUTD will ensure that both environmental analysis and Title VI environmental justice requirements are incorporated into the scope of work for all facilities projects.

1. On all New Projects MOUTD will complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. MOUTD will engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before selection of the preferred site.
2. When evaluating locations of facilities, MOUTD will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis will be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
3. If MOUTD determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, MOUTD will only 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 nation origin. MOUTD will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Ongoing Construction Project – Planning for facilities began in 2008 with A/E tasks and E.A. activities to include property evaluations and appraisals. Environmental Justice conducted during the NEPA process with environmental assessment stage of property evaluations. The location of projects requiring land acquisition is zoned as commercial property located in the AirPark at the Midland International Airport at WCR 1788 and Younger Road in Midland County. Land acquired for multi-phased project in January 2010. Construction began July 2012. Substantial Completion June 2013 followed by an Administration Building co-located in the same geographic footprint completed in March 2015. A multi-modal facility is planned for construction and co-location in 2018.

No displacement of persons from their residences or businesses resulted from the purchase of property and construction of maintenance facility improvements.

CONTACT LIST

Permian Basin Community Center, Odessa Permian Basin Community Center, Midland Permian Basin MHMR
Division of Rehabilitation Services (DARS) Midland
DARS Odessa
Texas Workforce Center, Midland Texas Workforce Center, Odessa University of Texas at Permian Basin Odessa College
Midland College
Permian Basin Metropolitan Planning Organization (MPO)
Area Agency on Aging (AAA)
Casa De Amigos
City of Midland
Community Development, city of Odessa
TxDOT-Odessa District
Milagro Dialysis Center, Odessa Renal Center, Odessa
H.E.B. Midland
H.E.B. Odessa
Music City Mall, Odessa Midland Park Mall,
Midland Angel House /Crisis Center
Midland Development Corporation
Safe Place, Midland
Midland Housing Authority, Midland
Odessa Housing Authority, Odessa
In-Home Care
Midland Association for Retarded Citizens (MARC)
Midland Memorial Hospital
Medical Center Hospital (MCH)
Community in Schools Outreach for At-Risk Students – EISD and MISD
Ector County Senior Centers
Senior Links Midland, Inc. – Senior Services

**TABLE
NO.1
TABLE OF PUBLIC MEETING AND COMMENT
PERIODS**

Program	Public Meetings	Comment Period	Remarks
Metropolitan Transportation Plan (MTP)	One or more prior to MPO Policy Board approval	30 Days	N/A
Transportation Improvement Program (TIP)	One – each City prior to MPO Policy Board approval	30 Days	N/A
Service Changes	One- each City prior to Board approval	15 Days	N/A
Fare Increase	One – each City prior to Board approval	15 Days	N/A
Any Formal Amendment	One meeting prior to Board approval	10 Days	N/A
Public Participation Plan	Notification in both Cities	45 Days	N/A

The Midland Odessa Urban Transit District Board conducts open meetings the last Wednesday of every month unless otherwise stated.

SERVICE STANDARD COMMITMENT:

It is our mission to provide safe, reliable, affordable, and efficient public transportation in the Midland Odessa Metropolitan area.

