

CITY OF McALLEN

Title VI Plan

Agency Name: CITY OF McALLEN; METRO McALLEN

I. 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).

The City of McAllen 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 in Federal Transit Administration (FTA) Circular 4702.1.B. As it relates to its services, McAllen provides fixed route and Paratransit Services. The fixed route system operates 12 fixed routes with 12 vehicles in peak service, and three Paratransit vehicles in peak service as well. The city also offers Micro transit through the company RideCo with 2 vehicles at peak service. Currently the City of McAllen has a total of 61 transit related employees and a total of 40 transit vehicles assigned to the program.

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

Title VI Coordinator Contact information

Jon Ray Bocanegra

Business Manager

City of McAllen

956-681-3510

jbocanegra@mcallen.net

1501 W. Business Hwy 83, STE 100

McAllen, TX 78501

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the City of McAllen and Transportation Center facility and on their revenue vehicles. Additional information relating to nondiscrimination obligation can be obtained from the City of McAllen Title VI Coordinator. The City of McAllen will also provide copies of posters and plan contents on the Metro McAllen website (for copy of poster see Appendix H).

Title VI information shall be disseminated to City of McAllen employees annually via the Employee Education form (see Appendix A). This form reminds employees of the

City of McAllen's policy statement, and of their Title VI responsibilities in their daily work and duties.

During the Departmental orientation, new employees shall be informed of the provisions of Title VI, and the City of McAllen'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).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from the City of McAllen 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.

The City of McAllen does not have subrecipients.

IV. Record Keeping:

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 the City of McAllen'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.

V. Title VI Complaint Procedures/Procedimiento Para Quejas

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact you (phone number, email, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint form may also be accessed on our website at www.mcallen.net/metro. The complaint may be filed in writing with the City of McAllen at the following address:

Jon Ray Bocanegra
Business Manager
City of McAllen
956-681-3510

jbocanegra@mcallen.net
1501 W. Business Hwy 83, STE 100
McAllen, TX 78501

Como someter quejas de el Titulo VI?

Qualquier individuo puede someter una queja por medio de la forma aqui anexa con su firma has 180 dias del el incidente en alegado. Se le pide la siguiente informacion:

- Su nombre, direccion, y come contactarle (i.e., telefono, correo electronico, etc.)

- Como, cuando, y donde fue que le discriminaron. Favor de incluir la ubicacion, nombres y contactos de testigos.

- Otra informacion que crea sea importante

Forma para quejas del Titulo VI (ver Appendice C) puede ser utilizada para someter quejas. La forma tambien puede ser localizada en nuestra pagina de red en www.mcallen.net/metro. La queja debe ser sometida por escrito a la Ciudad de McAllen a la direccion siguiente:

Jon Ray Bocanegra
Business Manager
City of McAllen
956-681-3510
jbocanegra@mcallen.net
1501 W. Business Hwy 83, STE 100
McAllen, TX 78501

NOTE: The City of McAllen encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the City of McAllen will be directly addressed by the City of McAllen. The City of McAllen shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of McAllen shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a

complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The City of McAllen will also notify the TxDOT PTC by email or fax within 10 working days of the receipt of a complaint.

How will the complainant be notified of the outcome of the complaint?

The City of McAllen will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the City of McAllen, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

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

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

VI. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

The City of McAllen holds two public meetings monthly, the second and fourth Mondays of every month. At these meetings the public is welcome to attend and share in discussion with in variety of organizations, and in front of the City Commissioners. Additionally, the City of McAllen works with various human service agencies including United Way, Salvation Army, Department of Human Services and other organizations to review and discuss the planning and have involvement in the decision making process. The City of McAllen worked with the Hispanic Chamber of Commerce, McAllen Independent School District, Health and Human Services Department, McAllen Literacy Center, Salvation Army, Easter Seals, Workforce Solutions, and Hope Family Health Center, all of which provide service for persons speaking limited English in the creation of this plan. The City

of McAllen also consulted with passengers to try to obtain feedback on the plan. Additionally, Metro McAllen conducts on-board surveys from time to time in an effort to get feedback from passengers about a variety of issues, including Title VI.

The City of McAllen will also work with community-based organizations and other stakeholders to inform LEP individuals of recipient’s services, including the availability of language assistance services. The Public Involvement Policy is found in Appendix I.

VII. Transit-related Title VI Investigations, Complaints, Lawsuits

The City of McAllen does not have any Transit-related Title VI Investigations, Complaints, or Lawsuits.

Title VI Investigations/Complaints/Lawsuits				
	Basis of Complaint	Date	Status	Action Taken

VIII. Non-elected Committees and Councils Broken Down by Race

The City of McAllen Transit System does not have non-elected committees and councils.

Non-elected Committees and Councils					
Body	Caucasian	Latino	African American	Asian American	Native American

IX. Sitting Facility Equity Analysis

The City of McAllen has had no facilities sited in the past 3 years.

