

Title VI Program Policy

Includes Limited English Proficiency (LEP) Plan

HILL COUNTRY TRANSIT DISTRICT

June 2025

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Hill Country Transit District

Public Information Concerning

Title VI of the Civil Rights Act of 1964 (as amended)

Hill Country Transit District (HCTD) is the recipient of Federal funding to provide public transportation. HCTD operates programs subject to the nondiscrimination requirements under Title VI.

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of this part to projects receiving Federal financial assistance under the programs of certain Department of Transportation operating administrations.

- Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.
- No person who is, or seeks to be an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, or national origin.
- No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.
- The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.

The following Title VI information/documents are available upon request: HCTD's Title VI Policy, FTA Circular 4702.1B, and 49 CFR 21. To obtain Title VI information/documents, please contact HCTD Title VI Program Coordinator at (254) 933-3700.

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by Hill Country Transit District (HCTD) can file an administrative complaint with Hill Country Transit District and/or the Federal Transit Administration's Office of Civil Rights under Title VI of the Civil Rights Act of 1964. Individuals and organizations may file a complaint by completing the HCTD Title VI Complaint Form. For a complaint form, contact HCTD Title VI Program Coordinator at (254) 933-3700.

Hill Country Transit District

Información pública respecto a Título VI del Acto de las Derechas Civiles de 1964 (según la enmienda prevista)

El Hill Country Transit District (HCTD) es el recipiente del financiamiento federal para proporcionar el transporte público. HCTD funciona programas conforme a los requisitos de la non discriminación bajo Título VI.

Los ejemplos siguientes, sin ser exhaustivos, ilustran el uso de las provisiones de la non discriminación de esta parte a los proyectos que reciben ayuda financiera federal bajo programas de cierto departamento de las administraciones de funcionamiento del transporte.

- Cualquier persona que sea, o intenta ser, un patrón de cualquier público vehículo de el cual se funciona como pieza, o conjuntamente con, un proyecto será dado el mismo acceso, el asiento, y el otro tratamiento con respeto al uso del vehículo tal como otras personas sin consideración alguna hacia su raza, color, u origen nacional.
- Ninguna persona que es, o intenta ser empleado del patrocinador de proyecto o arrendatarios, contratistas, concesionarios, o cualquier organización que equipa servicio público del transporte como parte de, o conjuntamente con, el proyecto será tratado menos favorable que cualesquiera el otro empleado o aspirante con respecto a emplear, despido, adelanto, salarios, o cualesquieres otras condiciones y ventajas del empleo, sobre la 'base de la raza, del color, o del origen nacional.
- No se discriminará a ninguna persona o grupo de personas contra con respecto a la encaminamiento, programar, o la calidad de servicio del transporte equipado como parte del proyecto en base a raza, color, o origen nacional. Frecuencia del servicio, de la edad y de la calidad de los vehículos asignaron a las rutas, calidad de las estaciones que servían diversas rutas, y la localización de rutas no se puede determinar en base de la raza, color, o origen nacional.
- La localización de los proyectos que requieren la adquisición de la tierra y la dislocación de personas de sus residencias y negocios no puede determinarse en base de la raza, del color, o del origen nacional.

La información/los documentos siguientes del Título VI está disponibles a petición: Política del Título VI de HCTD, FTA 4702.1B Circular, y 49 CFR 21. Para obtener la información/documentos del Título VI, llame por favor (254) 933-3700.

Han negado los individuos o las organizaciones que las creen las ventajas de, excluidas de la participación adentro, o conforme a la discriminación sobre la base de la raza, del color, o del origen nacional por Hill Country Transit District (HCTD) puede archivar una queja administrativa con el Hill Country Transit District y/o la Oficina de la Administración Federal del Tránsito de las Derechas Civiles bajo Título VI del Acto de las Derechas Civiles de 1964. Los individuos y las organizaciones pueden archivar una queja llenando el formulario la queja del Título VI. Para una forma de la queja, llama a (254) 933-3700.

TITLE VI

Assurance of Compliance

Hill Country Transit District submits its certifications and assurances of compliance with all required Acts, laws, and regulations through the Transit Award Management System (TrAMS) web system, the Federal Transit Administration's (FTA) electronic award and management system, at <https://faces.fta.dot.gov/suite/>.

Nondiscrimination Assurance

As required by 49 U.S.C. 5332 (which prohibits discrimination on the basis of race, color or national origin, and prohibits discrimination in employment or business opportunity), by Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d, and by U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21 at 21.7, Hill Country Transit District ensures that it will comply with all requirements imposed by or issued pursuant to 49 U.S.C. 5332, 42 U.S.C. 2000d, and 49 CFR part 21, so that no person in the United States, on the basis of race, color or national origin will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination in any program or activity (particularly in the level and quality of transportation services and transportation-related benefits) for which Hill Country Transit District receives Federal assistance awarded by the U.S. Department of Transportation (DOT) or the FTA.

Specifically, during the period in which Federal assistance is extended to the project, or project property is used for a purpose for which the Federal assistance is extended or for another purpose involving the provision of similar services or benefits, or as long as Hill Country Transit District retains ownership or possession of the project property, whichever is longer, Hill Country Transit District ensures that:

(1) Each project will be conducted, property acquisitions will be undertaken, and project facilities will be operated in accordance with all applicable requirements imposed by or issued pursuant to 49 U.S.C. 5332, 42 U.S.C. 2000d, and 49 CFR part 21, and understands that this assurance extends to its entire facility and to facilities operated in connection with the project.

