



**Panhandle Community Services
Panhandle Transit
Title VI Plan**

NOVEMBER 30, 2020

(TVI plan expires 3 years from date listed above)

Panhandle Community Services
1309 SW 8th Avenue
Amarillo TX, 79101
(806) 372.2531

www.pcsvcs.org/our-services/transportation/

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INTRODUCTION

The Federal Transit Administration (FTA) requires all recipients of FTA assistance to develop a Title VI program, to ensure that its transit services are available to and provide equal access to all individuals without regard to race, color, national origin or any other characteristic protected by law.

The Title VI program will be updated every three years and submitted to FTA for approval.

Panhandle Community Services (PCS) is a non-profit, community based organization offering a variety of programs and services to assist low-income individuals and families. Our programs and services are designed and implemented to target specific poverty-related issues with the goal of bridging the gap between poverty and self-sufficiency. As a whole, PCS provides a broad base of support for the residents of all twenty-six Panhandle counties.

Community Action equips low-income citizens with the tools and potential for becoming self-sufficient. The structure of the program is unique—federal dollars are used locally to offer specialized programming in communities. It is a coordinated effort to address the root effects of poverty and to, ultimately, move families and individuals to self-sufficiency.

Panhandle Transit is one of several programs administered by PCS. Panhandle Transit provides a professional and cost-effective means of transportation to the general public and elderly and disabled transit in non-urbanized areas. Panhandle Transit provides transportation to access employment, education, shopping, recreation, health care, and social services.

Panhandle Transit operates a demand responsive service using 86 TxDOT funded vehicles. PCS has 47 full and part time drivers who provide transit service to 26 counties of the Texas Panhandle: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, rural Potter, Randall, Roberts, Sherman, Swisher and Wheeler.

Combinations of efficient financial and regional planning resources are utilized to increase available travel locations and decrease travel time.

TITLE VI POLICY STATEMENT

Panhandle Community Services (PCS) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of color, national origin, or any other characteristics protected by law, including Title VI of the Civil Rights act of 1964, as amended, 4702.1B FTA Circular and the Civil Restoration Act of 1987 (P.L. 100.59), be excluded from or participation in, be denied benefits of, or otherwise be subjected to, discrimination under any program or activity for which it has sole responsibility.

PCS further assures every effort will be made to ensure nondiscrimination in all of its Boards, Councils, Committees, Programs, and activities, regardless of the funding source. Further, under the Americans with Disabilities ACT (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service. PCS further assures that every effort will be made to ensure non -discrimination in all of its programs and activities, whether these activities are federally funded or not.

Executive Director or Representative
Panhandle Community Services

Date

TITLE VI NOTICE

ENGLISH

The following notice is posted public areas of the administrative offices of Panhandle Community Services; including agency website at: <https://www.pcsvcs.org/title-vi>, reception areas and meeting rooms.

Si se necesita información en otro idioma, póngase en contacto con 806-372-2531.

Notifying the Public of Rights Under Title VI

Panhandle Community Services

Panhandle Community Services (PCS) 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 PCS.

For more information on PCS civil rights program, the procedures to file a complaint or to file a complaint contact 806-372-2531; email kay.cruze@pcsvsc.org or visit our administrative office at 1309 SW 8th Avenue Amarillo TX, 79101.

A complaint may also be filed directly with the Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX. 76102.

If information is needed in another language, contact 806-372-2531.
ü Si necesita información en otro idioma, contacta con 806-372-2531.

The following notice is posted public areas of the administrative offices of Panhandle Community Service; including agency website, reception areas and meeting rooms.

TITULO VI AVISO

SPANISH

El siguiente aviso se publica en las áreas públicas de las oficinas administrativas de Panhandle Community Service; <https://www.pcsvcs.org/titulo-vi>, incluyendo el sitio web de la agencia, áreas de recepción y salas de reuniones.

Si se necesita información en otro idioma, póngase en contacto con 806-372-2531.

Notificación al Público de los Derechos

Panhandle Community Service

La Panhandle Community Service (PCS) opera sus programas y servicios, sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja con la PCS.

