

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE NORTH EAST TEXAS
REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 15-27

WHEREAS, the North East Texas Regional Mobility Authority ("NET RMA") was created pursuant to the request of Gregg and Smith Counties and in accordance with provisions of the Transportation Code and the petition and approval process established in 43 Tex. Admin. Code § 26.1, *et seq.* (the "RMA Rules"); and

WHEREAS, the Board of Directors of the NET RMA has been constituted in accordance with the Transportation Code and the RMA Rules; and

WHEREAS, subsequent to the initial formation of the NET RMA the Counties of Cherokee, Rusk, Harrison, Upshur, Bowie, Panola, Titus, Van Zandt, Wood, and Kaufman joined the Authority and are represented on the Board of Directors; and

WHEREAS, the NET RMA receives federal financial assistance in the form of a transit grant which is administered by the Texas Department of Transportation ("TxDOT"); and

WHEREAS, as a condition of receiving the federal grant, the NET RMA must comply with Title VI of the Civil Rights Act of 1964 ("Title VI"); and

WHEREAS, on March 17, 2015, in Resolution No. 15-11, the Board of Directors adopted the NET RMA Title VI Program and designated the Interim Executive Director as the NET RMA Title VI Coordinator; and

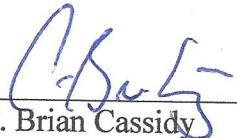
WHEREAS, in consultation with NET RMA consultants, the NET RMA Interim Executive Director and staff have prepared an amended NET RMA Title VI Program, incorporating certain revisions requested by TxDOT to ensure compliance with Title VI, a copy of which is attached hereto as Attachment "A".

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors of the NET RMA hereby approves the adoption of the amended NET RMA Title VI Program, attached hereto as Attachment "A"; and

BE IT FURTHER RESOLVED, that the NET RMA Title VI Program may be further amended from time to time at the discretion of the Board of Directors.

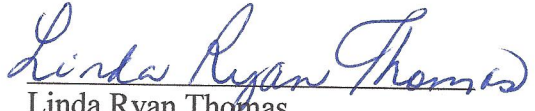
Adopted by the Board of Directors of the North East Texas Regional Mobility Authority on the 14th day of July, 2015.

Submitted and reviewed by:



C. Brian Cassidy
General Counsel for the North East
Texas Regional Mobility Authority

Approved:



Linda Ryan Thomas
Chair, Board of Directors
Resolution Number 15-27
Date Passed 07/14/15

North East Texas Regional Mobility Authority
Title VI Program

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I. NOTICE TO THE PUBLIC

The following notice is posted on the NET RMA website at www.netrma.org, and posted in the public areas of the administrative offices of the NET RMA; including reception areas and meeting rooms.

Notifying the Public of Rights Under Title VI

THE NORTH EAST TEXAS REGIONAL MOBILITY AUTHORITY

The NET RMA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the NET RMA.

For more information on the NET RMA's civil rights program, and the procedures to file a complaint, contact (903) 594-4834; email colleen.colby@netrma.org; or visit our administrative office at 909 ESE Loop 323, Ste 520 Tyler, TX 75701. For more information, visit www.netrma.org.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact (903) 594-4834.

Notificación al Público de los Derechos Garantizados por Título VI – Espanol

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

Para obtener más información sobre el programa de derechos civiles de la NET RMA para obtener más información sobre los procedimientos para presentar una queja, llame al (903) 594-4834. Email: colleen.colby@netrma.org, o visite nuestras oficinas administrativas en 909 ESE Loop 323, Suite 520, Tyler, Texas 7570. Para obtener más información, visite www.netrma.org.

Un demandante puede presentar una queja directamente a la Administración Federal de Tránsito, Oficina de Derechos Civiles, Atención: Coordinator del Programa de Título VI, East Building, 5th Floor TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

Si se necesita información en otro idioma de contacto (903) 594-4834.