(2) It will promptly take the necessary actions to effectuate this assurance, including notifying the public that complaints of discrimination in the provision of transportation-related services or benefits may be filed with U.S. DOT or FTA. Upon request by U.S. DOT or FTA, Hill Country Transit District ensures that it will submit the required information pertaining to its compliance with these provisions.

(3) It will include in each subagreement, property transfer agreement, third party contract, third party subcontract, or participation agreement adequate provisions to extend the requirements imposed by or issued pursuant to 49 U.S.C. 5332, 42 U.S.C. 2000d and 49 CFR part 21 to other

parties involved therein including any subrecipient, transferee, third party contractor, third party subcontractor at any level, successor in interest, or any other participant in the project.

(4) Should it transfer real property, structures, or improvements financed with Federal assistance provided by FTA to another party, any deeds and instruments recording the transfer of that property shall contain a covenant running with the land assuring nondiscrimination for the period during which the property is used for a purpose for which the Federal assistance is extended or for another purpose involving the provision of similar services or benefits.

(5) The United States has a right to seek judicial enforcement with regard to any matter arising under the Act, regulations, and this assurance.

(6) It will make any changes in its Title VI implementing procedures as U.S. DOT or FTA may request to achieve compliance with the requirements imposed by or issued pursuant to 49 U.S.C. 5332, 42 U.S.C. 2000d, and 49 CFR part 21.

Assurance of Nondiscrimination on the Basis of Disability

As required by U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," at 49 CFR 27.9, Hill Country Transit District ensures that, as a condition to the approval or extension of any Federal assistance awarded by FTA to construct any facility, obtain any rolling stock or other equipment, undertake studies, conduct research, or to participate in or obtain any benefit from any program administered by FTA, no otherwise qualified person with a disability shall be, solely by reason of that disability, excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any program or activity receiving or benefiting from Federal assistance administered by the FTA or any entity within U.S. DOT. Hill Country Transit District ensures that project implementation and operations so assisted will comply with all applicable requirements of U.S. DOT regulations implementing the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, *et seq.*, and the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. 12101 *et seq.*, and implementing U.S. DOT regulations at 49 CFR parts 27, 37, and 38, and any other applicable Federal laws that may be enacted or Federal regulations that may be promulgated.

Public Notices

The Title VI Public Notice, in both English and Spanish, is posted in locations where the public and all HCTD employees may have access to the notice, specifically:

- Belton Operations Center, Building A lobby, breakroom and main hallway bulletin board
- Belton Operations Center, Building B (maintenance) breakroom
- Belton Operations Center, Building C (drivers' ready room) breakroom
- The HOP website www.takethehop.com

Hill Country Transit District

Filing a Discrimination Complaint

Any person who believes she/he has been discriminated against on the basis of race, color, or national origin by Hill Country Transit District (hereinafter referred to as “HCTD”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. HCTD investigates complaints received no more than 180 days after the alleged incident. HCTD will process complaints that are complete.

Once the complaint is received, HCTD will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

HCTD has 45 calendar days to investigate the complaint. If more information is needed to resolve the case, HCTD may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the HCTD Title VI Program Coordinator. If the Title VI Program Coordinator is not contacted by the complainant or does not receive the additional information within 10 business days, HCTD can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Title VI Program Coordinator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 calendar days after the date of the letter or the LOF to do so.

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

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with the Hill Country Transit District or the Federal Transit Administration.

Hill Country Transit District (HCTD)

Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

**Federal Transit Administration
Office of Civil Rights
Complaint Form**

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. FTA also may refer the matter to the U.S. Department of Justice for enforcement.

Section II

Are you filing this complaint on your own behalf?

Yes _____ No _____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes ____ No ____

Section III

Have you previously filed a Title VI complaint with FTA? Yes ____ No ____

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider _____ Department of Transportation _____

Department of Justice _____ Equal Employment Opportunity Commission _____

Other _____

Have you filed a lawsuit regarding this complaint? Yes ____ No ____

If yes, please provide a copy of the complaint form.

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of public transit provider complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

May we release a copy of your complaint to the transit provider?

Yes ____ No ____

May we release your identity to the transit provider?

Yes ____ No ____

Please sign here: _____

Date: _____

[Note - We cannot accept your complaint without a signature.]

Please mail your completed form to: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

Hill Country Transit District

Record of Title VI Investigations, Complaints, and Lawsuits

Hill Country Transit District has not had any allegations of discrimination on the basis of race, color, or national origin. HCTD is also not actively involved in any active investigations conducted by the FTA or entities other than the FTA, lawsuits, or complaints naming HCTD.

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

Hill Country Transit District

Title VI

Public Participation Plan

Purpose

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage, and monitor participation of all citizens in the Hill Country Transit District (HCTD) service area, including but not limited to low income and minority individuals and those with Limited English Proficiency, in the transportation planning process. 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 effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

As such, the HCTD PPP is part of the broader Killeen-Temple Metropolitan (KTMPO) Public Participation Plan. Language from the KTMPO Plan is as follows:

“In addition to fulfilling the MPO public involvement requirements, KTMPO is committed to satisfying any public involvement requirements formalized by its partners to include TxDOT and Hill Country Transit District (HCTD). As such, KTMPO’s public participation process satisfies HCTD’s public participation requirements for the Program of Projects under the FTA 5307 – Urbanized Area Formula Grant Program.”