X. System Wide Service Policies and Standards

Metro upholds its requirements for safety and service standards by using the following guidelines:

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 30 passengers for a 15' mini-bus, 51 passengers for low-floor 40-foot buses, and 60 passengers for standard 40-foot buses. The max load on the micro transit vans is 5 people at full capacity.

Vehicle Assignment

In Metro McAllen's medium-sized system, standard-sized 35 to 40-foot buses are assigned to most routes, while smaller buses 15-foot mini buses may be used in areas with fewer riders or in neighborhood service.

Vehicles with handicapped accessibility will be placed on routes used for Paratransit.

Vehicles on the micro transit routes are vans with handicapped accessibility.

Vehicle Headway Standards

The City of McAllen operates service with varying frequencies to balance passenger demand with operational efficiency. Service on regional trunk lines is scheduled based on the following vehicle headway standards:

McAllen offers 30-Minute Headways, 40 minute headways, and 60 minute headways. These operate from 6:00 AM to 7:00 PM on weekdays and 8:00 AM to 6:00 PM on weekends.

Scheduling Factors

The determination of specific headways for each route involves a comprehensive evaluation of the following factors:

- **Ridership Productivity:** Assessing passenger volume to justify frequency.
- **Transit/Pedestrian Friendly Streets:** Infrastructure that supports safe and easy access.
- **Population Density:** Proximity to transit-dependent populations and high-traffic activities.
- **Strategic Alignment:** Relationship to the Regional Transportation Plan and major transportation developments.
- **Land Use & Connectivity:** Ensuring logical links between residential, commercial, and industrial hubs.
- **Demand Management:** Strategies to optimize transportation efficiency and reduce congestion.

Distribution of Transit Amenities

The location of passenger shelters and associated amenities is another area of service delivery that benefits from having standards. Every system should strive to place its

shelters and amenities in the locations that will create the greatest benefit for its customers. Generally, this occurs at the stops that have the highest utilization, but other factors may be considered.

Amenities are based on the following – high boarding count or transfer location, special needs (seniors, medical offices), activity location, exposure to elements, long waiting time for the bus, distribution of improvements, and requests

On Time Performance Standards

Ninety-five (95) percent of the City of McAllen's transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables. The City of McAllen continuously monitors on time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability Standards

The City of McAllen will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service.

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 the City of McAllen 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, direct him or her to the Transit Manager who is the Title VI Coordinator.

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

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

Appendix B Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the City of McAllen's 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 in Federal Transit Administration (FTA) Circular 4702.1.A.

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

Your signature

Print your name

Date

Appendix C TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Provide address here

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell) _____ (message)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

_____ race

_____ color

_____ national origin

_____ other

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

**Title VI Coordinator
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

Your signature

Print your name

Date

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

Appendix C Continued TITLE VI COMPLAINT FORM (Spanish)

Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación sobre la base de la raza, el color o el origen nacional en programas y actividades que reciben asistencia financiera federal. Si usted piensa que ha sido discriminado en la propocion de transporte publico, favor the llenar esta forma para que se le ayude con su quieja:

Favor de escribir claramente:

Nombre:

Direccion: _____

Ciudad, Estado, Codigo Postal: _____

Numero de telefono: _____ (casa) _____ (cellular) _____

Persona que fue discriminada: _____

Direccion de la persona discriminada: _____

Ciudad, Estado, Codigo Postal: _____

Favor de indicar la razon por la descriminacion:

_____ raza

_____ color

_____ origen nacional

_____ otro

Qual es la fecha de la alegacion de discriminacion? _____

Dónde tuvo lugar la supuesta discriminación? _____

Favor de describer los hechos de su punto de vista: _____

Favor de apuntar todos los testigos con numeros de telefono:

Que modo cree usted sea el mas apropiado para arreglar la situacion?

Favor de anexar documentos que apoyen su caso. Firme el documento con la fecha y favor de enviar al cordinador del programa de Titulo VI al:

**Title VI Coordinator
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

Firma

Nombre

Fecha

If you need this in another language, please call 956-681-3510

APPENDIX D Sample Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the City of McAllen alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning _____, or write to me at this address.

Sincerely,

**Title VI Coordinator
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

APPENDIX E Sample Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the City of McAllen alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. *(If a hearing is requested, the following sentence may be appropriate.)* You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

**Title VI Coordinator
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

APPENDIX F Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the City of McAllen alleging _____ has been investigated.

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

The City of McAllen has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from City of McAllen, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

**Title VI Coordinator
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

APPENDIX G Samples of Narrative to be included in Posters to be displayed in Revenue Vehicles and Facilities

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).

