



THE WOODLANDS TOWNSHIP
TITLE VI PROGRAM
CIVIL RIGHTS ACT OF 1964

UPDATE – FEBRUARY 2026

Contents

Policy Statement.....	4
Title VI Procedures.....	4
Notice to Beneficiaries of Protection Under Title VI (Chapter III-5):	5
Title VI Complaint Procedures and Form (Chapter III-6):.....	7
Filing.....	7
Processing.....	8
Dismissal	8
Investigation.....	9
Final Report.....	9
Recording and Reporting of Transit-Related Title VI Investigations, Complaints, and Lawsuits (Chapter III-7):	9
Promoting Inclusive Public Participation (Chapter III-8):.....	10
Public Meetings.....	11
Outreach Methods.....	11
Four Factor Analysis (Chapter III-9):	16
Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.	16
Factor 2: Examine the frequency with which LEP individuals come into contact with the public transportation services, programs, and activities of the Township	19
Factor 3: Determine the importance of public transportation programs, activities, or services provided by the Township to LEP persons and populations	20
Factor 4: Survey the resources available to the recipient and costs	21
Language Assistance Plan (Chapter III-9).....	22
Minority Representation on Planning and Advisory Bodies (Chapter III-10):.....	24
Providing Assistance to and Monitoring Subrecipients (Chapter III-11 and 12):.....	25
Determination of Site or Location of Facilities (Chapter III-13):.....	25
Additional Information (Chapter III-14):	25
System-Wide Service STandards and Policies (Chapter IV-4):	25
Policy.....	25
Service Standards.....	25
Service Policies.....	27
Appendix A – Title VI Complaint Form.....	29

Appendix B – Tránsito del Municipio de Los Woodlands Título VI Procedimientos de Quejas..... 33

 Objetivo:..... 33

 Paso 1 – La presentación de una queja:..... 33

 Paso 2 – El procesamiento de una queja..... 34

 Paso 3 – La desestimación de una queja 34

 Paso 4 – La investigación de la queja 35

 Paso 5 – El informe final..... 35

Appendix C –Title VI Program Board Approval 36

POLICY STATEMENT

It shall be the policy of "The Woodlands Township (the "Township") that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 (42 USC 2000d, as amended), and in accordance with related Title VI regulations (49 CFR Part 21), the Policy Guidance concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087), and FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (collectively, the "Authorities"), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Township transit program or activity receiving federal financial assistance.

TITLE VI PROCEDURES

The Township has developed this Title VI Program as a new Federal Transit Administration (FTA) Grantee to address compliance with the Authorities and, specifically, Chapters III and IV of FTA Circular 4702.1B, including all necessary procedures, a complaint process, and a Title VI notice to the public. The Township's Title VI Coordinator is responsible for initiating and monitoring Title VI activities and assuring the preparation of required reports.

The Township's Board of Directors has approved this Title VI Program pursuant to the resolution attached as **Appendix C** hereto.

Monique Sharp
Monique Sharp
President / Chief Executive Officer
The Woodlands Township

3-19-2026
Date

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI (CHAPTER III-5):

The Township will post the following notice to the public on all FTA-funded transit vehicles, the offices of the Township, Park & Ride terminal buildings, and on the Township website.



Notifying the Public of Rights Under Title VI

THE WOODLANDS TOWNSHIP

- The Woodlands Township operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Woodlands Township.
- For more information on the Township's civil rights program, and the procedures to file a complaint, contact (281) 210-3800, email express@thewoodlandstowship-tx.gov or visit our offices at 2801 Technology Forest Blvd, The Woodlands, TX 77381. For more information, visit www.thewoodlandstowship-tx.gov.
- 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, please contact (281) 210-3800.
- Si se necesita información en otro idioma, por favor póngase en contacto con (281) 210-3800.

A Spanish version of the Title VI program is also available:



Notificación al público de los derechos bajo el Título VI

Municipio de Los Woodlands

- El Municipio de Los Woodlands (Township) opera sus programas y servicios sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por cualquier discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Township.
- Para obtener más información sobre el programa de derechos civiles del municipio y los procedimientos para presentar una queja, comuníquese al (281) 210-3800, envíe una correo electrónica a express@thewoodlandstowship-tx.gov o visite nuestra oficina en 2801 Technology Forest Blvd, The Woodlands, TX 77381. Para obtener más información, visite www.thewoodlandstowship-tx.gov.
- Un demandante puede presentar una queja directamente en la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, East Building, 5th Floor -TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita información en otro idioma, comuníquese al (281) 210-3800.

TITLE VI COMPLAINT PROCEDURES AND FORM (CHAPTER III-6):

A process has been established for receiving and processing all complaints filed pursuant to the Authorities and relating to any transit program, activity or service receiving federal financial assistance administered by the Township or its sub-recipients and contractors. The necessary Complaint Form is attached as **Appendix A** hereto. The complaint procedures have been translated into Spanish and included in **Appendix B**.

This process is optional and does not affect the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. A person may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

The 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. The Township has authority for accepting complaints for investigation, but complainants may also file complaints with the Texas Department of Transportation (TxDOT) or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

These procedures are part of an administrative process which does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

FILING

Any individual, group of individuals or entity that believes he, she or it has been subjected to discrimination on the basis of race, color, or national origin by the Township may file a complaint with the Township's Title VI Coordinator. The complaint must be reduced to written form and filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complainant(s) must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s);
- b. Present the date of the alleged act of discrimination (or the date when the complainant(s) became aware of the alleged discrimination); and,

- c. Present a detailed description of the issues including name(s) and job title(s) of the person(s) committing the alleged act of discrimination.

Allegations received by fax or email will be acknowledged but will not be processed until the identity of the complainant(s) is (are) known and a signed copy of the complaint is submitted to the Township. Allegations received by telephone will be reduced to written form and provided to the complainant(s) for confirmation or revision before processing. A complaint form will be forwarded to the complainant(s) for completing, signing and return to the Township for processing. Complainants with limited English proficiency shall be provided an interpreter to assist in completing the complaint. The Township may engage an interpreter or an interpretation services contractor as necessary to assist with taking a complaint or completing the complaint process, as necessary.