Federal and State government mandate public involvement because it helps to guide department decisions in providing public transportation services. Public involvement also benefits HCTD and the public by allowing for the development of services that meet the needs of area citizens/customers. The Federal government also mandates public involvement prior to raising fares, implementing major reductions in service, or applying for grant/loans to finance transportation improvement projects.

Public Participation/Engagement

Engagement of the public in HCTD’s transportation planning process is accomplished primarily through the Central Texas Regional Transportation Advisory Group (CTRTAG). The CTRTAG is staffed by the Central Texas Council of Governments (CTCOG) Planning and Regional Services Division, and was created to address, provide input, and coordinate regional transportation services. The HCTD General Manager is the chairperson for this group, and the HCTD Director of Urban Operations is a member of the CTRTAG.

Responsibilities of the CTRTAG include:

- Facilitating the collaboration of regional transportation coordination activities
- Develop, review, and implement the Regionally Coordinated Transportation Plan

- Promote public awareness of transportation service issues, as well as program plans and objectives, through frequent publicity and presentations to various groups
- Identify and establish relationships with individuals, groups, agencies and those providing transportation services
- Review and revise the Regional Transportation Coordination Plan (RTCP) every five years
- Involve minority and LEP populations, or their representatives, in the planning process

Membership of the CTRTAG includes a broad representation of stakeholders. Many members serve as advocates for persons with disabilities, minorities, low-income, and LEP persons:

- Hill Country Transit District (the only public transit provider in the CTCOG region)
- Private Transit Providers
- Workforce
- Health and Human Service
- Aging and Disability
- Youth and Family Organizations
- Mental Health Agencies
- Military and Veterans Organizations
- Medical Facilities
- Educational Institutions
- Emergency Assistance/Management Agencies
- Municipalities
- Counties
- Transit Users – persons with disabilities, minorities, low-income, and LEP

Public Meetings

The CTRTAG meets at least quarterly and at other times as needed. All meetings are open to the public, and public comment is solicited and welcomed. The public is made aware of these meetings on the KTMPO and HCTD websites. Meetings are held at the CTCOG facilities, which are accessible, near a bus stop, and can accommodate minorities, disabled, and LEP populations. In fact, those groups are very familiar with this location since many of the resources they frequently access are at this same location. The most recent meeting was February 19, 2020. A meeting scheduled for May 20, 2020 was cancelled due to the COVID-19 epidemic. There have been no further meetings.

Major Service Reductions or Changes

In regard to major service reductions or changes, where 20% or more of service is affected, HCTD will follow Public Participation Plan to ensure an opportunity for public comment. In accordance with the Interlocal Agreements with Bell County and the five municipalities represented in the Urban Division, notification of the proposed changes is sent to all city managers 45 days prior to the proposed change. Press releases are provided to newspapers 30 days in advance. The CTRTAG is made aware of the proposed changes and the process that will be followed to solicit input.

Soliciting and Considering Public Comment

Notification of public hearings must be published in major newspapers (Killen Daily Herald and Temple Daily Telegram) at least 10 days prior to hearings. Such notices must be advertised as a Legal Notice. Notification will also be placed on the HCTD website www.takethehop.com. In addition, notices are placed on buses, distributed to sites where bus passes are sold, distributed to local officials, and provided to papers as a press release.

All notices, news articles and press releases must be maintained. Public hearings are recorded, with the general statements typed, and the recordings retained for record.

Public hearings are held in accessible locations, beginning at 5:00 p.m., in order to accommodate the greatest number of participants. Hearings are held in each municipality affected by the proposed changes. Maps showing both current routes and schedules and those showing proposed changes are presented at the public hearings. The reason for the proposed changes is presented in a transparent, understandable manner. Sign-in sheets are provided in order to maintain a record of attendance. All comments are noted. The entire meeting is recorded as well.

HCTD welcomes public comments in its decision making process and considers all reasonable requests. Management considers the effect of the requests on the provision of service and whether such request are financially feasible. Other factors to consider are legalities, compliance with FTA, TxDOT, and/or other funding source regulations, safety and security, and direction from city and county officials and the HCTD Board of Directors. No action is taken on the final implementation until the public hearings have been completed and comments considered.

Other Methods of Outreach

Other methods of outreach include presentations to specific groups, surveys, and use of the local news media. Engaging minority and Limited English Proficiency persons can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. HCTD staff make every effort to engage minority and LEP persons using techniques such as including public notices in appropriate non-English publications, the use of Focus Groups, the use of Advocacy Groups for certain populations, and through contact with local translators. Public agencies that have clients that fall into under-represented populations, including but not limited to minorities, low-income, and LEP persons, serve on the CTRTAG and have partnered with HCTD for many years in serving mutual clients.

HCTD also participates in the Food for Families food drive, area Christmas parades, Career Days and Travel Training at area schools, Senior Expo Fair, job fairs, support dog training, Belton Goodwill Learning Center, Hiring our Heroes, Wounded Warrior Resource Fair, and other events too numerous to mention.

Goals and Objectives for the Public Participation Plan

Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the Hill Country Transit District service area to participate in the development of a five-year transportation plan. Efforts to involve minority and LEP populations include both comprehensive measures, as well as targeted measures to address linguistic, institutional, religious, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in HCTD's decision-making process.

Objectives:

- To determine what non-English languages and other cultural barriers exist to public participation within the Hill Country Transit District 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; and
- 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, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular Interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organizations and businesses.