The City of McAllen 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 in Federal Transit Administration (FTA) Circular 4702.1.A. **If you feel you are being denied participation in or being denied benefits of the transit services provided by the City of McAllen, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:**

**Title VI Coordinator
Transit Manager
City of McAllen
1501 W. Business Hwy 83, STE 110
McAllen, TX 78501**

For more information contact our office at 956-681-3510.

Si necesita esta informacion en Español favor de llamar al 956-681-3510.

If you need this in another language, please call 956-681-3510

Appendix H Title VI Sample Poster

YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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).

The City of McAllen 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 in Federal Transit Administration (FTA) Circular 4702.1.B.

If you feel you are being denied participation in or being denied benefits of the transit services provided by the City of McAllen, or otherwise being discriminated against because of your race, color, or national origin, you may contact the following offices:

If you need this in another language, please call 956-681-3510
Si necesita esta información en español favor de llamar al 956-681-3510
City of McAllen, Business Manager, 1501 W. Business Hwy 83, STE 110 McAllen, TX 78501
(956)681-3500 Fax (956) 681-3510

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

Federal Transit Administration, Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor—TCR 1200 New Jersey Ave., SE Washington DC 20590

TITLE VI IS THE LAW

SUS DERECHOS BAJO EL TÍTULO VI DE LA LEY DE DERECHOS CIVILES DE 1964

Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación sobre la base de la raza, el color o el origen nacional en programas y actividades que reciben asistencia financiera federal. Específicamente, el título VI proporciona que "ninguna persona en los Estados Unidos, sobre la base de raza, el color o el origen nacional, se excluirá participación en, puede negar los beneficios de o ser sometida a discriminación bajo ningún programa o actividad que reciba asistencia financiera federal" (42 USC sección 2000d).

La ciudad de McAllen se compromete a garantizar que ninguna persona es excluida de participar en, o negar los beneficios de sus servicios de transporte sobre la base de la raza, el color o el origen nacional, como protegido en el título VI en 4702.1.B circular de Federal Transit Administration (FTA).

Si siente usted que le ha sido negada la participación o les niegan beneficios de los servicios de tránsito proporcionados por la ciudad de McAllen, o de lo contrario, ser discriminado debido a su raza, color, o origen nacional, puede comunicarse con nuestra oficina en:

Si necesita esta información en otro idioma favor de llamar al 956-681-3510
If you need this in another language, please call 956-681-3510
City of McAllen, Business Manager, 1501 W. Business Hwy 83, STE 110 McAllen, TX 78501, (956)681-3500 Fax (956) 681-3510

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

Federal Transit Administration, Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor—TCR 1200 New Jersey Ave., SE Washington DC 20590

TÍTULO VI ES LA LEY

Appendix I Public Participation Plan

Metro McAllen Public Participation Plan (PPP)

Purpose

The City of McAllen Transit Department in fulfilling FTA requirements (C 9030.1C.) implements such set policies and procedures that dictate the process by which Metro McAllen (Metro) will solicit and consider public involvement of all citizens in the Metro McAllen service area, including but not limited to low income and minority individuals, and those with limited English Proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this plan is to take reasonable actions to provide opportunities for historically under-served populations to participate and have input.

It is the intent of the City of McAllen Transit Department to provide every opportunity for the involvement of citizens as well, as staff and elected officials, in the transportation planning process. Because public involvement is important, the City of McAllen Transit Department proposes the procedures outlined below to certify that:

1. All members of the public are fully informed about transportation issues,
2. The public has adequate opportunities to express their opinions and concerns about transportation issues in an orderly manner in an appropriate forum, and
3. Transportation plans, policies, and decisions have public support.

Public participation shall be available through the following formats: public notification, public meetings, public review, public comment, public appearances, personal interviews, and project solicitation.

Goals and Objectives

Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the Metro McAllen Transit System service area to participate in the transportation planning process.

Objectives:

- To determine what non-English languages and other cultural barriers exist to public participation within Metro McAllen service area.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.

- To provide avenues for two way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps, and the internet.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a plan, recommendations of that plan, or any changes in the delivery of service of the Metro McAllen operation. Those that may be adversely, or who may be denied benefit of a plan, recommendation, or service delivery changes are of particular interest in the identification of stakeholders. Stakeholders include but are not limited to general citizens, minority and low-income persons, public agencies, and private organizations or businesses.

General Citizens: There are 142,210 residents in the City of McAllen, just 9.2% of the population is considered to be solely of white race.

Some techniques that can be used to reach the general public are through public notices, local newspaper, City Commission Meetings, Public Hearings, media, and Public Service Announcements.

Minorities & Low Income: Minority populations make up a great percentage of the McAllen population (see Table 1). Hispanics represent the largest minority, accounting for approximately 86.7% of the population. Black and Asian persons represent 0.6 percent and 2.5 percent of the population respectively. A small number of American Indian/Alaska native and Hawaiian/Pacific Islander individuals make up less than .1 percent of the population. Approximately 21% of the population is low-income in the City of McAllen.