II. COMPLAINT PROCEDURES

See the following appendices:

- Appendix A - NET RMA Title VI Complaint Process/Procedures
- Appendix B - NET RMA Discrimination Complaint Form (English)
- Appendix C - NET RMA Discrimination Complaint Form (Spanish)

III. TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

	Date (Month, Day, Year)	Summary (include basis of complaint; race, color, or national origin)	Status	Action(s) Taken
Investigations				
1. none				
Lawsuits				
1. none				
Complaints				
1. none				

IV. PUBLIC OUTREACH & PARTICIPATION

The NET RMA and subrecipients meet with the community organizations to make people aware of our services. Interpreters will be provided for any public meeting or by phone, upon request. The NET RMA has conducted several presentations with the EastTex Connects Coordination Committee, comprised of elected officials or their appointees, citizens, and representatives of social service agencies, local transportation providers, and businesses to seek input from the community on NET RMA activities.

V. LIMITED ENGLISH PROFICIENCY (“LEP”)

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

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to

publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place.

A. LEP Plan Summary

It shall be the policy and practice of the NET RMA to fulfill an equal opportunity and equal access to all LEP persons. In reviewing the delivery systems, efforts shall be made to determine if any program system limits participation or denies participation to a significant proportion of the population it serves relative to language barrier.

The NET RMA has developed this *Limited English Proficiency Plan* to help identify reasonable steps for providing language assistance to LEP persons who wish to access services provided. As defined by 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, the NET RMA used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the NET RMA.
2. The frequency with which LEP persons come in contact with NET RMA services.
3. The nature and importance of services provided by the NET RMA to the LEP population.
4. The interpretation services available to the NET RMA and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following section.

B. Meaningful Access: Four Factor Analysis

1. *The number or proportion of LEP persons in the service area who may be served or are likely to require NET RMA services.*

The NET RMA staff reviewed the 2010 U.S. Census Report and determined that 114,094 persons in the NET RMA service area [12.86% of the population] speak a language other than English. Of those 114,094 persons, 49,750 have limited English proficiency; that is, they speak English “less than very well”. This is only 5.61% of the overall population in the service area. In the NET RMA service area, of those LEP persons, 46,429 speak Spanish, 791 speak Indo-European, and 2,046 speak Asian or other Pacific Islander Languages. No individual Asian or other Pacific Islander language exceeds 1,000 persons or 5%, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. The number of persons speaking Spanish “less than very well” exceeds 1,000 persons or 5%.

2. *The frequency with which LEP persons come in contact with NET RMA services.*

NET RMA staff reviewed the frequency with which the Board of Directors, staff and NET RMA consultants could have contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the NET RMA has not received any requests for documents or language interpretation.

3. *The nature and importance of services provided by the NET RMA to the LEP population.*

The predominant language other than English found within the NET RMA service area is Spanish.

4. *The resources available to NET RMA, and overall costs to provide LEP assistance.*

The NET RMA reviewed its available resources that could be used for providing LEP assistance. Current documents have been reviewed to determine whether any require translation and if new documents are printed, it will be determined which future publications should be translated into the languages represented in the service area. All staff members are provided with the I-Speak card, and the NET RMA is prepared to use translation services if other language translation is needed. For this service, the NET RMA would pay the fee. No recipient shall ever be required to provide or pay for the services of a translator or interpreter.

C. Vital Documents

The NET RMA has determined that the following documents are considered vital documents and shall be translated into Spanish:

- Title VI Notice to the Public
- NET RMA External Discrimination Complaint Form

D. 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 LEP person and may be entitled to language assistance with respect to NET RMA services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the NET RMA staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All NET RMA staff will be provided with “I-Speak” cards to assist in identifying the language interpretation needed if the occasion arises.

- All NET RMA staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the NET RMA holds a meeting or event, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

E. Language Assistance Measures

The NET RMA will strive to meet the following objectives:

1. NET RMA staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
2. NET RMA staff will ensure that resources will be available to accommodate LEP persons including language interpretation that can be accessed through a telephone interpretation service.

F. Staff Training

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Staff is trained to enlist volunteer interpreters if needed, but to avoid engaging the client's friends, family members or underage interpreters for interpretive services.
- Use of the "I-Speak" cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

G. Translation of Documents

When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be provided upon request or upon known need.