Para obtener más información sobre el programa de derechos civiles de la PCS para obtener más información sobre los procedimientos para presentar una queja, llame al 806-372-2531; email kay.cruze@pcsvsc.org; visite nuestras oficinas administrativas en 1309 SW 8th Avenue Amarillo TX, 79101

Un demandante puede presentar una queja directamente a la Administración Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinator del Programa de Título VI, Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX. 76102.

Si se necesita información en otro idioma de contacto 806-372-2531.

COMPLAINT PROCEDURES

ENGLISH

Si se necesita información en otro idioma, póngase en contacto con 806-372-2531.

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

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by Panhandle Community Services (PCS) may file a complaint by completing and submitting the Title VI Complaint form to PCS.

How do you file a complaint?

You may download the Panhandle Community Services Title VI Complaint Form at www.pcsvcs.org, or request a copy by writing or phoning Panhandle Community Services, 1309 SW 8th Ave., Amarillo, TX 79101, (806) 372-2531.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to address listed below:

Executive Director
Panhandle Community Services
1309 SW 8th Ave.
Amarillo, TX 79101

How will your complaint be handled?

PCS investigates complaints received no more than 180 days after the alleged incident. PCS will process complaints that are complete. Once a completed complaint is received, PCS will review it to determine if PCS has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by PCS. The TxDOT Public Transportation Coordinator (PTC) will be notified within 10 days of receipt of Title VI complaints; including a copy of the complaint received.

PCS will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, PCS may contact the complainant. Unless a longer

period is specified by PCS, the complainant will have ten (10) days from the date of the letter to send requested information to the investigator assigned to the case.

If PCS is not contacted by the complainant or does not receive the additional information within the required timeline, Panhandle Community Services may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Panhandle Community Services will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Panhandle Community Services determination, he/she may request reconsideration by submitting a request in writing to the PCS Executive Director within seven (7) days after the date of the letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

If following the reconsideration, the complainant disagrees with the determination they may file a complaint with the Board of Directors of Panhandle Community Services.

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.

Si se necesita información en otro idioma, póngase en contacto con 806-372-2531.

PROCEDIMIENTOS DE QUEJA

SPANISH

Título VI de 1964 Civil ley de los derechos requiere que "No persona en el Unidos Estados será, en elmotivos de raza, color o origen nacional, ser excluidos de participación, ser negó el beneficios, o ser sometidos a discriminación bajo cualquier programa o actividad recibir federal asistencia financiera. "

Cualquier persona que cree que ha sido agraviada por una ilegal discriminatoria práctica en el base de raza, color u origen nacional por Servicios comunitarios Panhandle (PC) puede archivo un queja por completar y presentar la título VI formulario de queja para PC.

Cómo usted archivo una queja?

Usted puede Descargar el Panhandle Community Cervices título VI queja forma en www.pcsvcs.org, o petición un copia por escribir o llamar a Panhandle Community Cervices, 1309 SW 8th Ave., Amarillo, TX 79101, (806) 372-2531.

Usted puede archivo un firmado, fechado y escrito queja no más de 180 días de la fecha de la alegado incidente. La denuncia debe incluye:

- Su nombre, dirección de y teléfono número de.
- Cómo, y cuando le creer fueron discriminados contra. Son como mucho específico, toda la información posible sobre los presuntos actos de discriminación, y cualquiera otra relevante información.
- El nombre de cualesquiera personas, si conocido, quien la directora pudo contactar para claridad de sus alegatos.

Por favor presentar la forma de queja a Dirección a continuación:

Director Ejecutivo
Panhandle Community Cervices
1309 SW 8th Ave.
Amarillo, TX 79101

¿Cómo le su queja ser manejado?

Investiga de la PC las quejas recibidas no más que 180 días después del alegado incidente. PC proceso será quejas que son completo. Una vez un completa queja es recibido, PC revisar se para determinar si PC ha jurisdicción. El demandante recibir una carta de reconocimiento informando a ella/él si la queja va a ser investigado por PC. El TxDOT Coordinador de transporte público (PTC) se notificará dentro de los 10 días de la recepción de las quejas del título VI, incluyendo una copia de la queja recibida.