General Public: Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspaper, on the HCTD website, and open house format public information meetings. While these techniques will continue, staff will make a greater effort to engage the general public, possibly with techniques such as nominal group exercises, surveys, use of local news media, etc.

Minorities: Engaging minority and Limited English Proficiency populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. Hill Country Transit District makes every effort to engage minority populations using techniques such as including notations in public notices in appropriate non-English languages that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to provide input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of

information to minority and Limited English Proficient populations. Such advocacy groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local translators should also be maintained, and used as requested and needed.

Low-income: While low-income individuals may have access to all of the traditional means of public involvement discussed under "general public", they may be less likely to become involved or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews, and agency/advocacy group contacts.

Public Agencies: Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations.

Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income, and Limited English Proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of transportation services. Many of these agencies serve as members of the regional transportation planning group, the Central Texas Regional Transportation Advisory Group (CTRTAG).

Private Organizations and Businesses: Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers. For that reason, representation of private business interests will be welcomed in the planning process. Many of these organizations and business serve as members of the regional transportation planning group, the Central Texas Regional Transportation Advisory Group (CTRTAG).

Public Participation Plan

This document, upon its adoption, is to serve as the PPP for the Hill Country Transit District. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. A notice will be posted in the local newspaper and on the HCTD website, noting the existence of this Public Participation Plan and a copy of the Public Participation Plan will be sent, at a minimum, to the stakeholders identified by Killeen Temple Metropolitan Planning Organization (KTMPO).

Public involvement is important at all stages of plan development. Opportunities for participation for both users and nonusers of the Hill Country Transit District system will be available. Both an onboard survey and a nonuser survey are scheduled for implementation throughout this process. People can also obtain information about the process from, or submit input to, both Hill Country Transit District and the Killeen Temple Metropolitan Planning Organization (KTMPO), lead agency in the plan development process.

Hill Country Transit District
4515 W. US Hwy 190
Belton, TX 76513
Phone: (254) 933-3700
Contact: Paul Brandt, Director of Human Resources (pbrandt@takethehop.com)

Killeen Temple Metropolitan Planning Organization (KTMPO)
2180 N. Main Street
Belton, TX 76513
Phone: (254) 770-2200
Contact: Uryan Nelson (Uryan.nelson@ctcog.org)

Other stages of the planning process, such as reviewing draft documents and mapping, are more conducive to other techniques. Documents will be available for review at the Hill Country Transit District office, 4515 W. Hwy 190, Belton and on the KTMPO webpage: <http://www.ktmpo.org>.

If materials are requested in languages other than English, large type and/or braille, staff will make a reasonable attempt to accommodate those needs. Other techniques could also be determined to be useful at any particular stage of the process, and new and different techniques will be utilized as deemed appropriate.

Outreach Efforts

In addition to the outreach efforts identified on page 16 in this policy, staff will use the following techniques during its planning studies, as deemed appropriate by staff and Hill Country Transit District and the Killeen Temple Metropolitan Planning Organization (KTMPO):

- Presentations to professional, citizen, and student organizations.
- Articles in community newsletters.
- Press releases and meetings with local media representatives.
- Informal conversations with individuals and small groups.
- Interviews with people who are or could be affected by study recommendations.
- Presentations by experts on various transit-related subjects.
- User and non-user surveys.
- Use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

Outreach Summary

- A Joint Transportation Summit is to be held by CTCOG in April of 2023 regarding transportation improvements and gaps. This meeting will take place with KTMPO, United Way, HCTD, and other agencies attending. HCTD will be presenting its Service Transformation Initiative (STI) in which The HOP will explain the concepts of Micro Transit Service. Micro Transit Service addressed low ridership and costly large vehicles

being maintained by way of making a service, open to the general public, which operates on-demand, that picks up clients in specific zones after making an appointment. This program will be in coordination with HCTD's Board Advisory Groups to attain public comment in order to better accommodate rapidly changing passenger needs.

- A Needs Assessment Survey was conducted in 2016-17 to determine perceived and real gaps in public transportation service within the service area. CTCOG/CTRTAG jointly developed a methodological design that included the creation of two surveys (resident and agency) that were designed to gather information from the various stakeholders regarding perceived and real gaps in public transportation within the service area. Overall, the data collection plan was very successful resulting in 1,359 surveys collected from participants and 38 surveys being collected from agencies. Results of the survey were compiled and presented in a formal document to the CTRTAG. The Needs Assessment Survey findings in the report aligned with the project's objectives. The primary focus of the project was to assess the needs of regional ground public transportation throughout the Central Texas region, placing emphasis on participants that were disabled, elderly, or low-income. Overall, the Needs Assessment Survey of local ground public transportation provided a wealth of information for stakeholders as they work to improve services for clients. Recommendations included expanding routes, expanding frequency of service and expanded hours of service. Members of the CTRTAG continue to use the survey as they consider how to meet the needs of the service area with limited funding and resources.
- The CTRTAG met on August 15, 2017, to specifically discuss a proposed reduction in Service by HCTD. The proposal consisted of the elimination of three non-productive routes in the city of Killeen and the modification of the STS system to meet the stricter FTA standards of service to within $\frac{3}{4}$ mile of fixed route service. Public hearings were held in Harker Heights on August 2, 2017, in Killeen on August 3, 2017, in Copperas Cove August 8, 2017, in Temple August 9, 2017, and in Belton August 10, 2017. A small number of comments were received. After careful consideration by HCTD, the elected officials of those municipalities, and a large number of stakeholders, the proposal was approved and became effective September 1, 2017. Notices were disseminated to elected officials and city managers, to area newspapers, to the CTRTAG, placed on the HCTD website, placed on buses and in the HCTD operations facility, placed in facilities where clients are most frequently transported, in the HOP newsletter, signage on shelters, and on HOP route maps. Staff received training on the modified service.
- The CTRTAG developed a transit and/or stakeholder Key to Connectivity Survey on goals and options for developing a balanced transportation system for the region in February of 2018. Input was received from a large group of stakeholders, including many elected officials. Results of the survey were discussed at subsequent CTRTAG meetings to help determine how best to fill gaps and inefficiencies in transit service for the region.
- The CTRTAG requested in March of 2018 that a Transit Fact Sheet be developed and distributed as an informative tool for educating the public on public transit in the region. Input from past meetings was compiled and considered in the design process of the CTRTAG Public Transit Fact Sheet. There was not a formalized process for collecting