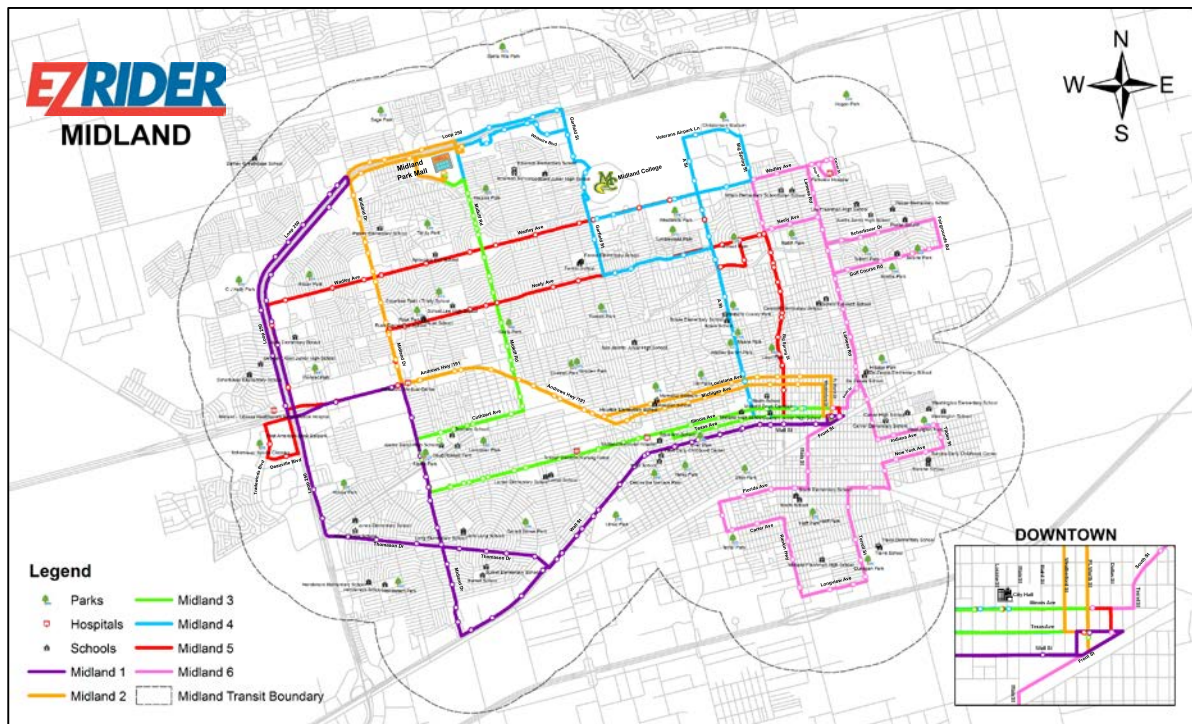
The standards set forth herein will be reviewed on a yearly basis through a strategic plan with goals, strategies and outcomes to determine if our service commitment goals meet our service commitment practices.

SERVICE AREA:

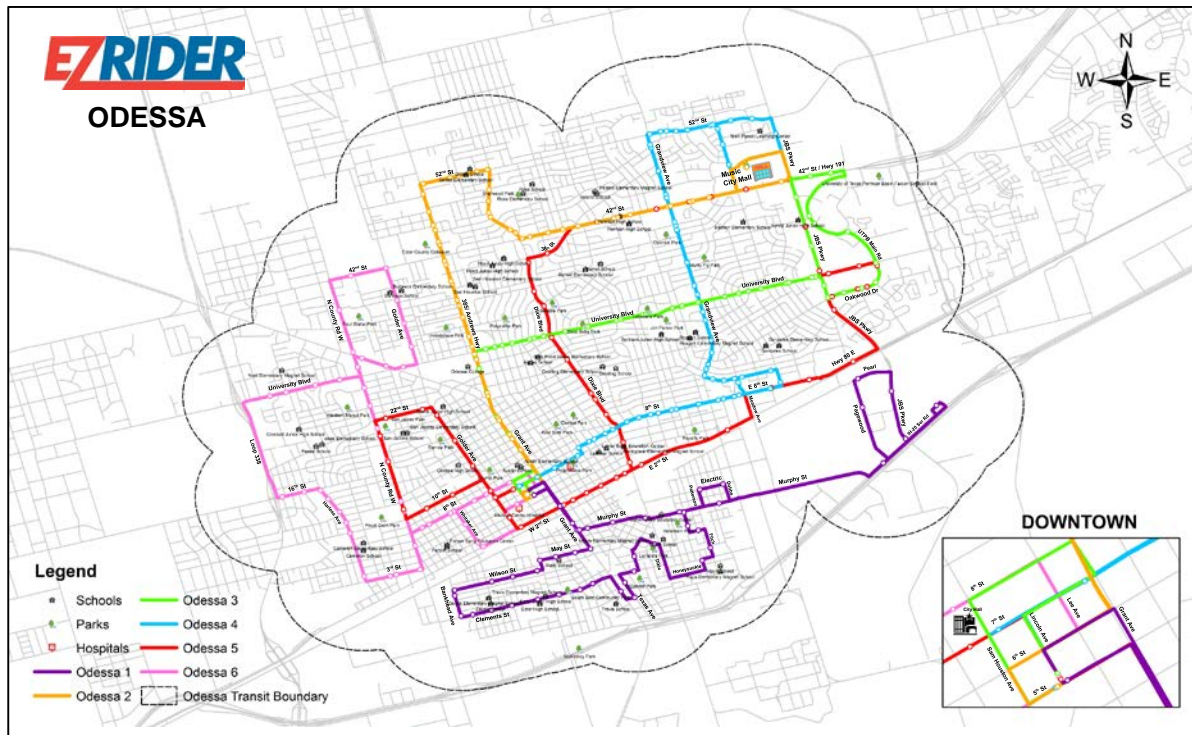
The core areas serviced by Midland Odessa Urban Transit District are the areas as defined by the cities of Odessa and Midland to be the Urbanized areas within the city limits Odessa, Ector County Texas and Midland, Midland County, Texas.