PC a General completa una investigación dentro de 90 días recibo de un completado queja forma. Si más información es necesaria para resolver el caso, PC puede contacto la demandante. A menos que un más período es especificado por PC, el querellante le han diez (10) días de fecha de la carta a enviar pidió información a el investigador PC asignado a el caso.

Si Panhandle Community Cervices es no en contacto con por el querellante o no la información adicional dentro de la requiere time line, Panhandle Community Cervices puede administrativamente cerrar el caso. A caso puede ser administrativamente cerrado también si la querellante no más desea a su caso.

Después de la es una investigación completa, Panhandle Community Cervices será cuestión una carta a la querellante resumiendo el resultado de la investigación, indicando el resultados y asesoramiento de cualquier correctivo acción ser tomado como un resultado de la investigación. Si un querellante no está de acuerdo con determinación de Panhandle Community Cervices, él o ella puede solicitud reconsideración por presentar una solicitud por escrito a Ejecutivo del PCS director dentro de siete (7) días después de la fecha de la PC carta, indicando con especificidad la base para la reconsideración. El D Ejecutivo Director notificará el demandante de sus decisiones ya sea para aceptan o rechazar la solicitud de reconsideración dentro de 10 días. En casos donde reconsideración es concedido, el Director Ejecutivo será cuestión una determinación carta a la querellante sobre terminación de la reconsideración revisar.

Si después de la reconsideración el demandante no está de acuerdo con la determinación puede presentar una queja con la Junta de directores del Panhandle de servicios comunitarios.

Una persona puede también archivo una queja directamente con la Federal Administración del transporte, en FTA Oficina de Civil derechos, 1200 nueva Jersey Avente SE, Washington, DC 20590.

Si información es necesario en otro idioma, póngase en contacto con Panhandle Community Cervices en (806) 372-2531.

COMPLAINT FORM

ENGLISH

If information is needed in another language, please contact (806) 372-2531.

Si se necesita información en otro idioma, póngase en contacto con 806-372-2531.

PCS del título VI forma y procedimiento de quejas está a su disposición en los siguientes lugares: (*cheque todos que aplican*)

Mail the signed form to Executive Director, Panhandle Community Services 1309 SW 8th Ave., Amarillo, TX 79101.

Last Name		First Name		
Mailing Address		City	State	Zip
Telephone	Alternate Telephone	E-mail Address		
Please indicate the basis of your complaint: Race _____ Age _____ National Origin _____				
Date and place of alleged discriminatory action(s). Please include the earliest date of discrimination and the most recent date of discrimination.				
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional pages, if necessary).				
The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.				
Names of individuals responsible for the discriminatory action(s):				

SPANISH

FORMULARIO DE QUEJA

Envíe por correo el formulario firmado al Director Ejecutivo, Panhandle comunidad servicios 1309 SW 8th Ave., Amarillo, TX 79101.

Último nombre		Primera Nombre		
Dirección de correo		Ciudad	Estado	Zip
Teléfono	Alternativa Teléfono	Dirección de correo electrónico		
Por favor indicar la base de su queja: Raza_edad_origen Color_sexo_discapacidad _____				
Fecha y lugar de alegado discriminatoria acción. Por favor son la primeros fecha de discriminación y la más fecha de discriminación.				
¿Cómo fueron le discriminados contra? Describe la naturaleza de la acción, decisión, o condiciones de la alegada discriminación. Explica como claramente como posible lo pasó y por qué te creen su protegida Estado (base) fue un factor en la discriminación. Son cómo otras personas fueron tratados diferentemente de. (Adjuntar adicionales páginas si necesario).				
La ley prohíbe intimidación o venganza contra nadie porque ha sea tomado acción, o participó en acción, a seguro derechos protegida por estas leyes. Si te sentir que te han sido tomó represalias contra, separado la discriminación alegado anterior, por favor explicar las circunstancias debajo. Explica lo acción le tomó que te creen era la causa para el alegado represalias.				
Nombres de personas responsable para las acciones discriminatorias:				

LIST OF TRANSIT RELATED TITLE VI INVESTGATIONS, COMPLAINTS AND LAWSUITS

Panhandle Community Service (PCS) maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

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

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

Panhandle Community Services (PCS) maintains a log of all investigations, lawsuits, and/or complaints naming PCS, in accordance with the guidelines specified by FTA C4702.1B.