In an effort to engage minority and low-income populations, the largest which is of Hispanic origin, the City of McAllen provides all public notices, announcements, postings on vehicles and on transit facilities both in English and Spanish. The City of McAllen also coordinates with Social Service Agencies to provide information and outreach to non-privileged minorities, low-income, and low-English proficiency populations.

Table 1
City of McAllen Population

Category	Number	Percentage
Total:	142,210	100.0%
Hispanic or Latino	123,250	86.7%
Not Hispanic or Latino:	18,960	13.3%
Population of one race:	18,073	12.7%
White alone	13,032	9.2%
Black or African American alone	894	0.6%
American Indian and Alaska Native alone	141	0.1%
Asian alone	3,576	2.5%
Native Hawaiian and Other Pacific Islander alone	21	0.0%
Some Other Race alone	409	0.3%
Population of two or more races:	887	0.6%

Decennial Census – Accessed March 24, 2026

Public Agencies: Public agencies, such as community and faith based organizations, can provide significant input and be an asset in attaining the goals of this PPP in gaining participation from traditionally under-represented populations. The agencies serving those persons that fall under the under-represented populations would be of most assistance. These agencies have knowledge and insight as to the needs of those individuals.

Private Organizations and Businesses: These organizations employ individuals that may fall under the under-represented population. As such, they can be a valuable resource as well in engaging that part of the population.

Public Notice

Thirty (30) days prior to any fare change or major reduction in service Metro McAllen will post notice of a public information meeting that will be used to gather citizen input and feedback. Major Service reduction is defined as a reduction in service equal to or greater than 20% of the system’s annual revenue miles. The notice will indicate place, time, and proposed transit change(s), open to the public’s input and feed back. The notice shall also indicate the proper correspondence address for all individuals wishing to submit written questions or concerns.

Fifteen (15) days prior to a proposed minor service change the Transit Department will post flyers to advise the public of said changes.

Fifteen (15) days prior to the submittal of a Transportation Grant the Transit Department will post notice of a public information meeting that will be used to gather citizen input and feedback. The notice will indicate place, time, and proposed changes or project(s), open to the public's input and feedback. The notice shall also indicate the proper correspondence address for all individuals wishing to submit written questions or concerns.

Public notice of meetings shall be printed in English and Spanish, as Spanish has been identified as the most common language amongst LEP constituents, and placed in advance in:

Local Newspapers

Texas Register (Secretary of State)

Hidalgo County Courthouse (Official Bulletin Board)

City Hall (Official Bulletin Board)

Rio Grande Valley Metropolitan Planning Organization (RGVMPO) (Official Bulletin Board)

Lower Rio Grande Valley Development Council (LRGVDC) (Official Bulletin Board)

Website (www.mcallen.net)

Flyers located on Rolling Stock Vehicles

Conduction of Public Meetings: All public meetings held by the transit department will be conducted in a manner allowing adequate public involvement and participation by those in attendance.

To ensure the efficiency of the public meeting and each attendee's opportunity to voice their concerns, the following format will be used at all Transit Department Public information meetings. Those attending the public meeting will be asked to sign a roster. The roster shall be retained by McAllen Express Transit for a period of three years.

- I. Call Meeting to order
- II. State proposed changes
- III. State the impact and justification for changes.
- IV. Public comment
- V. Adjourn Meeting

Recording of Public Comments: The public comment session of every public meeting shall be recorded and kept on record by Transit Department. Each attendee's question(s) shall be recorded. Written or mailed concerns and questions will be kept on record and carry as much weight as those concerns addressed during the public meeting.

Public Involvement in Decisions: In making any decision regarding the deletion, modification, capital projects, or any other issue needing public input on transportation service, Transit Department's administration shall review each recorded comment and reflect on their concerns. When possible the Transit Department will correspond to mentioned concerns, by means of mail letter. Fare changes and major service changes shall be approved by the City's governing body.

Accommodations for Access for People with Disabilities: The Transit Department will make every effort to comply with the Americans with Disabilities Act (ADA) of 1990. The law requires equal accessibility to public hearings and meetings.

In order to meet this requirement, the Transit Department will only hold its public meetings at sites that are handicapped accessible. A location providing wheelchair ramps and wide enough entrances is defined as handicapped accessible. Designated handicapped parking spots must also be located near the entrances.

Appendix J – Materials for Public Participation in Spanish

**Public Notice
of
The City of McAllen Transit Department**

Service Expansion and Route Modifications

The City of McAllen is publishing this notice to announce the implementation of the Service Expansion and proposed route modifications to the Metro McAllen Transit System. The service expansion and the route modifications are scheduled for implementation on Monday January 2, 2011.