data on the number of reviews, but the Fact Sheet was widely distributed by the stakeholders who are members of the CTRTAG.

- In July of 2018, the stakeholders attending the CTRTAG meeting heard a presentation on Efforts to Mitigate Disparities in Access to Healthcare from a Baylor Scott & White representative. Access to healthcare is a primary need for not only the HCTD region, but across the state and nation. HCTD is considering a pilot program with BS&W to ensure those most in need of medical transportation service have access to such service.
- In August of 2018, public hearings were held to gather input on service reduction to the city of Killeen and service adjustments to other segments of the Urban service area. Public hearings were held in Belton on August 7, 2018, in Copperas Cove on August 17, 2018, in Harker Heights on August 14, 2018, in Killeen on August 13, 2018, and in Temple on August 16, 2018. There was a great deal of interest in the proposal to reduce or modify services, especially from Killeen elected officials and citizens. HCTD staff took these comments very seriously and held numerous meetings with city and community leaders, as well as with representatives of the passengers who would be affected. All comments from the public were recorded and considered. Staff meetings were held during which the content of the public hearings were discussed at length. Items taken into consideration include route lengths, time-point analysis, system connectivity, school zone locations, existing traffic patterns, long-term construction projects, past and projected ridership, and available funding – federal, state, and local. Ultimately, the decision was made to go forward with the proposed service changes, effective October 1, 2018.
- In March 2024, a series of public hearings were held to collect input and feedback on proposed options for implementing Microtransit Zones within the Urban service areas. The hearings were part of an effort to ensure that community members, local officials, and stakeholders had the opportunity to express their opinions and concerns about the potential changes to public transit services. The public hearings were scheduled across multiple cities to maximize participation and accessibility. They were held in Belton on March 11, Copperas Cove on March 12, Harker Heights on March 13, Killeen on March 14, and Temple on March 15, 2024. At each location, attendees were invited to provide comments and ask questions about the Microtransit Zone proposals and how they might affect transit routes, service coverage, and overall system efficiency. Throughout the process, staff paid careful attention to the feedback received, documenting all public comments and ensuring they were considered during subsequent discussions and planning sessions. Meetings were also held with city leaders, community representatives, and individuals who would be impacted by the changes. Factors such as current ridership patterns, connectivity between service areas, traffic conditions, and available funding sources were all taken into account as part of the decision-making process. The public's input played a significant role in shaping the conversation around MicroTransit implementation, providing valuable insights that helped guide the next steps for the Urban service areas. Ultimately, the decision was made to go forward with the proposed service changes, effective September 3, 2024.
- In November 2024, a series of public hearings took place to gather input on options for implementing Microtransit in the Rural County service areas, marking a shift from the

existing service model. These hearings were designed to give community members, local officials, and stakeholders a chance to share their thoughts and concerns about possible changes to rural transit services. The hearings were scheduled across several counties to ensure broad participation: Lampasas on November 19, Cameron (representing Milam County) on November 20, Gatesville (for Coryell County) on November 21, and Belton (for Bell County) on November 22, 2024. At each meeting, attendees could comment and ask questions about the Microtransit proposals and their potential impact on service coverage, transit routes, and overall system effectiveness. Staff carefully documented all feedback and made sure it informed ongoing planning and discussions. Meetings with county leaders, community representatives, and affected individuals were also held to understand how the proposed changes might influence local travel patterns and connectivity. Factors like current ridership, area connectivity, road conditions, and funding sources were all part of the evaluation. Public input played an important role in guiding decisions about Microtransit in these rural areas, providing insight that shaped the direction of future service planning. The decision was finalized to implement the proposed service changes, which will take effect on March 3, 2025.

SUMMARY

HCTD is committed to providing the public, including those with disabilities, low-income, and those with Limited English Proficiency, every opportunity to participate in its service plan.

HCTD also ensures that information about its service is actively distributed throughout the community. This distribution is achieved by HCTD staff attendance at community events, through the HCTD Travel Training program, via the HCTD website that details The HOP's services, through fare media and route maps that are provided to locations throughout the area.

Other techniques will continue to be examined to determine the best methods of involving all segments of the service area population in the planning process.

Availability of Planning Documents: Hard copies of documents, upon completion, will be available at the Hill Country Transit District office, 4515 W. Hwy 190, Belton. Electronic versions of the documents will be available on the Central Texas Regional Planning Committee's website: <http://www.ctcog.org/>.

Methods of Addressing Comments: Comments will be documented, presented to decision-making bodies, modified in the contents of the document as necessary, and will be included in the appendices of planning products after they are approved and published. Comments received after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future.