Program Year 2017 - 2020

<u>Action</u>	<u>Date</u>	<u>Summary</u>	<u>Status</u>	<u>Action Taken</u>
Investigation	N/A	N/A	N/A	N/A
Complaints	N/A	N/A	N/A	N/A
Lawsuits	N/A	N/A	N/A	N/A

A copy of the Complaint form that will be used to track such complaints is available to track complaints is available on page 23 of this document. Each file listed on the log shall itself contain the date that 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 PCS in response, or final findings related to, the investigation, lawsuit or complaint. PCS will notify TxDOT promptly of all transit related Title VI complaints, investigations and lawsuits.

The Executive Director or designated representative is responsible for all recordkeeping and reporting requirements under this policy and procedure.

PUBLIC PARTICIPATION, OUTREACH AND IMPLEMENTATION ACTIVITIES

Strategies and Desired Outcomes

To promote inclusive public participation but limited to available resources, Panhandle Community Service will attempt to employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- Provide for early, frequent and continuous engagement by the public.

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

Title VI Coordinator’s Responsibilities and Program Administration

As authorized by the Panhandle Community Services’ Executive Director, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring PCS’s compliance with Title VI requirements as follows:

- A. Program Administration. Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess administrative procedures, staffing, and resources; provide recommendations as required to the PCS Executive Director.
- B. Complaints. Review and process written Title VI complaints that may be received by Panhandle Community Services.
- C. Data Collection. Review the statistical data gathering process performed by agency program staff periodically to ensure sufficiency of data for meeting the requirements of Title VI program administration.
- D. Training Programs. Conduct or facilitate training programs on Title VI issues and regulations for PCS employees; and facilitate Title VI training for appropriate staff, contractors and sub-recipients.
- E. Title VI Plan Update. Review and update the PCS Panhandle Transit, Title VI Plan as needed or required. Present updated plan to the PCS Executive Director and Board of Directors for approval.
- F. Work with PCS staff to develop and distribute Title VI program information to PCS employees and sub-recipients, including contractors, subcontractors, consultants, and sub-consultants and beneficiaries, as well as the general public.
- G. Work with the transportation department, and other PCS offices and departments to establish procedures for promptly resolving deficiencies, as needed. Recommend procedures to identify and eliminate discrimination that may be discovered in any PCS processes.
- H. The Title VI Coordinator will make information available to other PCS departments or the public as requested or required.

Staff Responsibilities

All staff involved in public involvement is responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the agency's public involvement process. Staff members will:

1. Ensure that all communications and public involvement efforts comply with Title VI.
2. Develop and distribute information on Title VI and agency programs to the public.
3. Provide information in languages other than English as needed.
4. Disseminate information to minority media and ethnic/gender related organizations, to help ensure all social, economic, and ethnic interest groups in the region are represented in planning processes.
5. Include Title VI notice to the public, in relevant press releases and on the agency website.
6. Collect statistical information on attends of public meetings.
7. Encourage Panhandle Community Service board structure to include representation from Title VI relevant populations. (*See Panhandle Community Services Board demographic makeup page 25*).

Environmental Affairs

PCS will work to identify and assess any adverse effects of programs, policies, or activities on minority and low-income population groups. Within regional transportation planning, the relative distribution of costs and benefits from transportation investment strategies and policies among different segments of society. Staff members will:

1. Ensure Title VI environmental justice compliance.
2. Analyze and make finding regarding the population affected by the action.
3. Analyze and make findings regarding the impacts of planned projects on protected Title VI groups, and determine if there will be a high and adverse impact on these groups.
4. Disseminate information to the public on the processes used and findings of any analysis, in accordance with all agency public involvement procedures. This includes dissemination to groups representing minority media and ethnic/gender related organizations, and interpreters, and materials in other languages as needed.