A description of the Service Expansion hours and the route modifications is available for inspection during normal business hours at The McAllen Bus Terminal Administrative Office for thirty (30) Days after the posting of this notice. The City of McAllen Transit Department will host a public meeting scheduled for Friday December 30, 2011 for comments and questions. Below is also a link to our website that will have the new hours and proposed changes in detail for review. Public Comments about the changes can be sent or phoned to:

The City of McAllen Transit Department
ATTENTION: SVS EXPANSION
1501 W. Bus Hwy 83 McAllen, Texas 78501
(956)-681-3500
Fax: (956)681-3505
www.mcallen.net/metro

Aviso al Público
Por parte del
Departamento de Transporte de La Ciudad de McAllen

Expansión de Servicio y Modificación de Rutas

La Ciudad de McAllen da a publicar este aviso anunciando la implementación de la Expansión de Servicio y Modificación de Rutas en el sistema de Metro McAllen. La Expansión y las modificaciones a las rutas se efectuaran el lunes 2 de enero del 2011.

Una descripción del nuevo horario de la Expansión de Servicio y las modificaciones a las rutas será disponible en la oficina de administración de la Central de Autobuses de McAllen durante horas de oficina por los próximos treinta (30) días siguientes a este aviso. El Departamento de Transporte de la Ciudad de McAllen tendrá una junta pública para cualquier comentario o preguntas. En el siguiente se encuentra un enlace a nuestra página de internet que contiene el nuevo horario y los cambios a las rutas en detalle. Comentarios también pueden ser enviados o hechos por teléfono al siguiente:

The City of McAllen Transit Department
ATENCION: EXPANSION DE SERVICIO
1501 W. Bus Hwy 83 McAllen, Texas 78501
(956)-681-3500
Fax: (956)681-3505
www.mcallen.net/metro



City of McAllen Transit Department-Metro McAllen Limited English Proficiency (LEP) Four Factor Analysis & Language Assistance Plan

The City of McAllen Transit Department, hereinafter referred to as Transit, has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that 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 from FTA.

Analysis Using Four Factor Framework

Transit has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

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

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

Transit serves a community with a high Hispanic concentration. Transit's proximity to the border with Mexico brings a large amount of Spanish speakers to our area. Transit bus operators, dispatchers, customer service staff, and supervisory staff have reported that daily interactions with LEP persons yield primarily Spanish speakers. Therefore, it has been determined that the majority of patrons of Transit speak Spanish, and as such need information available in that language as it relates to route information, fare structure, schedule information, and public notices regarding service changes.

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

The 2024 American Community Survey has Estimated Census information that describes the languages spoken at home McAllen, Texas for population 5 years and over;

The most significant non-English language population speaks Spanish and it accounts for more that 50% of the population.

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

Transit’s service area is defined by the city limits of McAllen, Texas. Appendix A includes a map showing the boundary of Transit’s service area.

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

Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over – 2024 – McAllen, TX

	McAllen city, Texas
Label	Estimate
Total:	135,111
5 years and over:	135,111
Speak only English	35,578
Speak Spanish:	96,186
Speak English "very well"	59,694
Speak English "well"	16,464
Speak English "not well"	9,914
Speak English "not at all"	10,114
Speak other Indo-European languages:	525
Speak English "very well"	399
Speak English "well"	88
Speak English "not well"	32
Speak English "not at all"	6
Speak Asian and Pacific Island languages:	2,548
Speak English "very well"	1,671
Speak English "well"	677
Speak English "not well"	200
Speak English "not at all"	-

Speak other languages:	274
Speak English "very well"	173
Speak English "well"	50
Speak English "not well"	31
Speak English "not at all"	20

The table above contains census data on English proficiency in McAllen, Texas, listing population by language of origin and the numbers of those speaking English, Spanish, and Other Languages.

