

Program Administration - General

The City Manager will be responsible for ensuring the implementation of the City of Taylor Title VI program. The Title VI Coordinator will assist in the overall administration of the Title VI program, plan and assurances.

Complaints

If any individual believes they or any other program beneficiaries have been the object of an unequal treatment or discrimination as to the receipts of benefits and/or services, or on the grounds of age, race, color, national origin, sex, disability, or religion they may exercise their right to file a complaint with the City of Taylor. Every effort will be made to resolve complaints informally at the agency, subrecipient, and contractor's level.

Non-discrimination complaint procedures and form are provided in Addendum 3.

Data Collection

Statistical data on race, color, national origin and sex of participants in, and beneficiaries of City of Taylor programs, e.g., citizens, and affected communities, will be gathered and maintained by the Title VI Coordinator for use in evaluating program compliance and improving affected populations' participation. Each of the Title VI program areas will maintain data, which will be incorporated into the Title VI Annual Update. Data gathering procedures will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI program administration.

Title VI Reviews

Title VI Program reviews will be performed by the Title VI Coordinator to assess administrative procedures, staffing, and resources available for Title VI compliance.

Annual Reviews

All programs will be reviewed annually to assure effectiveness in their compliance of Title VI provisions. This is in addition to the day-to-day monitoring. The Title VI Coordinator and program representatives will coordinate efforts to ensure equal participation in all their programs and activities at all levels.

Operational Guidelines

All operational guidelines to contractors, subrecipients, and program areas will be reviewed annually to ensure inclusion of Title VI language, provisions, and related requirements, where applicable.

Training Program

Assist the Texas Department of Transportation (TxDOT) in the distribution of information on available training programs regarding Title VI and related statutes to City of Taylor employees. Training is available to all City of Taylor employees as related to their job descriptions.

Annual Reports

An annual summary and Plan Update will be submitted to TxDOT in February for the previous year. The Annual Report will review Title VI accomplishments achieved during the previous year and goals for the next year. The Title VI Coordinator will be responsible for coordination and preparation of the report.

Public Dissemination

City of Taylor will disseminate Title VI Program information to City of Taylor employees, subrecipients, and contractors, as well as the general public as necessary for City of Taylor programs. Public Dissemination will include posting of public statements in public areas of the agency's office that generally comport with the language included in Addendum 4, the electronic posting of public statements on the agency's web site, inclusion of Title VI language in contracts, and distribution of Title VI information sheets/brochures as appropriate.

Post Grant Reviews

Post-grant Title VI Compliance reviews of consultants with City of Taylor will be conducted. The reviews will determine the contractor's compliance with Title VI contractual provisions. Post-grant reviews are to be conducted on those subrecipients that have already received federal funds through City of Taylor.

Remedial Action

City of Taylor will actively pursue the prevention of any Title VI deficiencies or violations and will take the necessary steps to ensure compliance with program administrative

requirements. If irregularities occur in the administration of the federal-aid highway program's operation, corrective action will be taken to resolve Title VI issues. When conducting Title VI reviews on subrecipients, City of Taylor will reduce to writing remedial action agreed to be necessary, all within a period not to exceed 90 days.

The City of Taylor will seek the cooperation of the subrecipient in correcting any deficiencies found during the review. City of Taylor will also provide the technical assistance and guidance needed to aid the subrecipient to comply voluntarily. Subrecipients placed in a deficiency status will be given a reasonable time, not to exceed 90 days after receipt of the deficiency letter, to voluntarily correct deficiencies.

If a subrecipient fails or refuses to voluntarily comply with requirements within the time frame allotted, the Title VI Coordinator will submit to the City Manager two copies of the case file and a recommendation that the subrecipient be found in noncompliance.

A follow-up review will be conducted within 180 days of the initial review to ensure that the subrecipient has complied with the Title VI Program requirements in correcting deficiencies previously identified. If the subrecipient refuses to comply, The City of Taylor may, with TxDOT and FHWA's concurrence, initiate sanctions per 49 CFR 21.

TxDOT will be notified of any complaint filed involving Title VI issues, as well as its resolution.

Limited English Proficiency (LEP)

City of Taylor will make every effort to provide services to Limited English Proficient (LEP) people, either through translation or interpreter, available prior to scheduled meetings, such as public hearings or project meetings.

When a need has been identified by City of Taylor or City of Taylor receives a request, City of Taylor shall make every effort to provide services requested in a timely manner. City of Taylor will pay for the translation of vital documents and interpreter services.

A LEP Plan is hereby adopted with the adoption of this policy. City of Taylor will coordinate for periodic updates as needed to determine which languages need assistance and what activities can be done to provide reasonable access. See Addendum 2 for the LEP Plan.

Public Participation Plan (PPP)

The City of Taylor will ensure all members of the public – including minority populations, low-income populations, individuals with limited English proficiency, and persons with

disabilities – have meaningful opportunities to participate in the decision-making processes for the City of Taylor. See Addendum 1.

ADDENDUM 1

Title VI Public Participation Plan

The purpose of this Public Participation Plan is to ensure that all members of the public—including minority populations, low-income populations, individuals with limited English proficiency (LEP), and persons with disabilities—have meaningful opportunities to participate in the decision-making processes of the City of Taylor.

This plan supports compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes, as well as the U.S. Department of Transportation's policy guidance concerning public involvement and LEP populations.

Goals of the Public Participation Plan

1. Provide opportunities for inclusive and accessible public participation.
2. Engage traditionally underserved and underrepresented communities.
3. Ensure transparency and accountability in decision-making.
4. Gather diverse perspectives to inform policies, programs, and projects.
5. Document outreach and participation efforts to demonstrate compliance with Title VI.