PROCESSING

The Township will promptly process all complaints that are fully and timely completed and submitted. Once the complaint is received, the Township will review it to determine whether:

- a. The Township has jurisdiction;
- b. The allegations involve discrimination based on race, color, or national origin;
- c. The allegations involve a federally funded transit program or activity of the Township, or a sub-recipient or contractor of the Township;
- d. The complaint is administratively complete; and,
- e. The complaint is timely.

DISMISSAL

A complaint may be dismissed if:

- a. The complainant(s) request(s) withdrawal of the complaint;
- b. The complainant(s) fail(s) to respond to repeated requests for additional information needed to process complaint;
- c. The complainant(s) cannot be located after reasonable attempts; and/or,
- d. The Township determines that the complaint does not meet the requirements for filing and processing stated above.

The complainant will be notified in writing of the ground(s) for dismissal.

INVESTIGATION

If the Township determines that jurisdiction is proper and that the complaint is administratively complete, timely and in proper form, the complainant(s) and the respondent(s) will be promptly notified in writing of such determination. The complaint will then receive a case number and be logged into the Township's records identifying its basis (race, color, or national origin) and the alleged harm.

In cases where the Township determines to investigate the complaint, the Title VI Coordinator will promptly commence investigation of the complaint and provide the respondent(s) with the opportunity to respond to the allegations in writing. The respondent(s) will have twenty (20) calendar days from the date of the Township's written notification of its determination to furnish a written response to the allegations.

The Title VI Coordinator will use all reasonable efforts to resolve the complaint at the lowest level possible. The Title VI Investigator will make every reasonable effort to pursue a timely resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities. Within thirty (30) calendar days after the due date for the response(s) of the respondent(s), the Title VI Coordinator will prepare an investigative report including a narrative description of the incident, the identification of person(s) interviewed, any findings of fact, and any recommendations for disposition, and will review such draft report with Township legal staff.

FINAL REPORT

If the complaint is not resolved to the mutual satisfaction of the complainant(s) and the respondent(s) within sixty (60) days after the Township's determination, the Township Title VI Coordinator's final investigative report shall be filed and recorded as hereinafter provided, and the Township will notify the parties of its findings.

RECORDING AND REPORTING OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (CHAPTER III-7):

The Title VI Coordinator shall maintain a written record of all transit-related Title VI complaints (including complaints not accepted for investigation), investigations and related Title VI litigation in substantially the form shown below. Such records shall be reported to FTA or other appropriate governmental agencies having jurisdiction when requested or when otherwise required by the Authorities.

	Date (Month, Day, Year)	Summary (Included basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Complaints				
1	10/31/2024	Driver questioned rider if he was on the correct bus. Rider thought the driver was questioning him based on race rather than assistance.	Closed	Driver retraining for all drivers, specific training for driver in question.
2	10/24/2024	Complaint documented that trolley purposely drove in complainants walkway due to race. However, the trolley only fits on one side of the pathway, which was explained to complainant	Closed	Complainant did not respond to further contact, but additional posting on Six Pines Bridge indicating for pedestrians to stay clear of trolley path.
3	2/20/2023	Complainant believed driver was not allowing them to eat on the trolley due to race. Drinking beverages or eating is prohibited conduct on the trolley- the passenger was unaware of onboard policy.	Closed.	Discussion on policy with complainant. Providing additional customer service training to Trolley driver.
Investigations				
1	10/31/2024	Driver questioned rider if he was on the correct bus. Rider thought the driver was questioning him based on race rather than assistance.	Closed	Driver retraining for all drivers, specific training for driver in question.
2				
3				
Lawsuits				
1	None			
2				
3				

PROMOTING INCLUSIVE PUBLIC PARTICIPATION (CHAPTER III-8):

The Township will maintain a public participation process for all transportation planning and/or construction projects. The objectives of the public participation process will be consistent with Houston-Galveston Area Council’s (H-GAC) Public Participation Plan. Those objectives include:

- a. Presenting opportunities for citizens and stakeholders to provide public feedback for all transportation planning and/or construction projects through an open public comment process;

- b. Providing opportunity for comment from identifiable stakeholder groups in the Township, such as low-income, elderly, disabled, racial or language minorities, and other community groups; and
- c. Providing educational information on projects to stakeholders in a variety of formats and languages, as needed.

PUBLIC MEETINGS

Transit-related meetings of the Board of Directors of the Township at which a deliberation by the Board for the purpose of arriving at a decision or action on a proposed transit-related project shall be open to the public to ensure a greater opportunity for involvement from concerned stakeholders. Proposed federally funded transit projects shall be discussed in detail at one or more public meetings during the planning process and before construction begins. The Township will utilize multiple media outlets to advertise significant transit-related meetings, including newspapers and website notices. Meeting informational materials can be made available in Spanish upon advance request by an affected citizen or group. If requested by an affected citizen or groups, at least seven (7) days in advance, the Township will have an individual who is bilingual at each such meeting to translate. Oral comments can be translated upon request.

For transit projects, the Conroe-The Woodlands Urbanized Area Mobility Committee discusses planning, service delivery, administration, and oversight for the provision of public transportation services and related programs in the Conroe-The Woodlands Urbanized Area. Elected representatives from the City of Conroe, The Woodlands Township, and other municipalities advise and consult on the expenditure of transit formula grant funding related to planning, service delivery, administration, and oversight duties for the provision of public transportation services and related programs in the Conroe-The Woodlands Urbanized Area (UZA) while assuring an impartial and equitable approach to meeting the transit needs of all stakeholders of the UZA. These meetings are open to the public and held once a year, at least.

When planning for operations or transportation capital projects, public meetings shall be held in a facility in the geographic area impacted by the construction and served by the transit facility.

OUTREACH METHODS

The Township provides updates on the transit system through social media including Twitter and Facebook. Events and news items are posted on the page and open to the public. Other outreach materials include Talk of the Township eNewsletter, Woodlands Transit alerts, and other alert notifications. On the website, the Township provides information for Transportation Resources, including Road and Lane Closures, Transit Projects, and demand response services. Online resources have translations or a Google translation link for the site itself.

The Township also completed surveys as part of the transit planning study. All riders were able to provide feedback through a survey. A Spanish translated version of the survey was available. There is also a rolling survey available online for any individual to provide feedback.

Translation resources are available on all pages on the website –



Inicio / Departamentos / Transporte

Transporte

El Departamento de Transporte del Municipio de Woodlands se compromete a ayudar a residentes y visitantes a desplazarse de forma segura, eficiente y cómoda por toda la comunidad. Ofrecemos una gama de servicios de transporte y funciones de apoyo que contribuyen tanto a la movilidad local como al acceso regional.