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

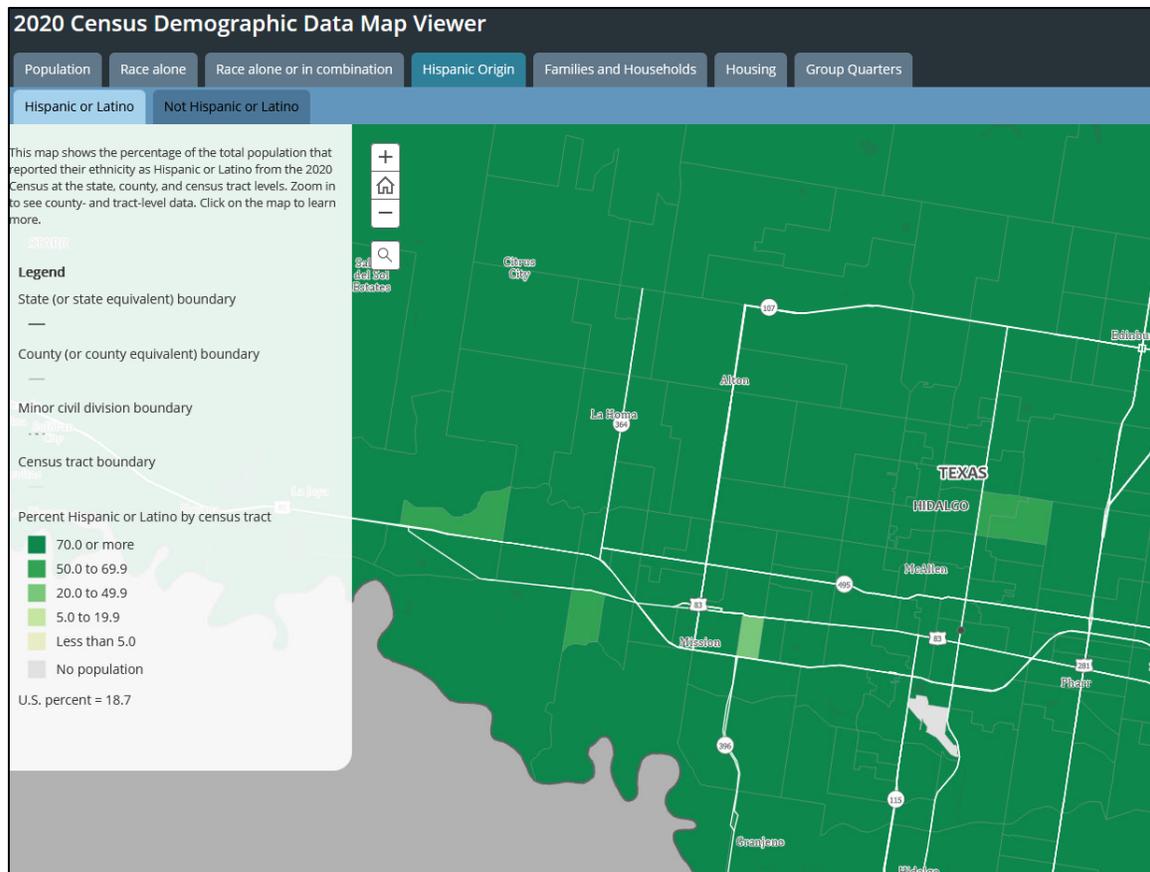
Non-proficiency is determined by adding those who speak English in any category other than very well.

- 20,317 persons are identified with limited English proficiency.
- Among the Spanish-speaking population 20,028 persons are not proficient with English. This accounts for 98.6% of LEP persons in McAllen, Texas.
- The remaining languages account for 1.4% of LEP Persons in McAllen, Texas.

Of the total speaking population (135,111), 15% are persons with limited English proficiency. The largest group, 98.6% speak Spanish, 1.4% another language.

Task 1, Step 2D: Identify any concentration of LEP persons within your service area.

The map below summarizes the numbers of Latino persons by census tract for the City of McAllen.



The largest concentrations of LEP persons in McAllen, Texas speak Spanish. They account for a great majority of LEP persons.

Each census tract in McAllen has at least a 70% Hispanic population.

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

Department of Education data supports the conclusion that a large concentration of Spanish-speaking people live in Texas. The Texas Education Agency has identified over 1 million students as English language learners, these accounts for 18% of the student population.

Easters Seals provides Employability Training (LEP classes) for Senior Community Service. Spanish-speaking LEP persons make up the majority of all persons not speaking English well.

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

Transit has been in contact with McAllen Independent School District, Health and Human Services Department, McAllen Literacy Center, Salvation Army, Easter Seals, Workforce Solutions, and Hope Family Health Center, all of which provide service for persons speaking limited English.

Task 1, Step 4A: Identify community organizations

LEP persons are served by many organizations in the community and Transit also provides information and has capable staff that can provide assistance to LEP persons.

Task 1, Step 4B: Contact relevant community organizations

The following organizations are the most involved in serving LEP persons, and comprise the list of organizations contacted by Transit;

- Region One Education Service Center
- McAllen Library and South Texas College
- Workforce Solution
- Health and Human Services Department
- United Way of South Texas

In March of 2026, Transit staff contacted these agencies requesting information to see what services are available for LEP persons.

Task 1, Step 4C: Obtain Information

Information obtained from United Way of South Texas suggest that they serve over 247,000 people annually. The great majority, over 95% of those people are Spanish speakers.

The majority of the LEP persons in the area need transportation for job placement and job access, grocery shopping, health and human service agency appointments, and medical appointments. They use all the routes equally.

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

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

As identified in Task 1, LEP individuals inquire about, use, and are affected by the services that Transit provides on a daily basis. Operational services include fixed route service, ADA Paratransit service, and service at the Bus Terminal. LEP individuals also come into contact with Transit by calling our customer service staff and dispatch office, administrative offices, as well as our website.