Consultant /Outside Contracts

Title VI responsibilities associated with consultant contracts include the following:

1. Ensure inclusion of Title VI language in contracts.
2. Review consultants for Title VI compliance as described below.
 - a. Ensure all consultants verify their compliance with Title VI procedures and requirements.
 - b. If a party found not to be in compliance with Title VI, the title VI Coordinator and relevant staff will work with the party to resolve issues and will write a remedial action if necessary.

Planning and Outreach

Panhandle Community Services will seek to encourage community participation in the following ways:

1. Meeting with community agencies to provide information about Panhandle Community Services and Panhandle Transit.

2. Invite participation in open meetings by distributing written Panhandle Community Services information to minority media and ethnic organizations, and providing public service announcements for all local media when forming citizen advisory committees or planning boards, public planning meetings for Panhandle Transit, and requesting involvement.
3. Panhandle Community Services staff will obtain demographic statistics at applicable community meetings involving Panhandle Transit planning sessions. Data will be gathered through the use of a voluntary self-reporting form which include race, gender, and national origin. Copies of the completed forms will be provided to the Title VI Coordinator after each meeting.
4. Provide timely notice and reasonable access to information about Panhandle Transit Policy and fare changes.
5. Seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges when accessing employment and other services.
6. Provide opportunity for feedback through the use of Panhandle Transit surveys.

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

Outreach Efforts

Summary of outreach efforts made since last Title VI program submission:

- Workshops held throughout the PCS service area.
- Provided information to the public, riders and clients languages identified in Four-Factor Analysis.
- Surveys to riders and clients.
- Actively sought LEP, minority and elderly persons and persons with disabilities to participate in PCS' Board Membership and other activities
- Distribution of CARES Act Eviction Protection information
- Actively promoted Panhandle Transit's new West Texas A&M Shuttle Service
- Provided COVID-19 funding assistance to residents to help with
 - Utility bills, including electric, gas, propane, wood, water and trash.
 - Housing costs, including rent and mortgage payments.
 - Other necessities, including prescriptions, doctor visits and food. Families who receive emergency SNAP money can still get other needs met that aren't covered by SNAP.
 - Costs for starting new jobs, which include short-term training, shoes, uniforms, etc.
 - Transportation costs, including gas, minor vehicle repair and public transportation.

Although the public involvement process has been identified as a crucial part of PCS' public outreach and involvement process. To successfully engage the community in this process, achieve public support and better outcomes, PCS has adopted the following practices:

- Determining and identifying what meetings and program activities lend themselves to client public participation.

- Scheduling meetings at times and locations that are convenient and accessible for LEP, minority and elderly persons and persons with disabilities.
- Employing different meeting sizes and formats.
- Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected LEP populations, minorities, elderly persons and persons with disabilities.

Notices to the Public

In compliance with Title 49 CFR part 21, Panhandle Transit shall provide the public with information about their protections against discrimination afforded to them by Title VI. Options for notifying the public include posting Title VI information on the Panhandle Community Service website, using posters, sending out comment cards, and placing flyers in transit vehicles. The notice must include the following:

1. A statement that the agency operates programs without regard to race, color, and national origin.
2. A description of the procedures that members of the public should follow in order to request additional information on the recipients or sub recipient’s nondiscrimination obligations.
3. A description of the procedures that members of the public should follow in order to file discrimination complaints against the recipient or sub recipient.

Routes, Fares, and Service Changes

Panhandle Transit performs demand response trips. These trips change daily based on client needs. Panhandle Transit also has four deviated fixed routes that are utilized for “Transit to Work”, although other trips can be scheduled on the same bus at any given time if the seats are available. These services are currently offered in the following counties of the Texas Panhandle: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, rural Potter, Randall, Roberts, Sherman, Swisher and Wheeler.

Service Changes

If service changes occur, Panhandle Transit prepares notices in the form of informational flyers and notices on board buses/vans.