Además de los servicios de transporte, el Departamento de Transporte actúa como enlace entre los residentes y los proveedores de servicios públicos. Si bien el municipio de The Woodlands no mantiene las líneas de agua, electricidad, cable ni internet, nos coordinamos con socios locales y regionales para ayudar a abordar las inquietudes, especialmente cuando se realizan excavaciones o construcciones cerca de los límites de las propiedades residenciales.

- Autobús exprés Park & Ride +
- Tranvías del centro de la ciudad +
- Rodeo Express +
- Servicio de paratransito ADA +

Contáctenos

El Ayuntamiento del Municipio de Woodlands
 2801 Technology Forest Blvd.
 The Woodlands, TX 77381
 281-210-3800
[Presentar una solicitud 311](#)

Parque y paseo de Research Forest
 936-273-6100

Aparcamiento disuasorio Sterling Ridge
 281-363-1325

Estacionamiento y paseo Sawdust
 281-363-0882

Ruthanne Haut, CPM
 Director de Transporte

¡El mapa de seguimiento de tranvías ya está disponible!

¿Te preguntas cuándo llegará el tranvía a tu parada? Nuestro rastreador de tranvías está integrado en la página web; no necesitas ninguna app. ¡Solo haz clic y listo!

[Mapa de seguimiento de tranvías abiertos >](#)



Public notices regarding transit planning and decision making are translated into Spanish alongside the English version. These public notices include meeting notices for the UZA meeting and the Program of Projects for formula funding.

English

Notice of Transit Advisory Committee Meeting

A public committee meeting will be held by The Woodlands-Conroe Urbanized Area Transit Advisory Committee to discuss planning, service delivery, administration, and oversight for the provision of public transportation services and related programs in The Woodlands-Conroe Urbanized Area.

The meeting will be held at 11:00 A.M. on Thursday, May 29, 2025, in the office of The Woodlands Township, 2801 Technology Forest Blvd, The Woodlands, Texas 77381. All interested parties are invited to attend.

The meeting will be conducted in English. However, requests for language interpreters or other special communication needs may be made at least two working days prior to the meeting. Persons requesting special accommodation should call (281) 210-3800 for assistance.

Español

Aviso de reunión del Comité Asesor de Tránsito

El Comité Asesor de Tránsito del Área Urbanizada de Woodlands-Conroe tendrá una reunión del comité público para discutir la planificación, la prestación de servicios, la administración y la supervisión de la prestación de servicios de transporte público y programas relacionados en el Área Urbanizada de Woodlands-Conroe.

La reunión será presentada a las 11:00 A.M. el jueves 29 de mayo de 2025, en la oficina de The Woodlands Township, 2801 Technology Forest Blvd, The Woodlands, Texas 77381. Todas las partes interesadas están invitadas a asistir.

La reunión se llevará a cabo en inglés. Sin embargo, las solicitudes de intérpretes de idiomas u otras necesidades especiales de comunicación se pueden realizar al menos dos días hábiles antes de la reunión. Las personas que soliciten alojamiento especial deben llamar al (281) 210-3800 para solicitar asistencia.

Vital documentation for transit like maps, rider's guides, complaint procedures and forms, and other documentation is provided in printable version in Spanish along with English.

The Woodlands Express - Mapa del sistema
www.woodlandstransit.com

CLAVES DEL MAPA
 Ruta The Woodlands Express (Ruta 298)
 METRO Rail Línea Verde (Ruta 900)
 METRO Rail Línea Naranja (Ruta 900)

UNIVERSIDADES
 UNIVERSIDAD DE HOUSTON - Downtown
 UNIVERSIDAD DE HOUSTON - Clear Lake
 UNIVERSIDAD DE HOUSTON - System Campus

PARADAS DE AUTOBUS

DOWNTOWN HOUSTON

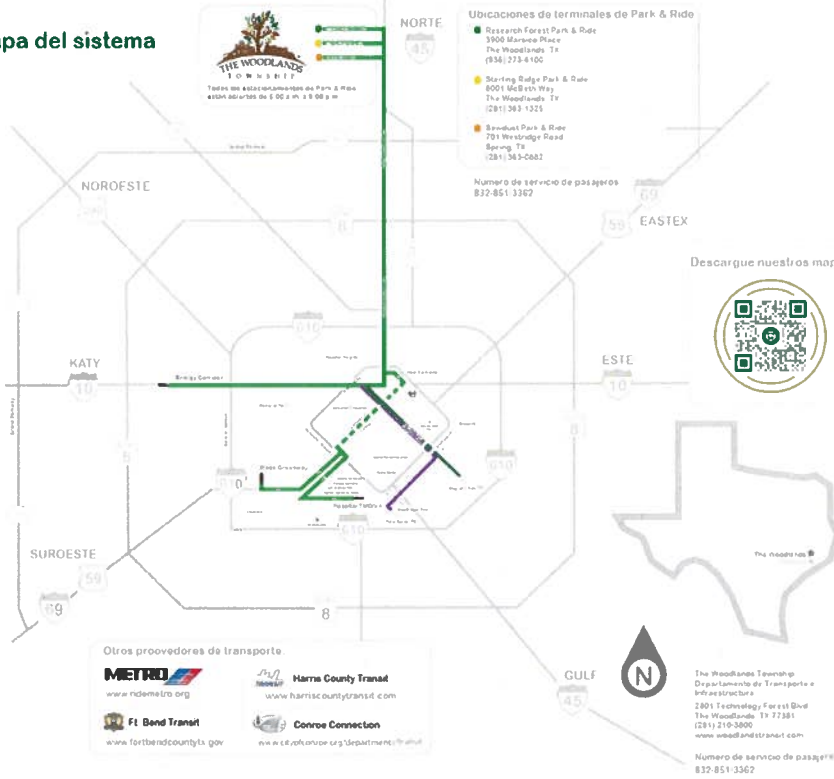
- Operaciones de Ruta AM
 - MGM @ Congress
 - MGM @ Texas
 - MGM @ McKinney
 - MGM @ City
 - MGM @ Jefferson
- Operaciones de Ruta PM
 - Lebanon @ St. Joseph Hwy
 - Lebanon @ Pass
 - Lebanon @ Bell
 - Lebanon @ Park
 - Lebanon @ Lamar
 - Lebanon @ Taylor
 - Lebanon @ Chapel
 - Lebanon @ Prairie

