

# **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 7 fixed routes with 8 vehicles in peak service, and two Paratransit vehicles in peak service as well. Currently the City of McAllen has a total of 47 transit related employees and a total of 17 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**

**Transit Manager**

**City of McAllen**

**956-681-3500**

**rpedraza@mcallen.net**

**1501 W. Business Hwy 83, STE 110**

**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 thirty (30) 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.metromcallen.com](http://www.metromcallen.com). The complaint may be filed in writing with the City of McAllen at the following address:

**Title VI Coordinator Contact**  
**Transit Manager**  
**City of McAllen**  
**956-681-3500**  
**mdelgado@mcallen.net**  
**1501 W. Business Hwy 83, STE 110**  
**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 30 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.metromcallen.com](http://www.metromcallen.com). La queja debe ser sometida por escrito a la Ciudad de McAllen a la direccion siguiente:

**Title VI Coordinator Contact  
Transit Manager  
City of McAllen  
956-681-3500  
mdelgado@mcallen.net  
1501 W. Business Hwy 83, STE 110  
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

Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102

**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 E.



## **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.

## **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.

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Your signature

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Print your name

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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
- \_\_\_\_\_ income
- \_\_\_\_\_ other

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it: \_\_\_\_\_

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

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

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

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

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Your signature

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Print your name

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Date

**Si necesita esta informacion en Español favor de llamar al 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 disciminada: \_\_\_\_\_

Direccion de la persona discriminada: \_\_\_\_\_

Ciudad, Estado, Codigo Postal: \_\_\_\_\_

Favor de indicar la razon por la descriminacion:

\_\_\_\_\_ raza

\_\_\_\_\_ color

\_\_\_\_\_ origen nacional

\_\_\_\_\_ ingreso

\_\_\_\_\_ otro

Qual es la fecha de la alegacion de discriminacion? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Favor de describer los hechos de su punto de vista: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Favor de apuntar todos los testigos con numeros de telefono:

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

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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:

**Transit Director  
City of McAllen  
1501 W. Business Hwy 83, STE 110  
McAllen, TX 78501**

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Firma

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Nombre

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Fecha

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

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

**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  
Transit Manager  
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 956-681-3500.

# 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, national origin, gender, age, or disability, you may contact the following offices:**

**\*Si necesita esta información en español favor de llamar al 956-681-3510\***  
City of McAllen, Transit Manager, 1501 W. Business Hwy 83, STE 110  
McAllen, TX 78501  
(956) 681-3500 Fax (956) 681-3505

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

Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36,  
Fort Worth, TX 76102

### 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, origen nacional, género, edad o discapacidad, puede comunicarse con nuestra oficina en:**

City of McAllen, Transit Manager, 1501 W. Business Hwy 83, STE 110  
McAllen, TX 78501, (956) 681-3500 Fax (956) 681-3505

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

Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36,  
Fort Worth, TX 76102

### TÍTULO VI ES LA LEY