Public Participation Strategies

To ensure broad and inclusive participation, the following strategies will be used:

1. Public Meetings & Hearings

- Schedule meetings at accessible locations and times convenient for working families.
- Provide advance notice in multiple formats (newspaper, website, social media, flyers).
- Offer virtual/hybrid participation when feasible.
- Provide reasonable accommodation under the ADA upon request.

2. Language Access

- Provide interpreters or translated materials when a significant LEP population is affected.
- Use plain language in all communications.

- Maintain a Language Assistance Plan consistent with Title VI requirements.

3. Community Engagement

- Partner with local organizations, churches, schools, and advocacy groups to reach diverse communities.
- Attend community events and neighborhood meetings.
- Use targeted outreach for projects with potential impacts on minority or low-income communities.

4. Communication Tools

- Maintain an updated website with project information, meeting notices, and feedback options.
- Utilize social media, email, newsletters, and public service announcements.
- Provide printed materials in public places such as libraries, recreation centers, and city facilities.

5. Feedback Collection

- Offer multiple feedback channels (comment cards, online surveys, email, phone hotline).
- Document and respond to public comments.
- Publish summaries of input received and how it was considered in decision-making.

Evaluation of Public Participation Efforts

The City of Taylor will evaluate the effectiveness of public participation strategies by:

- Tracking attendance and demographics at public meetings.
- Monitoring use of translation and interpretation services.
- Reviewing the number and types of comments received.
- Conducting follow-up surveys to assess community satisfaction.
- Reporting outcomes in Title VI Annual Reports.

Roles & Responsibilities

- **Title VI Coordinator:** Oversees compliance, monitors outreach efforts, and ensures accommodations.
- **Departments/Project Managers:** Implement outreach strategies and document participation.
- **Public Information Office:** Coordinates communication and ensures accessibility of information.

Continuous Improvement

The Public Participation Plan will be reviewed at least every three years and updated as necessary to reflect community needs, best practices, and changes in Title VI regulations.

ADDENDUM 2

Title VI Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been developed to ensure that individuals who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English have meaningful access to the programs, services, and activities of the City of Taylor.

The plan complies with Title VI of the Civil Rights Act of 1964 and Executive Order 13166: *Improving Access to Services for Persons with Limited English Proficiency*.

Purpose

The purpose of this LEP Plan is to:

- Identify LEP populations served by the City of Taylor.
- Assess the frequency and importance of LEP contact.
- Provide reasonable steps for language assistance.
- Ensure that information is accessible and understandable to all residents.

Four-Factor Analysis

To determine the extent of LEP services needed, the City of Taylor uses the U.S. Department of Transportation's Four-Factor Analysis:

1. Number or Proportion of LEP Persons
 - Review U.S. Census and community data to identify the number and percentage of LEP persons within the service area.
 - Identify the top languages spoken other than English.
2. Frequency of Contact with LEP Persons
 - Document how often LEP individuals encounter staff, programs, and services.
 - Prioritize services for programs with high LEP interaction.
3. Nature and Importance of the Program, Activity, or Service

- Determine which services have the most critical impact on residents (e.g., public safety, transportation, utilities, housing assistance).
- Provide stronger language assistance for essential services.

4. Resources Available and Costs

- Assess the resources available to the City of Taylor for providing language assistance.
- Balance cost and need to provide meaningful access.

Language Assistance Measures

The City of Taylor will take the following steps to provide meaningful access for LEP people:

1. Oral Language Assistance

- Provide interpreter services (in-person, phone, or video) upon request.
- Train bilingual staff to assist when appropriate.

2. Written Translation of Vital Documents

- Translate essential documents (e.g., complaint forms, applications, notices of rights) into languages most frequently spoken by LEP populations in the service area.
- Provide statements in multiple languages on documents notifying LEP individuals how to access language assistance.

3. Notification to LEP Persons

- Post “Language Assistance Available” notices in public areas, on the website, and in outreach materials.
- Use community partners and ethnic media to inform residents of available services.

4. Staff Training

- Train staff on how to identify LEP people and access interpreter services.
- Educate employees on cultural awareness and best practices for working with LEP populations.

Monitoring and Updating the Plan

The City of Taylor will:

- Review and update the LEP Plan at least every three years.
- Track and analyze demographic changes in the service area.
- Monitor staff requests for interpretation or translated documents.
- Collect feedback from LEP individuals and community partners.

Title VI & LEP Contact Information

For questions or requests for language assistance, please contact:

LaShon Gros
Managing Director
City of Taylor
400 Porter Street
Taylor, TX 76574
512-309-6165
lashon.gros@taylortx.gov

ADDENDUM 3



Title VI Complaint Form / Formulario de Queja del Título VI

If you believe you have been discriminated against under Title VI, please complete this form. / Si usted cree que ha sido discriminado bajo el Título VI, por favor llene este formulario.

Name / Nombre:	
Address / Dirección:	
City, State, Zip / Ciudad, Estado, Código Postal:	
Telephone / Teléfono:	
Email / Correo Electrónico:	
Date of Incident / Fecha del Incidente:	
Location of Incident / Lugar del Incidente:	
Description of Incident / Descripción del Incidente: Add additional pages if needed/Si es necesario, añada páginas adicionales.	
Witnesses (if any) / Testigos (si hay):	

Signature / Firma: _____

Date / Fecha: _____

Return form to/devuelva el formulario a

The City of Taylor
Attn: Title VI Coordinator
400 Porter Street
Taylor, TX 76539