CENTRO MEDICO DE TEXAS / HOSPITAL VA

- Operaciones de Ruta AM
 - MGM @ Congress
 - MGM @ Dr. Pyle
 - MGM @ Springdale
 - MGM @ Johnson Jr. Johnson
 - MGM @ Houston
 - MGM @ Spring
 - MGM @ East Texas
 - MGM @ Central VA Hospital
- Operaciones de Ruta PM
 - Spring @ Dallas VA Hospital
 - Spring @ East Texas
 - Spring @ Spring
 - Spring @ Johnson Jr. Johnson
 - Spring @ Springdale
 - Spring @ Taylor
 - Spring @ Memorial - Harrisburg Medical Plaza
 - Spring @ E. Lynn (Houston)

PLAZA GREENWAY

- 10 Greenway Plaza
- 9 Greenway Plaza
- 1 Greenway Plaza



For the transit program, the Township has reached out to the following organizations for various public notices, procurement information, and other information in the past: the Montgomery County Hispanic Chamber of Commerce, Hindu Temple of The Woodlands, National Association of Minority Contractors - Houston Chapter, Houston Minority Supplier Diversity Council, Native American Chamber of Commerce, and Houston Hispanic Chamber of Commerce.

FOUR FACTOR ANALYSIS (CHAPTER III-9):

FACTOR 1: THE NUMBER OR PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY THE PROGRAM OR RECIPIENT.

(a) How LEP persons interact with the recipient's agency;

When addressing this factor, the Township first examined prior experiences with LEP individuals by examining several sources of data and information. Surveys, interviews, and field visits were conducted with fixed-route operators (the agency representatives the public most directly engages with), paratransit operators, customer service representatives, and community partners.

Based on transit rider surveys, very few of the Township transit customers (<5%) have limited English proficiency. For the O-D survey of the 589 questionnaires, only one individual used a Spanish-translated survey. For a Commuter survey, no one used or requested a Spanish-translated survey.

(b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;

According to the American Community Survey 2015 data, 4.54% of the Township speaks "English Less than Well." Spanish-speaking individuals who reported that they "Speak English Less than Well" is 3.05% and over 3,000 individuals of the total area population. Under the Safe Harbor Provision, the Township will provide "written translation of vital documents for each eligible LEP language group constitutes five percent (5%) or 1,000 persons, whichever is less." Spanish falls under the Safe Harbor Provision.

2015 American Community Survey Data							
The Woodlands Township							
Limited English Proficiency							
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total		
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
Total population					98,598		
Speak only English					81,202	82.36%	
Spanish or Spanish Creole	7,613	71.69%	3,006	28.31%	10,619	10.77%	3.05%
French (incl. Patois, Cajun)	397	96.83%	13	3.17%	410	0.42%	0.01%
French Creole	10	43.48%	13	56.52%	23	0.02%	0.01%
Italian	147	80.77%	35	19.23%	182	0.18%	0.04%
Portuguese or Portuguese Creole	382	0.00%	31	0.00%	413	0.42%	0.03%
German	623	90.03%	69	9.97%	692	0.70%	0.07%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	101	94.39%	6	5.61%	107	0.11%	0.01%
Scandinavian languages	70	100.00%	0	0.00%	70	0.07%	0.00%
Greek	10	100.00%	0	0.00%	10	0.01%	0.00%
Russian	143	77.72%	41	22.28%	184	0.19%	0.04%
Polish	22	100.00%	0	0.00%	22	0.02%	0.00%
Serbo-Croatian	0	0.00%	20	100.00%	20	0.02%	0.02%
Other Slavic languages	37	100.00%	0	0.00%	37	0.04%	0.00%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	350	86.85%	53	13.15%	403	0.41%	0.05%
Gujarati	38	32.20%	80	67.80%	118	0.12%	0.08%
Hindi	113	84.33%	21	15.67%	134	0.14%	0.02%
Urdu	192	100.00%	0	0.00%	192	0.19%	0.00%
Other Indic languages	65	76.47%	20	23.53%	85	0.09%	0.02%
Other Indo-European languages	44	100.00%	0	0.00%	44	0.04%	0.00%
Chinese	680	62.16%	414	37.84%	1094	1.11%	0.42%
Japanese	55	67.90%	26	32.10%	81	0.08%	0.03%
Korean	279	67.39%	135	32.61%	414	0.42%	0.14%
Mon-Khmer, Cambodian	12	30.77%	27	69.23%	39	0.04%	0.03%
Hmong	0	0.00%	0	0.00%	0	0.00%	0.00%
Thai	0	0.00%	0	0.00%	0	0.00%	0.00%
Laotian	0	0.00%	0	0.00%	0	0.00%	0.00%
Vietnamese	184	62.37%	111	37.63%	295	0.30%	0.11%
Other Asian languages	506	83.64%	99	16.36%	605	0.61%	0.10%
Tagalog	161	90.96%	16	9.04%	177	0.18%	0.02%
Other Pacific Island languages	228	77.03%	68	22.97%	296	0.30%	0.07%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American	0	0.00%	0	0.00%	0	0.00%	0.00%
Hungarian	98	59.76%	66	40.24%	164	0.17%	0.07%
Arabic	186	65.72%	97	34.28%	283	0.29%	0.10%
Hebrew	28	100.00%	0	0.00%	28	0.03%	0.00%
African languages	126	91.30%	12	8.70%	138	0.14%	0.01%
Other and unspecified languages	17	100.00%	0	0.00%	17	0.02%	0.00%

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER Survey/Program: American Community Survey Universe: Population 5 years and over Year: 2015 Estimates: 5-Year Place: The Woodlands, CDP Table ID:

This table has not been updated in several years and no other US Census data provides the breakdown for the language spoken at home. The Township also reviewed the 2024 American Community Survey Table C16001, Language Spoken at Home for the Population 5 Years and Over

for more updated information. While some languages are documented separately, other Indo-European and Asian and Pacific Island languages are not broken down separately, so only Spanish hits the Safe Harbor threshold.