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

The Health and Human Services Department has regular bus usage on Route 5, especially at the beginning of the month. The majority of customers are low income Spanish speakers.

The Salvation Army provides English as Second Language (ESL) classes, and passengers utilize Route 3 to access the Salvation Army.

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

Transit has spoken to several organizations that provide services for LEP persons. They have indicated that they do serve them in different capacities. Transit will conduct additional surveys on board the buses to get more information related to the use of the routes by LEP persons and to gauge if additional services are needed.

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

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

Using public transportation is important to LEP persons as indicated from surveying passengers. Transit's LEP passengers depend on public transportation for accessing work, shopping, school, healthcare, and visiting social service offices. They depend on public transportation as their sole means of transportation. Transit's services are:

- Fixed route services
- Paratransit services
- Micro Transit Service with MicroMcAllen
- Domestic and International travel via the Bus Terminal
- Information on other transportation services

If limited English is a barrier to using these services then the consequences for the individual are serious, and they may be deprived of accessing healthcare facilities, employment, school, and getting daily necessities. Transit provides all written material both in English and Spanish to include the following;

- Route and schedule information
- Fare and payment information
- System rules
- How to ride guide
- Public announcements
- Safety and security announcements
- Complaint forms
- Public Involvement Announcements
- Paratransit Guidelines and Eligibility documents

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

All Transit routes have a high concentration of Spanish-speaking riders. It is estimated that about 60% of passengers that ride Transit are LEP persons.

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

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

Transit has provided the following language assistance measures to date:

- 80% of Transit staff is bilingual and can communicate with LEP persons
- Route and Schedule information is provided both in English and Spanish
- Any and all communications to passengers are provided in Spanish as well
- 2 staff members are qualified to translate documents into Spanish
- LEP persons are referred to other agencies that can assist them with other needs

Cost of these measures has been less than \$1,000 annually.

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

Due to the geographical location of Transit and the needs of its patrons, staff can easily communicate in Spanish, and information is readily available in Spanish if needed to include the following;

- Printed Brochures and information
- Web site information
- Safety and Security related announcements
- Newspaper notices
- Paratransit Application and Guidelines
- Service changes announcements

Transit will continue to provide adequate information and services for LEP persons in the future. All announcements will be provided both in English and Spanish, and staff will continue to receive sensitivity training in an effort to ensure proper services are rendered.

Task 4, Step 3: Analyze your budget

Printing and promotional budget is inclusive of costs associated with printing materials in Spanish. Signage is also always provided in Spanish, and as such the budget currently reflects those costs. Currently no budget modifications are needed.

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

Transit has all the staff necessary to address languages services in-house, and as a result, no additional administrative costs are incurred for any of the following;

- Translation of printed information
- Translation assistance for LEP persons
- Distribution of printed information

Monitoring, updates, and evaluations

Metro McAllen will survey staff on the current plan's effectiveness and conduct customer satisfaction surveys with LEP applications. Plan changes will arrive during both system expansions and triennial plan updates.