Examples of fixed route maps are on file with the GIS dept. at the City of Midland and with EZ-Rider. Service Route maps are available at www.ez-rider.org. Examples are attached as exhibit 1 and 2 below.

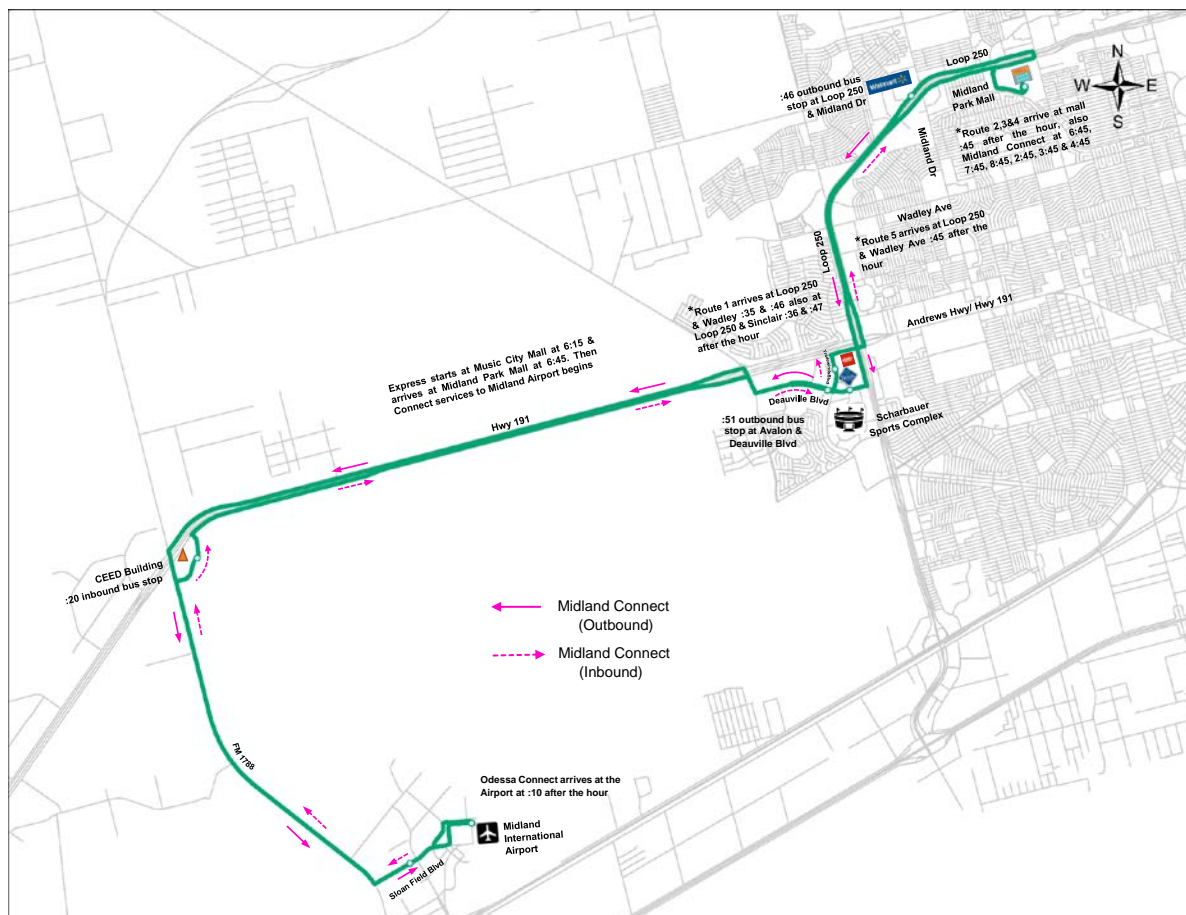
Map Exhibit 1 Midland Texas service area. * Note map detail degrades at this size