H. Monitoring and Updating the LEP Plan

The NET RMA will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when new U.S. Census data is available, or when it is clear that higher concentrations of LEP individuals are present in the NET RMA service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether NET RMA financial resources are sufficient to fund language assistance resources needed.
- Determine whether the NET RMA fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

I. Dissemination of the NET RMA LEP Plan

The NET RMA will post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.

North Texas Regional Mobility Authority Language Characteristics of Area Served													
Langauges	Bowie County	Cherokee County	Gregg County	Harrison County	Kaufman County	Panola County	Rusk County	Smith County	Titus County	Upshur County	Van Zandt County	Wood County	Total
Total:	86,876	47,329	112,983	61,904	97,559	22,329	50,078	197,259	29,541	37,117	49,468	39,951	832,394
Speak only English	81,382	39,044	94,966	55,749	82,407	20,826	43,471	163,936	18,850	34,980	45,522	37,167	718,300
Spanish or Spanish Creole:	4,219	7,949	16,205	5,508	13,661	1,407	6,179	29,266	10,430	1,671	3,626	2,453	102,574
Speak English less than "very well"	1,723	3,473	7,310	2,953	6,370	672	2,189	12,262	5,801	779	1,669	1,228	46,429
French (incl. Patois, Cajun):	97	55	212	47	98	0	20	397	37	20	27	16	1,026
Speak English less than "very well"	0	0	35	0	24	0	2	44	0	3	0	11	119
French Creole:	26	3	10	0	0	5	0	35	0	0	0	7	86
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Italian:	9	0	9	69	6	0	28	129	0	24	7	0	281
Speak English less than "very well"	9	0	0	6	0	0	0	0	0	0	0	0	15
Portuguese or Portuguese Creole:	35	0	34	0	108	0	9	114	0	0	0	17	317
Speak English less than "very well"	0	0	23	0	43	0	9	12	0	0	0	0	87
German:	201	16	119	109	244	0	55	523	27	57	42	23	1,416
Speak English less than "very well"	19	0	22	1	23	0	0	35	3	0	0	6	109
Yiddish:	0	0	0	0	0	17	0	8	0	0	0	0	25
Speak English less than "very well"	0	0	0	0	0	0	0	8	0	0	0	0	8
Other West Germanic languages:	0	0	11	0	9	0	0	9	0	58	2	5	94
Speak English less than "very well"	0	0	0	0	0	0	0	3	0	30	0	0	33
Scandinavian languages:	16	0	0	8	37	0	15	30	0	0	0	0	106
Speak English less than "very well"	0	0	0	0	15	0	0	0	0	0	0	0	15
Greek:	0	0	0	2	0	0	0	22	0	0	0	0	24
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Russian:	78	8	12	24	8	0	0	28	0	33	0	0	191
Speak English less than "very well"	0	0	0	24	0	0	0	0	0	0	0	0	24
Polish:	0	0	0	0	32	0	0	0	6	0	0	0	38
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Serbo-Croatian:	30	0	30	0	0	0	0	0	0	0	0	24	84
Speak English less than "very well"	0	0	15	0	0	0	0	0	0	0	0	0	15
Other Slavic languages:	4	0	27	0	80	5	28	0	0	0	18	0	162