Hill Country Transit District

Limited English Proficiency (LEP) Plan

Hill Country Transit District (HCTD) has developed its 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 in 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, HCTD used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by HCTD.
2. The frequency with which LEP persons come into contact with HCTD programs, activities or services.
3. The nature and importance of the program, activity, or service provided by HCTD to the LEP population.
4. The resources available to HCTD for LEP outreach, as well as the costs associated with that outreach.

Meaningful Access: Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by HCTD.

HCTD provides services in nine Texas counties (covering approximately 9,000 square miles). HCTD staff reviewed the 2021 U.S. Census Report and compiled the following statistics to identify the number or proportion of LEP persons eligible to be served or likely to be encountered by HCTD:

It was determined that 82,756 persons in the combined service areas (16.35%) speak a language other than English. Of those persons, 21,293(4.21%) speak English less than “very well”. Of those persons with limited English proficiency, 16,102 (3.18%) Spanish speaking persons speak English less than “very well”. There were 1,614 (0.32%) persons of other Indo-European languages who spoke English less than “very well”. There were 2,993 (0.59%) of Asian and Pacific Islanders who spoke English less than “very well” and 584 (0.12%) that identified as Other that spoke English less than “very well”.

2. The frequency with which LEP persons come into contact with HCTD programs, activities or services.

HCTD reviewed the frequency with which staff and drivers have, or could have, contact with LEP persons. Mechanisms used for determining frequency of LEP encounters include documenting phone inquiries, surveying vehicle operators’ encounters with LEP customers, and office visits. HCTD continually monitors the need for having multi-language staff in various departments which have the most customer interaction. To date, HCTD has determined that contact with LEP persons is infrequent, and LEP persons were mostly found to be Spanish speaking. Sporadic contact between LEP persons occurs with bus drivers, dispatchers, schedulers, and front office staff. HCTD is staffed with Polish, Portuguese, and Spanish translators to assist LEP persons with translation in these languages. Additionally, HCTD provides language assistance through an interpreter on the language assistance line.

3. The nature and importance of the program, activity, or service provided by HCTD to the LEP population.

There is no large geographic concentration of any type of LEP individuals in the HCTD service areas. Over 81.69% of the population in the service areas speaks English only. Although there is 18.30% of the population in the service areas that speak a language other than English, only 4.70% of this population speaks English less than “very well”. Because HCTD provides services to persons over four counties, it is most likely that the commuter system and the microtransit system will both encounter LEP individuals.

4. The resources available to HCTD for LEP outreach, as well as the costs associated with that outreach.

HCTD has assessed its available resources that could be used for providing LEP assistance, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that could be partnered with for outreach and translation efforts. HCTD maintains access to a language line to facilitate communication with LEP persons. There is a fee to use this service, but the use of it has been very rare so the cost has been minimal. HCTD will also provide an interpreter to LEP persons if a request for language assistance is made, or it is evident that such assistance is needed.

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 HCTD programs and activities. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, or the written transfer of a message from one language into another language. HCTD will determine when interpretation and/or translation are needed and are reasonable.

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

- Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed in the future.
- Have Language Identification (“I Speak”) Flashcards available at the customer service desk and easily accessible to drivers, supervisors, dispatchers, and schedulers as needed.
- Periodically interview bus drivers, dispatchers, schedulers and other front-line staff on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures

There are several language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which HCTD staff may respond to LEP persons, whether in person, by telephone, or in writing.

- HCTD will provide an interpreter to an LEP person if they request language assistance or it is evident that such assistance is needed.
- If an LEP person asks for language assistance and HCTD determines that language assistance is necessary to provide meaningful access, reasonable efforts will be made to provide free language assistance.

- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then make available interpretation services for the LEP person.
- Bilingual HCTD staff will provide language services to LEP persons upon request and if available. HCTD will take reasonable steps to ensure that staff provides interpretative services at a level of fluency, comprehension and confidentiality appropriate to the specific nature, type, and purpose of information at issue.
- An LEP person may use an informal interpreter of their choosing and at their own expense, either in place of or as a supplement to the language assistance offered by HCTD. Informal interpreters may include family members, friends, legal guardians, service representatives, or advocates of the LEP person.
- HCTD will periodically assess client needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of the clients.

Vital Documents

Vital documents that will be translated into the language(s) of frequently encountered LEP groups consistent with the Safe Harbor Provision include:

Consent and complaint forms

Intake and application forms

Written notices of rights

Notice of denials, losses, or decreases in benefits or services

Notice of rights under Title VI

Notices advising LEP persons of free language assistance

Language identification cards for staff (i.e. "I speak...")

Statements about services available and the right to free language assistance in all information disseminated to the public

HCTD has the responsibility of determining if a document is vital, based on the importance of the document in accessing services. Vital documents that will be translated into languages other than English include all of the above.

HCTD will provide language assistance other than in written translated form for each language that meets the Safe Harbor threshold for information vital to access the service. At this time that includes Spanish speaking persons only. There are no other LEP language groups that are 5% or 1,000 people of the total population eligible to be served. There are several language assistance measures available, other than in written form:

- Use of the Language Identification ("I speak") Flashcards
- HCTD bilingual staff person (Spanish speaking)
- HCTD will take steps to ensure that staff provide interpretive services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type, and purpose of information at issue
- HCTD continually monitors the need for bilingual staff in various departments having the most customer interaction. To date, the most frequent contact between LEP persons is with bus drivers, dispatchers, schedulers and front office staff.