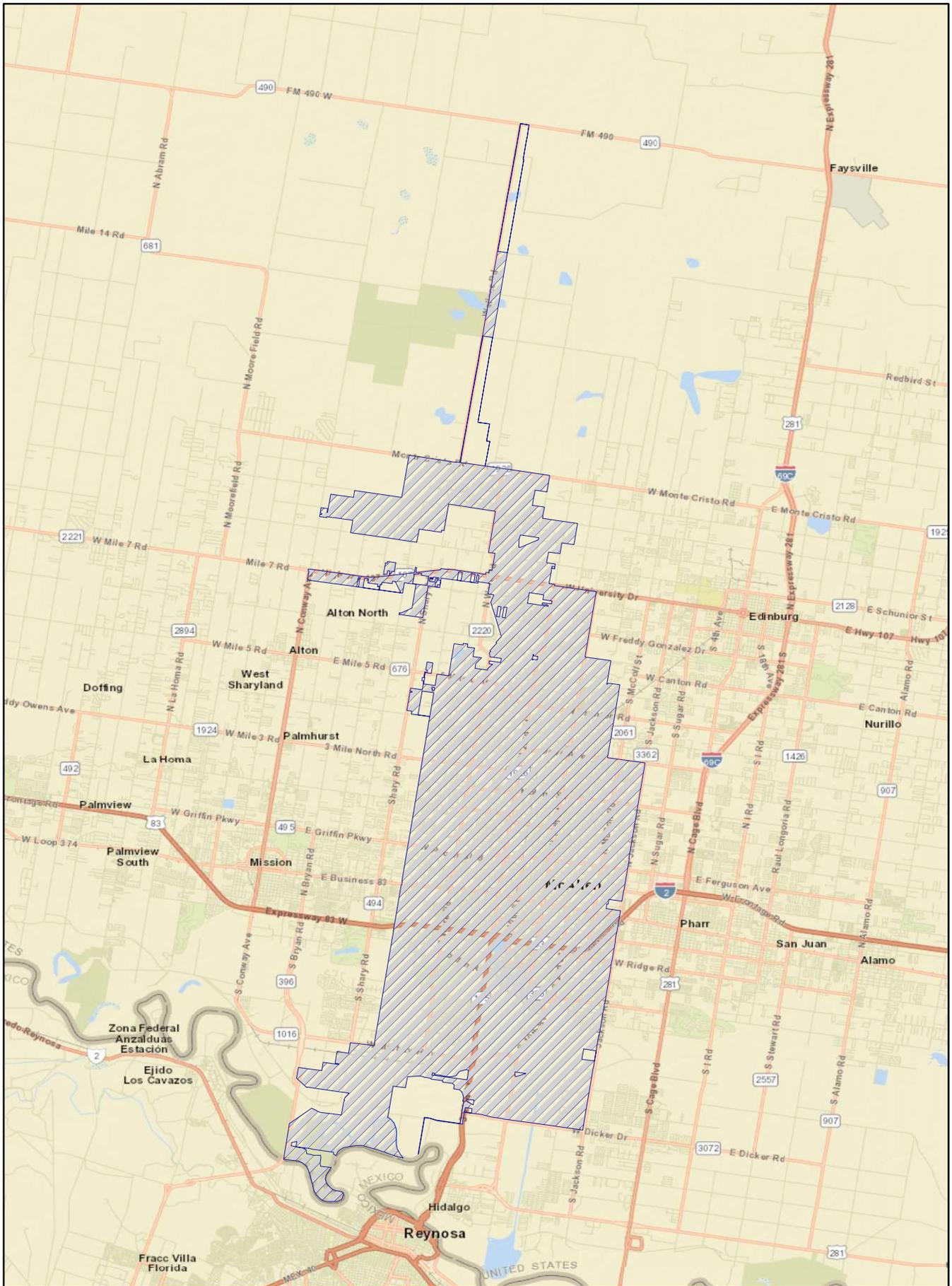
Metro Business Manager with Metro Operations staff is responsible for evaluating agency interaction with LEP persons and ensuring Title VI requirements are met. Business Manager is also responsible for keeping current on community demographic and updating materials for distribution in event of significant demographic changes.

Appendix A

Map of McAllen City Limits



McAllen City Limits

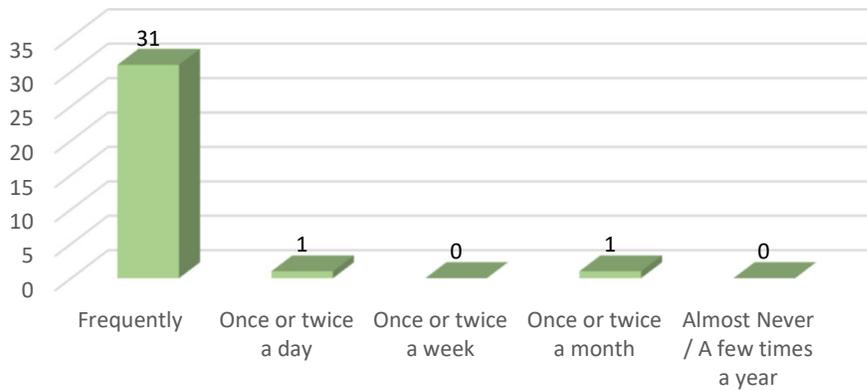


Appendix B

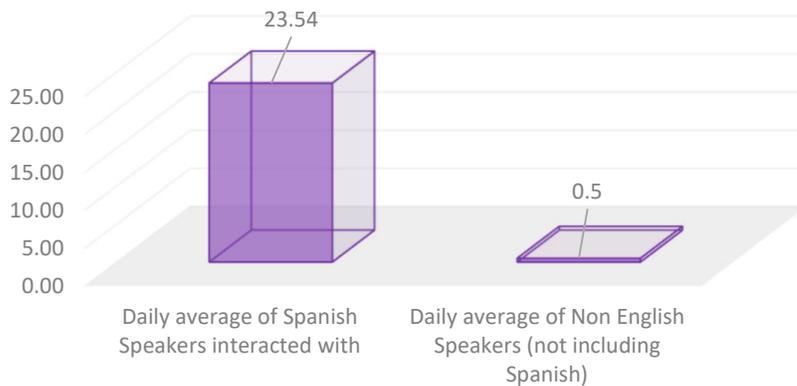
2026 Staff Survey Results

2026 Title VI Overall Survey Results

How often do you interact with someone who speaks a language other than English?



About how many non-English speakers do you interact with on a daily basis?



Which methods have you used to speak to someone who spoke a language other than English?