Speak English less than "very well"	0	0	27	0	5	0	11	0	0	0	0	0	43
Armenian:	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Persian:	0	0	11	51	0	0	0	54	0	14	0	0	130
Speak English less than "very well"	0	0	11	23	0	0	0	0	0	14	0	0	48
Gujarati:	28	29	0	0	0	0	0	120	11	0	0	0	188
Speak English less than "very well"	12	29	0	0	0	0	0	55	0	0	0	0	96
Hindi:	28	0	28	32	0	0	0	239	5	0	39	0	371
Speak English less than "very well"	0	0	19	32	0	0	0	0	0	0	0	0	51
Urdu:	0	0	140	0	0	0	0	211	11	0	0	0	362
Speak English less than "very well"	0	0	11	0	0	0	0	9	11	0	0	0	31
Other Indic languages:	3	0	138	42	25	0	0	85	0	0	0	10	303
Speak English less than "very well"	0	0	79	7	25	0	0	0	0	0	0	4	115
Other Indo-European languages:	21	11	22	8	22	0	0	11	0	0	44	26	165
Speak English less than "very well"	0	0	11	0	0	0	0	3	0	0	8	0	22
Chinese:	388	16	102	21	65	2	29	128	11	0	8	8	778
Speak English less than "very well"	313	0	50	0	57	2	29	104	11	0	0	8	574
Japanese:	35	21	17	9	10	0	26	8	0	0	27	0	153
Speak English less than "very well"	24	0	0	9	0	0	0	0	0	0	13	0	46
Korean:	44	17	113	19	66	0	0	47	97	0	18	27	448
Speak English less than "very well"	31	17	49	0	36	0	0	0	41	0	0	7	181
Mon-Khmer, Cambodian:	0	0	0	0	14	5	0	242	0	41	0	0	302
Speak English less than "very well"	0	0	0	0	14	0	0	113	0	0	0	0	127
Hmong:	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Thai:	0	3	0	0	49	9	0	19	0	0	0	0	80
Speak English less than "very well"	0	0	0	0	18	5	0	0	0	0	0	0	23
Laotian:	0	5	0	0	130	0	1	0	22	0	0	0	158
Speak English less than "very well"	0	0	0	0	56	0	0	0	11	0	0	0	67
Vietnamese:	97	49	249	19	209	53	45	320	22	28	0	130	1,221
Speak English less than "very well"	39	27	77	9	86	0	15	157	14	14	0	83	521
Other Asian languages:	8	31	118	11	0	0	37	343	10	0	0	13	571
Speak English less than "very well"	0	31	0	0	0	0	0	6	0	0	0	0	37
Tagalog:	71	16	174	84	61	0	126	521	0	54	54	17	1,178
Speak English less than "very well"	28	0	50	31	0	0	75	222	0	0	34	0	440
Other Pacific Island languages:	32	10	27	0	24	0	0	49	0	16	0	0	158
Speak English less than "very well"	20	10	0	0	0	0	0	0	0	0	0	0	30
Navajo:	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Native North American	0	0	0	0	0	0	9	0	0	9	15	0	33
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Hungarian:	0	0	0	0	14	0	0	0	0	0	0	8	22
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
Arabic:	0	12	92	0	18	0	0	85	0	112	19	0	338
Speak English less than "very well"	0	0	30	0	0	0	0	0	0	27	19	0	76
Hebrew:	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0
African languages:	24	34	117	92	161	0	0	280	0	0	0	0	708
Speak English less than "very well"	13	34	55	33	41	0	0	191	0	0	0	0	367
Other and unspecified languages:	0	0	0	0	1	0	0	0	2	0	0	0	3
Speak English less than "very well"	0	0	0	0	1	0	0	0	0	0	0	0	1