Language Spoken at Home for the Population 5 Years and Over					
The Woodlands Township					
Language Spoken at Home Speak	Speak English "very well"	Speak English "less than very well"	Total Number	Percent of Total Language Sub-Group	Speaking "Less than Well" Percent of Total Population
Total			114,264		
Speak only English			85,443	74.8%	
Spanish	13,187	3,550	16,737	14.6%	3.1%
French, Haitian, or Cajun	317	130	447	0.4%	0.1%
German or other West Germanic languages	747	106	853	0.7%	0.1%
Russian, Polish, or other Slavic languages	1,267	284	1,551	1.4%	0.2%
Other Indo-European languages	2,742	1,134	3,876	3.4%	1.0%
Korean	224	63	287	0.3%	0.1%
Chinese (incl. Mandarin, Cantonese)	1,214	523	1,737	1.5%	0.5%
Vietnamese	203	129	332	0.3%	0.1%
Tagalog (incl. Filipino)	208	46	254	0.2%	0.0%
Other Asian and Pacific Island languages	1,440	485	1,925	1.7%	0.4%
Arabic	371	61	432	0.4%	0.1%
Other and unspecified languages	373	17	390	0.3%	0.0%

Language Spoken at Home for the Population 5 Years and Over **Survey/Program:** American Community Survey
Universe: Population 5 years and over **Year:** 2024 Estimates: 5-Year **Place:** The Woodlands, CDP **Table ID:** C16001

For Table B16004, Age by Language Spoken at Home by Ability to Speak English, Spanish was the only language that meets the Safe Harbor threshold based on this table.

Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over		
The Woodlands Township		
	Language Spoken at Home	Speak English "Less Than Well"
English	85,443	--
Spanish	16,737	1,066
Other Indo-European languages	6,727	425
Asian and Pacific Island languages	4,535	393
Other languages	822	78
Total	114,264	1,962

Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over **Survey/Program:** American Community Survey **Universe:** Population 5 years and over **Year:** 2024 Estimates: 5-Year **Place:** The Woodlands, CDP **Table ID:** B16004

(c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice

The Township has not monitored the literacy rates of LEP populations in their native languages; however, the Township provides both written and spoken translations in order to serve the LEP population effectively. The Township will continue to provide written translations in Spanish but will document when requested to translate information orally. For the documented surveys, no one requested an alternative format or an oral translation to complete the survey. Requests for oral translations in any languages will be documented as well.

(d) Whether LEP persons are underserved by the recipient due to language barriers

Presently, there are no known language barriers that cause LEP persons to be underserved. The Township will notify LEP persons of their rights and will monitor complaints about barriers.

FACTOR 2: EXAMINE THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME INTO CONTACT WITH THE PUBLIC TRANSPORTATION SERVICES, PROGRAMS, AND ACTIVITIES OF THE TOWNSHIP

The greater the frequency with which LEP individuals from different language groups come into contact with the programs, activities, or services of the Township, the more likely it is that enhanced language services will be needed. Because the Township is a transit service provider, there is a greater chance of contact with LEP individuals. People with limited English proficiency may use the Township fixed-route bus service and in doing so come into contact with the Township operators as well as signage, timetables, and other materials. The Township paratransit services also may serve people who do not speak English or speak it as a second language. LEP individuals may also be encountered during system planning and programs where public outreach or public involvement is central to the mission.

LEP individuals currently have infrequent and unpredictable contact with the Township transit services with minimal requests for translations or used of translated forms. The Township staff is the point of contact for all transit services and fields calls from the transit users. As such, they deal with LEP individuals more frequently than any of the service providers, except possibly the drivers. Township staff acknowledge that Spanish is the only non-English language they have encountered and that they deal with Spanish-speaking customers one to two times a week. When dealing with Spanish-speaking customers, they either transfer the call to a Spanish-speaking coworker or attempt to respond with their own Spanish capabilities.

For all public participation efforts, the Township will look at the results of Factors 1 and 2 above to help determine the areas where public outreach should be targeted and the languages into which flyers, other announcements, and meeting materials should be translated. Factors 1 and 2 will also be used to determine the meeting locations at which language interpreters may be needed and for what languages.

FACTOR 3: DETERMINE THE IMPORTANCE OF PUBLIC TRANSPORTATION PROGRAMS, ACTIVITIES, OR SERVICES PROVIDED BY THE TOWNSHIP TO LEP PERSONS AND POPULATIONS

The more important the activity, information, service, or program, or the greater the possible consequences of the contact with the LEP individuals, the more likely it is that language services are needed. Importance is based on whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

As a commitment to the public, the Township will continue to identify documents and evaluate the importance of each program, activity, and service as to whether or not language assistance is necessary. The Township will continue to solicit input from people with limited English proficiency and from organizations which represent people with limited English proficiency concerning the importance of the programs and activities it offers in order to assess the level of language assistance required. The Township will evaluate documents for translation according to the guidance provided by the U.S. Department of Justice:

“It is important to ensure that written materials routinely provided in English also are provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits or is required by law. Vital documents include, for example: applications, consent, and complaint forms; notices of rights and disciplinary action; notices advising LEP persons of the availability of free language assistance; prison rulebooks; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services. Advertisements of federal agency tours and copies of testimony presented to Congress that are available for information purposes would be considered non-vital information.

Vital documents must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.”

In general, the documents considered vital are those related to operation of transit services (such as maps, schedules and rider’s guides), the explanation of civil rights and associated complaint procedures, and certain legal correspondence. Also considered vital are public process activities, which make it important to translate related materials such as meeting notices and materials,

project updates, and informational brochures. Website information is also an important avenue for obtaining general and specific information about transportation decision-making. When items are not fully translated into Spanish, the Township always states that the any information can be translated upon request.

FACTOR 4: SURVEY THE RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS

The level of resources and the costs imposed by providing language assistance may have an impact on the extent to which meaningful access can be provided for LEP persons. The Township already has a number of language assistance measures in place. These existing measures along with proposed additional services will form the Township's Language Assistance Program (LAP).

- **Printed and Electronic Materials:** Basic public communication materials have been translated into languages commonly spoken in the Township service area. These materials include:
 - The Woodlands Township website
 - Bus route maps and schedules
 - Origin-Destination survey questionnaires
- **Public Outreach Services:** When the Township conducts public outreach concerning proposed service changes, fare adjustments, or for other programs or services, it provides or offers translated descriptions of the proposals and questionnaires, offers interpretation at public meetings, works with community organizations that can assist the Township in communicating with people who do not speak English well, and may provide telephone comment lines for non-English-speakers.
- **Public Signage:** Language assistance is provided on Township's website. A variety of language translations are available via this link:

https://www.thewoodlandstownship-tx.gov/Home?lang_update=639087455553693077

Also, the Township's Title VI Program is available through the Transportation web page at

<https://www.thewoodlandstownship-tx.gov/Departments/Transportation/Federal-Funding>

To enhance the Township's efforts to communicate with LEP individuals the Township will implement the following services as part of its LAP.