The following are observed holidays for Panhandle Community Services and Panhandle Transit:

January 1	Thanksgiving Day
Good Friday	Friday after Thanksgiving
Memorial Day	December 24
July 4	December 25
Labor Day	

Fares

If fares are increased Panhandle Transit prepares notices in the form of informational flyers and notices on- board buses/vans. Current fares are also available on the Panhandle Community Services Website. <http://pcsvcs.org/our-services/transportation/>

LIMITED ENGLISH PROFICIENCY PLAN (LEP)

Introduction

This Limited English Proficiency Plan has been prepared to address Panhandle Transits' responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all Departments of Panhandle Transit receiving federal grant funds.

Plan Summary

Panhandle 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, Panhandle 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 Panhandle Transit.
2. The frequency with which LEP persons come in contact with Panhandle Transit services.
3. The nature and importance of services provided by Panhandle Transit to the LEP population.
4. The interpretation services available to Panhandle 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 or are likely to require Panhandle Transit services. Panhandle Transit staff reviewed the 2020 U.S. Census Report and determined of the 387,754 in the 26-county population, 97,272 persons in Panhandle Transit service area speak a language other than English. Of those 97,272 persons, 37,913 have limited English proficiency; that is, they speak English "not well" or "not at all", this is approx. 10% of the overall population in the service area. In Panhandle Transit service area, of those persons with limited English proficiency, 8% speak Spanish or Spanish Creole, 0% speaks Indo-European, and 1% speaks Asian or other Pacific Islander languages.

2. The frequency with which LEP persons come in contact with Panhandle Transit services. Panhandle Transit staff reviewed the frequency with which the office staff and bus/van drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, Panhandle Transit has had no requests for interpreters and no requests for translated program documents. The office staff and bus/van drivers have had very little contact with LEP persons.

3. The nature and importance of services provided by Panhandle Transit to the LEP Population. There is no large geographic concentration of any type of LEP individuals in the service area Panhandle Transit. The overwhelming majority of the populations, 76%, speak only English. As a result, there is little social, service, professional and leadership organizations within Panhandle Transit service area that focus on outreach to LEP individuals. Staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, and phone conversations.

4. The resources available to Panhandle Transit and overall cost to provide LEP assistance. Panhandle 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 contacted local citizens that would be willing to provide voluntary Spanish translation if needed within a reasonable time period. Other language translation if needed would be provided through a telephone interpreter line for which the city would pay a fee.

ASSISTANCE, MEASURES AND TRAINING

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 Panhandle 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.

How Panhandle Transit staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All Panhandle Transit staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When Panhandle 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 Panhandle Transit of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

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

Staff Training

In keeping with the adopted Panhandle Community Services policy of nondiscrimination, departmental procedures will be established or followed for employees to have equal access to applicable educational and training opportunities. Panhandle Transit staff will maintain program administration documentation and data necessary for preparation of annual Title VI reports, and will routinely supply the necessary data to the Title VI coordinator.

The coordinator is responsible for overall Title VI related training and staff development for PCS employees. The Title VI Coordinator will organize or conduct a minimum of one internal Title VI training session annually. In addition, the coordinator will organize and facilitate the provision of Title VI training sessions for consultants, contractors, and subcontractors periodically.

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.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

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

Translation of Documents

Panhandle Transit weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated.

Due to the very small local LEP population, Panhandle Transit does not have a formal outreach procedure in place, as of 2020. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, the Panhandle Transit will consider the following options:

- When staff prepares a 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.

Dissemination 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 that LEP person would understand that documents are available in that language upon request at 1310 4TH AVE, Canyon, TX or 1309 W. 8th, Amarillo, TX.

Updating LEP Plan

Updating the LEP Plan - Panhandle Transit will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in Panhandle Transit service area. 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 Panhandle Transit financial resources are sufficient to fund language assistance resources needed.
- Determine whether Panhandle 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.

“I Speak” Language Identification Card

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

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

Log of LEP Encounters

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

BOARD OF DIRECTORS AND MINORITY REPRESENTATION INFORMATION

Board of Directors and Executive Director

The Panhandle Community Services (PCS) Board of Directors and Executive Director are responsible for ensuring compliance with provisions of Panhandle Community Services' policy of non-discrimination and with the law, including the requirements of 23 CFR Part 200 and 49 CFR Part 21. The Board of Directors maintains copies of minutes, resolutions, and other appropriate documentation in the office of the Executive Director. PCS has approx. 15 Board Members; they are elected for a three-year term and meet every other month.