VI. MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS

Body	Caucasian	Latino	African American	Asian American	Native American
Population					

The NET RMA does not currently have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the NET RMA.

VII. MONITORING SUBRECIPIENTS

All subrecipients are required to comply the NET RMA Title VI Program in order to enable the NET RMA to carry out its obligations. The NET RMA will provide assistance to the subrecipient as necessary and appropriate. The NET RMA will collect Title VI Programs from subrecipients, if applicable, and review programs for compliance. At the request of TxDOT, in response to a complaint of discrimination, or as otherwise deemed necessary by the NET RMA, the NET RMA will request that subrecipients who provide transportation services verify that their level and quality of service is provided on an equitable basis.

VIII. EQUITY ANALYSIS FOR FACILITIES

The NET RMA has not constructed a facility which is subject to a Title VI equity analysis.

Appendix A

NET RMA Title VI Complaint Process/Procedures

North East Texas Regional Mobility Authority Title VI Complaint Process/Procedures

Introduction

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by the NET RMA, its consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and the investigator may be utilized for resolution at any stage of the process. The NET RMA will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specific relief and settlement options.

Filing

Any person who believes he or she or any specific class of persons has been subjected to prohibited discrimination or retaliation based upon race, color, or national origin may file a complaint to the NET RMA's Title VI Coordinator. A complaint form can be found on the NET RMA website (www.netrma.org) or may be picked in person at the NET RMA office. Si se necesita informacion en otro idioma de contacto (903) 594-4834.

A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaints must be in writing and signed by the complainant(s) on forms developed and made available by the NET RMA or made verbally in person, over the phone, or by email;
- Complaints must include information relative to the date(s) of the alleged act(s) of discrimination; and
- Complaint must present a detailed description of the alleged discrimination, including names, job titles and addresses of those individuals perceived as parties in the action complained against.

Where to File

Title VI complaints may be submitted in person or via mail to:

North East Texas Regional Mobility Authority
909 ESE Loop 323, Ste 520
Tyler, TX 75701

Complaints may also be mailed directly to:

- a. Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483; or,
- b. Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102; or,
- c. U. S. Department of Transportation, 1200 New Jersey Ave, S.E., Washington, D.C. 20590.

Receipt and Acceptance

Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction and need for additional information. The complaint will be reviewed with NET RMA attorneys for a determination of acceptability. The Interim Executive Director, acting as the Title VI Coordinator, will notify the complainant, in writing, within ten (10) working days of receipt of the complaint. In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed with 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant;
- The allegation(s) must involve a covered basis such as race, color, or national origin; and
- The allegation(s) must involve a program or activity that receives Federal financial assistance.

Dismissal

A complaint may be dismissed by the Title VI Coordinator for the following reasons:

- The complainant requests withdrawal of the complaint;
- The complainant fails to respond to repeated requests for additional information needed to process the complaint; or
- The complainant cannot be located after reasonable attempts.

Investigation by the Texas Department of Transportation (TxDOT)

The NET RMA will forward external discrimination complaints against the NET RMA to TxDOT within ten (10) calendar days of receipt of any complaint for investigation.

Information to be Maintained

The Title VI Coordinator shall collect and maintain a log of all filed complaints within the official records of the NET RMA, which shall include the following information, at a minimum:

- Identification of each complainant by race, color, or national origin;
- The recipient;
- The nature of the complaint;
- The dates the complaint was filed and the investigation completed;

- The disposition and date of disposition; and
- Other pertinent information.

Appeals

Once a Title VI Complaint process has been completed, should the complainant disagree with the result, the complainant may seek any such other remedies available, including but not limited to the filing of an action in the appropriate U.S. District Court.

Appendix B

NET RMA Discrimination Complaint Form (English)

North East Texas Regional Mobility Authority

External Discrimination Complaint Form

Mail the completed and signed form to:
North East Texas Regional Mobility Authority
909 ESE Loop 323, Ste 520
Tyler, TX 75701

Last Name:	First Name:
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Mailing Address – Including City, State, and Zip code:

Telephone:	Email:
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Preferred Method Of Contact	<input type="checkbox"/> Telephone	<input type="checkbox"/> Email	<input type="checkbox"/> Other (Please Specify)
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<input type="checkbox"/> Race _____ <input type="checkbox"/> Color _____ <input type="checkbox"/> Age _____ <input type="checkbox"/> Gender _____ <input type="checkbox"/> National Origin _____ <input type="checkbox"/> Disability _____	Please indicate the basis of your complaint by checking one or more of the options listed
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Date and place of alleged discriminatory action(s). Please indicate the earliest date of discrimination and the most recent date of discrimination.
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How were you discriminated against? Please explain your complaint as clearly as possible. Include how other persons were treated differently. Use additional sheet(s), if necessary. Attach supporting documents if available.

The law prohibits intimidation or retaliation against anyone because they have either taken action, or participated in action, to secure rights protected by the laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Describe the action you took which you believe was the cause for the alleged retaliation.

Names of persons (witnesses, fellow employees, supervisors or others) whom we may contact for additional information to support or clarify your complaint (attach additional pages, if necessary):

	<u><i>Name</i></u>	<u><i>Address</i></u>	<u><i>Telephone</i></u>
1)			
2)			
3)			
4)			

What action(s) have you or your representative taken to attempt to resolve this complaint? Please include filing dates or other dates as applicable.