- **Notice of Title VI Obligations:** The Township will post placards inside all of its coaches notifying customers that the Township does not discriminate in the provision of service on the basis of race, color, and national origin, and informing them of how they can complain if they feel the Township has discriminated against them. The placards will also be in Spanish.

- **Spanish-speaking point of contact:** The Township and its service providers shall make available a staff member to serve as a point of contact for Spanish-speaking customers, upon request.
- **Call log:** The Township and its transit service providers shall keep a log of the Title VI related calls received regarding the Township transit service and document the date, caller, purpose of the call.

Based upon requests for language assistance in connection with other non-transit related community services provided by the Township, the following cost estimates for translation services and documentation have been developed:

Public meeting notices:	6/year @ \$800 each = \$4,800/year
Project Newsletters:	4/year @ \$800 each = \$3,200/year
<u>Public meetings:</u>	<u>10/year @ \$200 each = \$2,000/year</u>
	Total = \$10,000/year

The actual number of meetings, notices, and newsletters could vary, and these costs are absorbed into the budget of the transportation department.

LANGUAGE ASSISTANCE PLAN (CHAPTER III-9)

The Township updated its LAP upon completion of the Four Factor Analysis. The Township’s LAP includes the following elements:

Task 1 - Results of the Four Factor Analysis, including a description of the LEP population(s) served

Number or Proportion of LEP Persons served or Encountered in Eligible Service Population

According to the American Community Surveys included in the LEP Four Factor Analysis, Spanish was the only language identified as meeting the Safe Harbor threshold of 1,000 individuals or 5% of the population.

Frequency with Which LEP Individuals Come Into Contact with your Programs, Activities and Services

The Township will utilize FTA funds in order to operate transit service and develop transit and pedestrian infrastructure that facilitates access to the transit services. As stated in the Four Factor Analysis, LEP individuals would come in contract with the Township and its representatives when riding the commuter bus or trolley services through the driver; when scheduling and riding the Americans with Disabilities Act (ADA) paratransit services; when calling the Township for transit information; and when meeting during the planning, procurement, and construction of federally approved transit and pedestrian capital projects.

The Township will make the fact known during all public involvement programs, procurement, advertising, and other instances regarding transit that documents, instructions, and other

important materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing public transportation, so there would be minimal disruption for transit users. In the instance where there are disruptions, the Township will address any concerns with appropriate measures.

The results of the Title VI survey with the service providers show that Spanish is the only non-English language they encounter and that they deal with Spanish-speaking customers one to two times a week. When working with Spanish-speaking customers they either transfer the call to a Spanish-speaking coworker or attempt to respond with their own Spanish capabilities.

Task 2 - Describe how the recipient provides language assistance services by language

- a. The Township shall maintain Spanish speaking staff during normal business hours to provide translation and interpretation services free of charge. Requests for such services can be made by calling 281-210-3800 during normal business hours.
- b. Vital public documents related to federally funded transit programs, activities or services that are published, posted, or distributed by the Township shall be written in both English and Spanish. Vital public documents include schedules, maps, documents related to the explanation of civil rights and associated complaint procedures, and certain legal correspondence. Also considered vital are public process activities, which make it important to translate related materials such as meeting notices and materials, project updates, and informational brochures. Construction signs that have instructions will also be translated. Employment opportunities are advertised in multiple languages, including English and Spanish, as needed.
- c. The Township shall make known during all public involvement programs, procurements, advertisements and other similar instances regarding Township transit programs, activities and services that documents, instructions and other vital materials can be translated into Spanish free of charge upon request.
- d. The Township's Title VI Notice to the Public, as well as notice of the availability of Spanish language assistance from the Township free of charge regarding federally funded transit programs, activities, or services of the Township, shall be posted on the Township website, on transit vehicles, at transit stops and at other strategic locations within the Township.
- e. Notice of major changes by the Township in transit services or fares shall be published, posted, or given in English and Spanish by means reasonably designed to come to the attention of Spanish-speaking LEP persons within the Township transit service area.
- f. The Township shall utilize LEP's I Speak Cards and/or Language-Free pictograms, when possible.

Task 3 - Describe how the recipient provides notice to LEP persons about the availability of language assistance

The Title VI Notice to the Public will be posted on all FTA-funded transit vehicles, at the offices of the Township, at Park & Ride terminal buildings, and on the Township website. The Title VI Notice

to the Public has included a statement about translation availability at no cost and the full notice has been translated into Spanish.

Task 4 - Describe how the recipient monitors, evaluates, and updates the language access plan

The Township will monitor the number of requests for Spanish translations or other language assistance regarding Township transit programs, activities, or services and shall note any comments or complaints regarding such translations or language assistance in order to identify other resources and procedures that may facilitate communication with Spanish-speaking LEP persons. The Township will monitor the program to ensure that LEP persons have meaningful access to the transportation planning and implementation process. The Township will document interactions with LEP individuals in field activities and community meetings, including follow-up responses, in an internal log that includes the date, the requested language, and the actions taken to accommodate the request. Sign-in sheets for community meetings will request language preference.

The Township LAP shall be reviewed and updated, as necessary, no less frequently than every three calendar years.

Task 5 - Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations

Training shall be provided to Township transit employees in conjunction with orientation for new employees in language assistance to Spanish-speaking LEP persons in the Township transit service area. All new staff members will be informed of the Title VI Program and all language assistance measures the Township employees are required to perform. Drivers and third-party services will be informed of the Township’s Title VI Program and all language assistance measures at least once a year.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES (CHAPTER III-10):

In general, the Township encourages participation from different organizations and minority representation. The Township has no transit committees, but a member of the Board of Directors, an elected official, is a member of the Conroe-The Woodlands Urbanized Area Transit Advisory Committee.

The current US Census Data has the following breakdown by race.