- HCTD also maintains access to a language line to facilitate communication with LEP persons.

Notification of Language Assistance Services

HCTD notifies LEP populations regarding the availability of language assistance through the following methods:

- Notice in both Spanish and English on the HCTD website
- Notice posted in both Spanish and English at the customer service counter
- Language Identification Flashcards at the customer service counter

Staff Training

The following training will be provided to HCTD staff during new employee orientation, annually, and on an as-needed basis:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the Language Identification (“I Speak”) Flashcards.
- Documentation of language assistance requests.
- How to handle a potential Title VI / LEP complaint.

Any and all contractors or subcontractors performing work for HCTD will be required to follow the Title VI/LEP guidelines.

Translation of Documents

HCTD 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, HCTD does not have a formal outreach procedure in place. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, HCTD 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 alternative language based on the known LEP population.
- Bus schedules, maps and other transit publications will be made available in an alternative language when and if a specific and concentrated LEP population is identified and requests are made.

Monitoring

Monitoring and Updating the LEP Plan. HCTD will update the LEP as required. At a minimum, the plan will be reviewed and updated when data from the upcoming U.S. Census is made available, or when it is clear that higher concentrations of LEP individuals are present in the HCTD 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.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether HCTD's financial resources are sufficient to fund language assistance resources needed.
- Determine whether HCTD fully complies with the goals of this LEP plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

Dissemination of the HCTD LEP Plan

HCTD's Title VI Policy and LEP Plan are made available on the company's website at www.takethehop.com. Any person or agency may request a copy of the LEP plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request a copy of the plan in alternative languages which will be provided, if feasible.

Questions concerning the LEP Plan may be submitted to Hill Country Transit District at:

Hill Country Transit District
4515 W. U.S. Hwy. 190
Belton, TX 76513
Phone: (254) 933-3700
Fax: (254) 933-3724
www.takethehop.com

Providing Assistance to Subrecipients and Monitoring Subrecipients

HCTD does not extend any Federal Transit Administration financial assistance to any other recipient or subrecipient.

Hill Country Transit District

Equity Analysis for Facilities

Hill Country Transit District has had no construction projects during this reporting period.

Hill Country Transit District

System-Wide Service Standards

Chapter IV of FTA Circular 4702.1B provides that all transit providers who operate fixed route service, as shown in the Table in Section 1, must “Set system-wide standards and policies” that “only apply to fixed route services”. Because The HOP, operated by Hill Country Transit District (HCTD), does not “a fixed route service”, HCTD is not required to “Collect and report data”, to “Evaluate service and fare equity changes”, or to “Monitor transit service”.

Vehicle Load Standards

Hill Country Transit District utilizes three different vehicles for our regional commuter operations. In tracking the number of passengers that are carried, it has been found that our average number of passengers per hour is 2.04 while our peak is 2.4. This results in all of our passengers being able to be seated.

Average Load:

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Load Factor
32' EZ-Rider	26		26	0.07
35' EZ-Rider	35		35	0.05
36' Starcraft	27	0	27	0.07

Peak Load:

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Factor
32' EZ-Rider	26	0	26	0.09
35' EZ-Rider	35	0	35	0.07
36' Starcraft	27	0	27	0.08

HCTD considers a vehicle overloaded if the load factor exceeds 1.5 where one third of our passengers are standing.

Vehicle Headway Standards

Vehicle Headway Standards:

During the week, Hill Country Transit District microtransit vehicles run via same day, on-demand service mode with an average wait time of 30-minutes at peak and 40-minutes off peak. Additionally, Hill Country Transit District operates a Regional Commuter route on a 30-minute headway.

WEEKDAY ROUTES	Periods of Operation
UrbanMicrotransit	30-40
Regional Commuter	30

On-Time Performance Standards

On-time performance for the regional commuter service is considered as not leaving a time point ahead of schedule and not arriving at a time point more than five minutes late. HCTD's on-time performance objective is 90% or greater, whereby at least 90% of trips on any given run during any given calendar month are on-time, and whereby at least 90% of all runs system-wide within any given calendar month are on-time.

Urban microtransit on-time performance standards are measured based on average wait times of 30 minutes at peak and 40 minutes off peak and based on rider satisfaction ratings scale of 1-100%. On-time performance objectives are to be able to deliver services 90% or greater within the peak and off-peak wait time threshold and to meet 90% or greater rider satisfaction.

Service Availability Standards

HCTD provides two types of services in the Killeen and Temple UZAs, regional commuter and city microtransit within prescribed zones.

The regional commuter has a mobility hub in each of the cities served to allow for riders to transfer from and to city microtransit and to allow riders to travel between Killeen and Temple UZAs.

- Urban microtransit service is a curb-to-curb, same day and booked in advance, on-demand service open to the general public without restrictions. The service operates in specific micro zones in each of the cities served.

Vehicle Assignment Policy

Hill Country Transit District ensures that vehicles are assigned to drivers and routes the evening before service. HCTD's vehicle assignment is based on a couple of different factors. The first and most major factor in assigning a vehicle to meet the scheduled service demand, such as ADA accessible vehicle vs ambulatory vehicle... The next factor considered is the mileage of a vehicle. The newer vehicles are assigned to higher-mileage routes whenever possible. Also, on occasion bus type may be assigned based on passenger per service hour needs. Finally, vehicle assignments are rotated out based on maintenance needs.