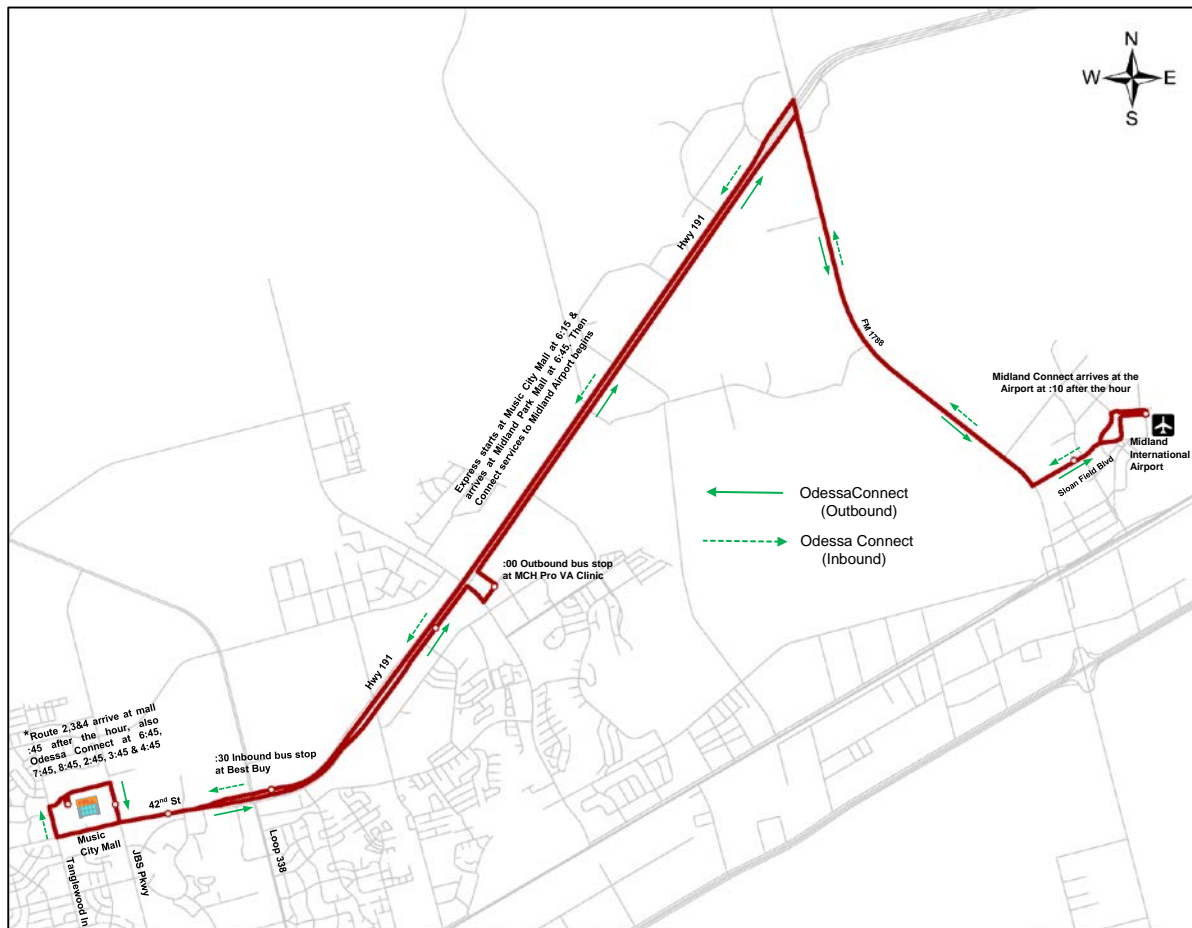
Map Exhibit 2 Odessa Texas service area. * Note map detail degrades at this size. The service area maps for Odessa and Midland show the ¾ mile boundary from fixed route service for definition of the Para transit service area.



Map Exhibit 3 Midland Connect service area * Note map detail degrades at this size.