2020 Census Data – The Township Population Breakdown by Race					
White	Hispanic or Latino	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Pacific Islander
65.1%	18.3%	3.4%	0.2%	7.9%	0.1%
<small>HISPANIC OR LATINO, AND NOT HISPANIC OR LATINO BY RACE Survey/Program: Decennial Census Universe: Total Population Year: 2020 Place: The Woodlands, CDP Table ID: P2</small>					

PROVIDING ASSISTANCE TO AND MONITORING SUBRECEPIENTS (CHAPTER III-11 AND 12):

The Township does not currently distribute FTA funds to sub-recipients.

DETERMINATION OF SITE OR LOCATION OF FACILITIES (CHAPTER III-13):

Neither the Township nor its contractors have previously determined, selected, or used a facilities site or location that required any displacement of persons from their residences or resulted in any adverse impact to any persons. In connection with any future construction of federally funded transit facilities within the Township transit service area, the Township will perform a Title VI equity analysis during the planning stage of such project with regard to the location of the facility and taking into account the potential impacts, siting, alternatives, and cumulative adverse impacts of such project, as required by the Authorities.

ADDITIONAL INFORMATION (CHAPTER III-14):

The Township shall provide upon request from FTA such additional information as may be necessary to enable FTA to investigate complaints of discrimination or to resolve concerns about possible compliance with the Authorities.

SYSTEM-WIDE SERVICE STANDARDS AND POLICIES (CHAPTER IV-4):

POLICY

It shall be the policy of the Township in connection with all federally funded transit programs, activities or services of the Township that the Township shall not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or which have the effect of defeating or substantially impairing accomplishment of the objectives of such programs, activities or services with respect to individuals of a particular race, color, or national origin, and the Township shall take all such actions as may be necessary and proper to assure that no person is excluded from participation in or denied the benefits of such programs, activities, or services on the grounds of race, color, or national origin. In particular, no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of federally funded transit services furnished by the Township on the basis of race, color, or national origin.

SERVICE STANDARDS

Vehicle Load Standards

The maximum seated capacities for transit vehicles are 22 passengers for Town Center Trolleys, and 55 passengers for The Woodlands Express. Standees are not allowed on The Woodlands Express or Town Center Trolley. The ADA Paratransit vehicles utilize a spare trolley in order to complete the requested paratransit trip.

Vehicle Headway Standards

Fixed-route Town Center Trolley services operate with an approximate headway (frequency) of 20 minutes or less during non-peak operating hours (11:00 a.m. to 1:00 p.m. and 6:00 p.m. to 8:00 p.m.) and 15 minutes or less during peak operating hours (1:00 p.m. to 6:00 p.m.) daily.

Fixed-route trolley services have no set schedule; instead, arrivals and departures depend upon pedestrian and auto traffic in the area.

The Woodlands Express Park & Ride service operates between 5- and 20-minute headways Monday through Friday departing the park & ride lots from 5:15 a.m. to 8:15 a.m. to various Downtown Houston, Texas Medical Center, Energy Corridor, and Greenway Plaza locations and from various Downtown Houston, medical center, Energy Corridor, and Greenway Plaza locations departing from 3:15 p.m. to 7:00 p.m. The Downtown Route services the majority of passengers. There is also one midday run to both the Research Forest and the Sawdust Park & Ride lots at 12:30 p.m. from Downtown Houston to The Woodlands. Reverse commute opportunities are offered during the same hours.

On-Time Performance Standards

The Township Trolley services strive to be on time at least 90% of the time. On-time performance means that the fixed route bus is within zero to five minutes after the scheduled pick-up time.

The Woodlands Express Park & Ride service strives to be on time at least 85% of the time. On-time performance means that the commuter route bus is within zero to ten minutes after the scheduled pick-up time, due to the nature of the service and the amount of traffic getting to and from Downtown Houston.

Service Availability Standards

Town Center Trolleys

Fixed route trolley services (Town Center Trolleys) with a surrounding ¼ mile buffer cover 2.27% of The Woodlands Township Census Designated Place limits. Trolley services are primarily centered around The Woodlands Town Center (**Figure 1**).

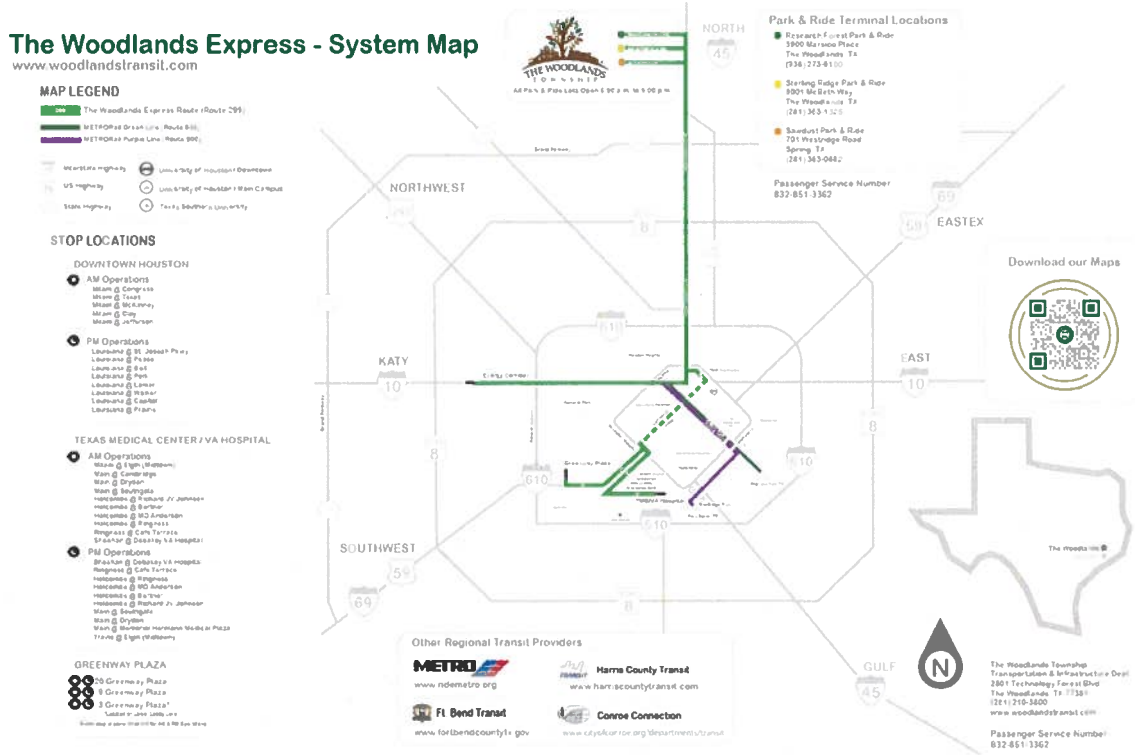
Figure 1: Town Center Trolley



Woodlands Express Park & Ride Services

There are three (3) park & ride lots located across the Township service area as shown in **Figure 2**. Most of the service is provided outside of the Township.