	Action:	Date:
<input type="checkbox"/>	Filed with the Federal Highway Administration	_____
<input type="checkbox"/>	Filed with the U.S. Department of Transportation	_____
<input type="checkbox"/>	Filed with another Federal agency	_____
<input type="checkbox"/>	Filed in Federal Court	_____
<input type="checkbox"/>	Other action	_____

Please provide any additional information you feel would be helpful in investigating this matter.

Briefly explain what remedy, or action, you are seeking for the alleged discrimination.

We cannot accept an unsigned complaint. Please sign and date the complaint form below.

Signature

Date

Appendix C

NET RMA Discrimination Complaint Form (Spanish)

North East Texas Regional Mobility Authority

Formulario de Quejas por Motivo de Discriminación

Envíe el formulario completo a:
North East Texas Regional Mobility Authority
909 ESE Loop 323, Ste 520
Tyler, TX 75701

Apellido:	Nombre:
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Dirección domiciliar (ciudad, estado, código postal):
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Número de teléfono:	Correo Electrónico:
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Método preferido de contacto: <input type="checkbox"/> Teléfono <input type="checkbox"/> Correo Electrónico <input type="checkbox"/> Otro (especifique por favor)
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<input type="checkbox"/> Raza _____ <input type="checkbox"/> Color _____ <input type="checkbox"/> Edad _____ <input type="checkbox"/> Sexo _____ <input type="checkbox"/> Origen Nacional _____ <input type="checkbox"/> Impedimento _____	Por favor indica el motivo por hacer una queja.
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Fecha aproximada del presunto acto de discriminación. Indique por favor la fecha más temprana de la discriminación y la fecha más reciente de la discriminación.

¿Cómo es que fue discriminado? Sírvase describir, en sus propias palabras, el acto de presunta discriminación. Relate lo que ocurrió y quién fue la persona responsable del acto y cómo trataron a otras personas diferentemente. Utilice las hojas adicionales, en caso de necesidad.

La ley prohíbe también la venganza contra cualquier persona para oponer la discriminación de la persona que tomo acción o a una persona participando en la investigación de una queja de discriminación. Si usted se siente que lo han amenazado, a parte de la discriminación alegada arriba, por favor explique las circunstancias abajo. Describa la acción que usted tomó.

Por favor escriba el nombre(s) e información de contacto para cualquier persona (testigos, empleados del compañero, supervisores, u otros) que podamos contactar para obtener información adicional y clarificar o justificar su alegación(es). Utilice las hojas adicionales, en caso de necesidad.

	<u>nombre</u>	<u>dirección domiciliar</u>	<u>número de teléfono</u>
1)			
2)			
3)			
4)			

¿Qué acciones ha tomado usted o su representante para resolver esta queja? Incluya por favor las fechas de su representación u otras fechas que sean aplicables.

Action:	Date:
<input type="checkbox"/> Administración Federal de Carreteras de los EE.UU	_____
<input type="checkbox"/> Departamento de Transporte de los EE.UU.	_____
<input type="checkbox"/> Otros Agencias Federales de los EE.UU.	_____
<input type="checkbox"/> Tribunal Federal de los EE.UU.	_____
<input type="checkbox"/> Otros	

Favor de proporcionar cualquier información adicional y/o fotografías que sean pertinente a la investigación.

Explique que medidas o acción a tomado en el presunto acto de discriminación.

No podemos aceptar una queja sin firma. Favor de incluir su firma y la fecha a continuación:

Appendix D

NET RMA Board Approval

Appendix E

“I-Speak” Language Identification Card

<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/>	Խոսողո՞ւմ ե՞նք նշողո՞ւմ կատարե՞ք այս քանակություն, եթե խոսողո՞ւմ կամ կարդողո՞ւմ եք հայերեն:	2. Armenian
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/>	ឈ្លបបញ្ជាក់ក្នុងប្រអប់នេះ 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 kazyé 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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<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"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	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. Ukranian
<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

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