Community Action Agencies like Panhandle Community Services are required to have a tripartite board consisting of equal representation from the local low-income community as well as the private and public community sectors. This structure brings together community leaders from each group to develop responses to local needs. So that all 26 Texas Panhandle counties are represented equitably, a low-income representative, a public representative, and a private representative from each of five panhandle regions (see corresponding map) serves on the PCS Board of Directors. Low-income and public representatives are elected, while private representatives may be appointed by the PCS Board of Directors.

Title VI Coordinator

PCS has created the position of Title VI Coordinator to perform the duties of the Title VI Coordinator and ensure implementation of PCS's Title VI Federally Funded Transportation Program. The Title VI coordinator may perform other duties in addition to Title VI. This position has an indirect reporting relationship and access to the Executive Director.

Responsibilities of Other Staff Members

Other staff members will occasionally be asked to accept or share responsibility for day-to-day administration of the Title VI program, including implementation of the plan and Title VI compliance, program monitoring, reporting, and education. In addition, some staff members may be asked to accept responsibility for drafting texts for an assigned section of the Triennial Title VI Program Update, and maintain the data and documentation necessary for that update. These responsibilities may include reviewing guidelines and procedures for the assigned Title VI Program Area and incorporating Title VI related language into agency documents as appropriate.

Panhandle Community Services' Board of Directors

Area One

Judge Rowdy Rhoades, Vice President, from Moore County (Private Sector Representative)
Genevieve Sheets Allred, from Moore County (Public Sector Representative)

Area Two

Denese Skinner, Member at Large, from Randall County (Private Sector Representative)
Cindy Sheets, from Randall County (Low-income Sector Representative)
Judge Dan Looten, from Carson County (Public Sector Representative)

Area Three

Pastor Rusty Hancock from Dallam/Hartley Counties (Private Sector Representative)
Judge Cindy Irwin, from Hutchinson County (Public Sector Representative)
Tim Cooper, from Hansford County (Private Sector Representative)

Area Four

Commissioner Juan Cantu, from Lipscomb County (Public Sector Representative)
Robert Coffee, from Collingsworth County (Low-income Representative)
Aaron Lopez, President, from Carson County (Private Sector Representative)

Area Five

Sheriff Randy Geries, Member at Large, from Parmer County (Public Sector Representative)
Amy Taylor, Treasurer, from Potter County (Low-income Sector Representative)
JoAnne Cook, from Oldham County (Private Sector Representative)
Ms. Lydia Villanueva, Secretary, from Deaf Smith County (Low-Income Representative)



Minority Representation Table

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

Member	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
1	X					
2	X					
3	X					
4		X				X
5	X					
6	X					
7	X					
8	X					
9		X				
10						X
11		X				
12						X
13		X				
14						X
15		X				

Efforts to Encourage Minority Participation

Panhandle Community Service continues to review our history, range of services, communities and strategic growth which has led to review gender, geographic, ethnic and skills diversity of board membership. Board members also realized there was no formal process to identify diverse candidates, PCS continues to “put common sense into common practice” by:

- Sharing with the full board the competencies and diverse backgrounds the nominating committee determined that the board needed to reflect the organization’s strategic growth
- Opening up the candidate identification process beyond the nominating committee to all board members
- Expanding and increasing networking among the communities the hospital serves to identify diverse candidates
- Maintaining a to find the right candidates
- Carefully vetting candidates to ensure that they had the skills, commitment and time to devote to board service
- Ensuring that all candidates receive support from a mentor or other staff to become fully engaged early on by serving on committees

Providing Assistance to and Monitoring Subrecipients

At this time, Panhandle Community Service (PCS) does not have subrecipients who receive Federal Transit Administration (FTA) funding. If future opportunities to acquire/obtain “subrecipients”, PCS would monitor subrecipients to ensure adherence to federal rules and regulations. PCS will obtain assistance from PTN including, but not limited to rules, regulations, forms, tools, reports and provide on-site training if requested.