Map Exhibit 4 Odessa Connect service area * Note map detail degrades at this size.



VEHICLE LOAD STANDARDS:

VEHICLE TYPE	SEATED	STANDING	TOTAL	LOAD FACTOR
EZ II MAX	29	19	48	1.7
ARBOC S.O.M.	10	4	14	1.4
Glaval Cutaway	10	4	14	1.4

EZII MAX buses are 35 foot Transit Coaches assigned to fixed route service.

ARBOC S.O.M. (Spirit of mobility) buses are cutaways primarily assigned to Paratransit services.

HEADWAYS AND PERIOD OF OPERATION:

WEEKDAY	BASE	EVENING	NIGHT
ODESSA 1	12	0	0
ODESSA 2	12	0	0
ODESSA 3	12	0	0
ODESSA 4	12	0	0
ODESSA 5	12	0	0
ODESSA 6	12	0	0
MIDLAND 1	12	0	0
MIDLAND 2	12	0	0
MIDLAND 3	12	0	0
MIDLAND 4	12	0	0
MIDLAND 5	12	0	0
MIDLAND 6	12	0	0
CONNECT MIDLAND COMMUTER	3 / 3	N/A	N/A
CONNECT ODESSA COMMUTER	3 / 3	N/A	N/A

ON TIME PERFORMANCE STANDARDS:

1. 90% of EZ-Rider’s transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedules published at each stop within the system. Passengers are informed in writing of scheduled times at each stop in the EZ-Rider system along with instructions to arrive at the scheduled time five minutes early.
2. A vehicle is considered on time if it departs the scheduled time point at downtown plaza in each city no earlier than 1 minute early and no more than 5 minutes late. EZ-Rider’s on time performance target is 90% or greater. Supervisors and dispatchers monitor the departure of buses in each city. Departures and time points are recorded in the dispatcher’s log. Anomalies are documented and reported to the Director of Operations for follow-up.

SERVICE AVAILABILITY STANDARDS:

EZ-Rider services are distributed to provide 90% of citizens within the service area access to a bus stop within at least a half mile walk along the main thoroughfares throughout the cities of Odessa and Midland. All Fixed Route vehicles are equipped with Bike racks to provide access to citizens living more than ½ mile from a bus stop or if they are outside the city limit areas where walking to gain access is not reasonable.

VEHICLE ASSIGNMENT POLICY:

Vehicles are assigned to drivers by the Supervisor or Dispatcher on duty. Vehicles are to be rotated on a daily basis and should not be on the same route consecutively for more than four days in a row. The average age of the entire fleet cannot be used in factoring in assignment due to the fact that the fleet is on average of the same age. Rotation is used to evenly distribute mileage throughout the fleet and to ensure continuing control of the fleet is maintained.

TRANSIT AMENITIES:

Installation of transit amenities along bus routes are based on passenger usage and will be reviewed under boarding and alighting studies. This method will be used and reviews will be performed annually to insure environmental justice is a prime consideration and amenities are distributed in this way throughout the system.

Appendix A

Employee Annual Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of EZ-Rider public transportation are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint regarding Title VI protections, direct him or her to contact;

Robert W. Stephens

General Manager

Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to respectfully address them without regard to race, color or national origin.

Appendix B

Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of EZ-Rider Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI regulations (49 CFR part 21) in Federal Transit Administration (FTA) Circular 4702.1.B issued October 1, 2012.

Employee signature

Print your name

Date

Appendix C

EZ-RIDER TITLE VI COMPLAINT FORM

This form is used to file a complaint with Midland Odessa Urban Transit Management, Inc. DBA "EZ-Rider" based on purported violations of Title VI of the Civil Rights Act of 1964. You are not required to use the attached form. A letter that provides the same information is sufficient to file a complaint.

If you need assistance completing this form due to physical impairment, please contact our office by phone at (432) 561-9990.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirement	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:
<p>I believe the discrimination I experienced was based on (check all that apply):</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin</p> <p>Date of Alleged Discrimination (Month, Day, Year): _____</p> <p>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.</p> <hr/> <hr/> <hr/>

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.

Signature and date required below

Signature

Date

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

EZ-Rider
Title VI Coordinator
PO Box 60808, Midland, TX 79711-0808
or
Federal Transit Administration
FTA Office of Civil Rights
1200 New Jersey Avenue SE, Washington, DC 20590.