Transit Amenities Policy

The installation of transit amenities along commuter route is based on the number of passengers boardings at mobility hubs and stations along those hubs. System maps are provided at the Belton Operations Facility and at various organizations located throughout the service area (i.e., workforce centers, free clinics, city halls, service organizations, etc...). Trash cans are installed by HCTD according to perceived need.

New benches and shelters paid for by HCTD are located according to a number of factors including, but not limited to:

- Average daily boardings at the stop
- Prevalence of disabled passengers
- Presence or absence of amenities in the nearby area (i.e., shelter, trash cans, lighting, seating, etc.)
- Cost for additional curb, gutter, street, or sidewalk improvements
- Financial assistance from local jurisdictions, business improvement districts, etc.
- Minimum ridership of daily boardings for shelters
- Title VI compliance goals

Hill Country Transit District

Title VI Monitoring Procedures

Hill Country Transit District has the responsibility to assure the FTA that transit services and related benefits are provided on a nondiscriminatory manner consistent with Title VI. This assurance also involves an internal mechanism and methodology to monitor Title VI compliance in certain program areas.

HCTD has developed and implemented procedures to monitor the level and quality of transit service to determine compliance with Title VI. These comparisons of the level and quality of transit service provided to the minority community, against overall system averages, will measure the actual realization of established service policies and standards. The following methodologies are incorporated in HCTD's monitoring procedures for reviewing levels and quality of service:

Level of Service Methodology. For the purpose of this methodology, minority communities are identified by census tracts or traffic analysis zones. Service provided to these communities is measured in terms of the service policies and standards adopted by HCTD (i.e., vehicle load, vehicle assignment, headways, transit amenities, transit access, etc.). HCTD shall as a part of their internal monitoring procedure undertake the following:

- (a) Select an appropriate sample size. At a minimum, the sample will include each tract or zone that has a minority population (minority census tract) that is equal to or above the total percentage of all minorities within the service area. In addition, at least 10% of all the census tracts or traffic analysis zones in the service area will be monitored.
- (b) Inventory the transit service provided in the selected sample areas.
- (c) Assess the performance of each route operating within the selected areas for each of HCTD's service standards and policies.
- (d) Compare the transit service provided to minority areas to HCTD's service policies and standards, and review and take action in all cases in which the service to minority areas do not meet the stated service policy or standards of the grantee.
- (e) Compare the average performance for each route in the transit system to HCTD's service policies and standards, and take action on the observed differences.

Quality of Service Methodology. This methodology will determine whether the quality of service is consistent among different user groups and the degree to which transit service is responsive to minority needs. HCTD shall utilize the following methodology to assess equity in the quality of service provided:

- (a) Identify an appropriate number of minority census tracts or traffic analysis zones and a corresponding number of comparable non-minority census tracts or traffic analysis zones. The number of census tracts or analysis zones selected should be based on the population within the service area. For service areas with a population of 200,000 or below, at least three minority

and three non-minority census tracts or traffic analysis zones must be selected. In areas with a population of over 200,000, HCTD must select 10 or more minority and 10 or more non-minority census tracts or traffic analysis zones.

- (b) Conduct a survey of transit riders in the identified areas to determine travel patterns (work trip destination) and opinions on the transit service provided. Census data may also be used to model transit travel patterns in an urbanized area.
- (c) Summarize the travel patterns of transit users in the selected census tracts or traffic analysis zones, and summarize comments or opinions about the transit service.
- (d) Using transit travel time and fare matrices, and/or other appropriate indices, information will be monitored for the top three most-traveled destinations. All values below emanate from the centroid of selected census tracts or traffic analysis zones to the centroid of destination:
 - 1. Average peak hour travel time to destination;
 - 2. Number of transfers/bus stops before reaching destination;
 - 3. Total cost of trip to destination; and
 - 4. Cost per mile of trip to destination.
- (e) In using this methodology, HCTD will compare the quality of service of minority census tracts or traffic analysis zones with non-minority census tracts or traffic analysis zones, and take action on the disparities.

Addendum – A

Language Identification Flashcards

- | | | |
|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞նք նշող՞ւմ կատարե՞ք այս քանակազուտում, եթե խոսում կամ կարողում եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ឈ្លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

- | | | |
|--------------------------|--|--------------------|
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> | Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> | Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> | Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> | Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> | Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> | 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> | 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> | ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

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Economics and Statistics Administration
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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องสี่เหลี่ยมหรือทศภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

Addendum – B

Census Facts for Service Area

2023 Census Numbers for LEP Persons Residing within the Service Areas					
	Bell County	Coryell County	Lampasas County	Milam County	Total Across Counties
Population 5 years and over	349,885	78,329	21,189	23,896	473,299
Percentage of Population 5 years and Older	100%	100%	100%	100%	100%
Speak only English	282,816	65,777	18,559	19,518	386,670
	80.80%	84%	87.60%	81.70%	78.70%
Speak a language other than English	67,069	12,552	2,630	4,378	86,629
	19.20%	16%	12.40%	18.30%	15.30%
Spanish	49,979	8,839	1,885	4,150	64,853
	14.30%	11.30%	8.90%	17.40%	10.70%
Other Indo-European languages	6,386	1,845	557	53	8,841
	1.80%	2.40%	2.60%	0.20%	1.87%
Asian and Pacific Island languages	7,753	1,498	188	155	9,594
	2.20%	1.90%	0.90%	0.60%	2.02%
Other languages	2,951	370	0	20	3,341
	0.80%	0.50%	0%	0.10%	0.70%

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