Appendix C

EZ -RIDER TÍTULO VI FORMULARIO DE LA QUEJA

Este formulario se utiliza para presentar una queja ante Midland Odessa Urbana Gestión de Tránsito, Inc. DBA " EZ -Rider ", basada en supuestas violaciones del Título VI de la Ley de Derechos Civiles de 1964. No es necesario que utilice el formulario adjunto. Una carta que ofrece la misma información es suficiente para presentar una queja.

Si necesita ayuda para completar esta forma debido a una deficiencia física, póngase en contacto con nuestra oficina por teléfono al (432) 561-9990.

Sección I:			
Nombre:			
Dirección:			
Teléfono (Casa):		Teléfono (Trabajo):	
Dirección de correo electrónico:			
Requisitos de formato accesible?	Ampliación de foto		Cinta de audio
	TDD		Otro

Sección II:		
¿Está presentando esta queja en su propio nombre?	Si*	No
* Si su respuesta es "sí" a esta pregunta, vaya a la Sección III.		
Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted se queja:		
Por favor, explique por qué se ha declarado en un tercero:		
Por favor, confirma que ha obtenido la autorización de la parte perjudicada si está presentando en nombre de un tercero.	Si	No

Sección III:		
Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional
Fecha de la discriminación (mes, día, año): _____		
Explicar lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluir el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de contacto con los testigos. Si se necesita más espacio, por favor use el reverso de esta forma.		

Sección IV:		
--------------------	--	--

¿Ha presentado previamente una queja del Título VI con esta agencia?	Si	No
Sección V:		
¿Ha presentado esta queja con cualquier otro federal, estatal o local, o con cualquier tribunal federal o estatal?		
<input type="checkbox"/> Si <input type="checkbox"/> No		
En caso afirmativo, marque lo que corresponda:		
<input type="checkbox"/> Agencia Federal: _____		
<input type="checkbox"/> Corte federal: _____ <input type="checkbox"/> Agencia del estado: _____		
<input type="checkbox"/> Corte del Estado: _____ <input type="checkbox"/> Agencia local: _____		
Por favor, proveer información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
Nombre de la agencia de queja es en contra:		
Persona de contacto:		
Título:		
Número de teléfono:		

Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Firma y fecha requerida a continuación

Firma

Fecha

Por favor, envíe este formulario en persona en la dirección indicada más abajo, o envíe este formulario a:

EZ-Rider Title VI Coordinator
PO Box 60808, Midland, TX 79711-0808
or
Federal Transit Administration
FTA Office of Civil Rights
1200 New Jersey Avenue SE, Washington, DC 20590.

ATTACHMENT - A

Midland Odessa Urban Transit District

RESOLUTION 083116A

WHEREAS, the city of Odessa is designated as the direct recipient of federal funds for the delivery of public transportation services to the cities of Midland and Odessa, and;

WHEREAS, the direct recipient has delegated the Midland Odessa Urban Transit District (MOUTD) as the principle provider of the public transportation services to the Midland Odessa Metropolitan Area, and;

WHEREAS, the Federal Transit Administration (FTA) requires compliance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients or subsequent, and;

WHEREAS, the MOUTD Title VI Program and Policy was revised to be in compliance with (49 CFR part 21) in Federal Transit Administration (FTA) Circular 4702.1.B October 1, 2012 or subsequent; and;

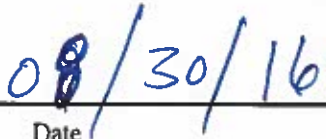
WHEREAS, FTA is reviewing the Title VI Program and Policy submitted for approval to FTA during Voluntary Compliance Agreement period; and;

NOW THEREFORE BE IT RESOLVED, the Board of Directors of the Midland Odessa Urban Transit District (MOUTD) approves the following:

1. Adopt the August 2016 revised MOUTD Title VI program and policy in review by FTA during Voluntary Compliance Agreement period with process and procedure in accordance with (49 CFR part 21) in Federal Transit Administration (FTA) Circular 4702.1.B October 1, 2012.; and or subsequent.

Duly adopted at the meeting of the Board of Directors of the Midland Odessa Transit District this 31st day of August 2016.


Jonathan Dumire, Chairman MOUTD


Date