Figure 2: Woodlands Express Park & Ride System Map



SERVICE POLICIES

Vehicle Assignment Policy

The Town Center Trolley service operates a 25-foot vintage-style trolley equipped with wheelchair lifts or ramps to make them ADA accessible. All vehicles are equipped with air conditioning and heating. Six (6) new vehicles were purchased in 2024 and will be rotated into service in 2026. The Cable Car Concept trolleys will be replaced at the end of their useful life.

The Woodlands Express Park & Ride commuter bus service operates twenty-five (25) 45-foot over-the-road coaches in daily service provision. All coaches have wheelchair lifts and are ADA accessible. Twenty-five (25) new vehicles were purchased in 2025 and will be added to the fleet. A portion of the current fleet will be disposed of, and the other buses will be used in service. The Township will shuffle the vehicles between routes so that older vehicles will not be used solely on one route.

Transit Amenities Policy

It shall be the policy of the Township to ensure the equitable distribution of transit amenities across the system in order to provide comfort, convenience, accessibility, and safety to its riders. These amenities may include items such as benches, seats or canopies at transit stops and/or park & ride terminals. They may also include the provision of information, such as printed signs, system maps, route maps, and/or schedules. Installation of future transit amenities along the fixed route are based on the number of passengers boarding along those routes.

APPENDIX A – TITLE VI COMPLAINT FORM

The Woodlands Township
 2801 Technology Forest Blvd
 The Woodlands, TX 77381

TITLE VI COMPLAINT FORM (For Transit Services Only)

The Woodlands Township is committed to ensuring that no person is excluded from participation in or denied the benefits of its federally funded transit programs, activities or services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator at transitcompliance@thewoodlandstowship-tx.gov or by calling 281-210-3800 and ask for the Transportation Department. The completed form must be returned to The Woodlands Township, 2801 Technology Forest Boulevard, The Woodlands, Texas 77381.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason the alleged discrimination took place?
 (Circle one)

Date of Incident: _____

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and titles of all The Woodlands Township employees involved, if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

TITLE VI COMPLAINT FORM

The Woodlands Township

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one)
Yes/No. If so, list the agency/agencies and pertinent contact information below:

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone: _____

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone: _____

Complainant(s) Signature(s): _____ Date: _____

Print or Type Name of Complainant(s)

Date Received:
Review By:

FORMULARIO DE QUEJA SOBRE TÍTULO VI (solamente para servicios de Tránsito)

El Municipio de Los Woodlands se compromete a garantizar que ninguna persona quede excluida de participar o se le nieguen los beneficios de sus programas, actividades o servicios de tránsito financiados con fondos federales por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, con sus enmiendas. Las quejas acerca del Título VI deben presentarse dentro de los 180 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con el Coordinador del Título VI en transitcompliance@thewoodlandstowship-tx.gov o llamando al 281-210- 3800 y pregunte por el Departamento de Transporte. El formulario lleno debe ser devuelto, por correo certificado, a:

The Woodlands Township
Atn: Township Transportation
2801 Technology Forest Boulevard
The Woodlands, Texas 77381

Su nombre:	Teléfono:
Domicilio postal:	Teléfono alterno:
	Ciudad, Estado, Código postal:
Persona (s) que fue discriminada (si es una persona diferente al demandante): Nombre(s):	
Domicilio postal, Ciudad, Estado, Código postal:	
Fecha del incidente:	

¿Cuál de las siguientes opciones describe mejor la razón por la cual ocurrió la supuesta discriminación?
(Circule una)

- Raza
- Color:
- Origen nacional (dominio limitado del inglés)

Describa el supuesto incidente de discriminación. Proporcione los nombres y puestos de todos los empleados del municipio de Los Woodlands involucrados, si son de su conocimiento. Explique lo que sucedió y quién cree usted que fue el responsable. Utilice el reverso de este formulario si se requiere espacio adicional.

¿Ha presentado una queja ante otras agencias federales, estatales o locales?

Si es así, indique la agencia / agencias y la información de contacto pertinente a continuación:

Agencia:	Teléfono:
Domicilio postal:	Teléfono alternativo:
	Ciudad, Estado, Código postal:
Persona (s) que fue discriminada (si es una persona diferente al demandante): Nombre(s):	
Domicilio postal, Ciudad, Estado, Código postal:	

Por favor escriba el nombre con letra de imprenta y firme:

Fecha:

Reclamante (s)

Para uso de Los Woodlands

Fecha de recepción:
Revisado por:

APPENDIX B – TRÁNSITO DEL MUNICIPIO DE LOS WOODLANDS TÍTULO VI PROCEDIMIENTOS DE QUEJAS

OBJETIVO:

Se ha establecido un proceso para recibir y procesar todas las quejas presentadas de conformidad con las Autoridades y relacionadas con cualquier programa de tránsito, actividad o servicio que reciba asistencia financiera federal administrada por El Township o sus subreceptores y contratistas. El Formulario de Queja necesario se encuentra adjunto como Apéndice A del presente.

Este proceso es opcional y no afecta el derecho del denunciante a presentar denuncias formales con otras agencias estatales o federales o buscar un abogado privado para denuncias que aleguen discriminación. Las personas también pueden presentar quejas directamente ante la Administración Federal de Tránsito en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

Los procedimientos no niegan el derecho del reclamante a presentar quejas formales con otras agencias estatales o federales ni a buscar un abogado privado para las quejas que aleguen discriminación. El Township tiene autoridad para aceptar quejas de investigación, pero los denunciantes también pueden presentar quejas ante TxDOT o la Administración Federal de Tránsito (FTA) dentro de los 180 días posteriores al presunto delito. Si desea presentar una queja con TxDOT, envíe la queja por escrito a TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. Si desea presentar una queja con FTA, envíe la queja por escrito al FTA Región VI, 819 Taylor Street, habitación 8A36, Fort Worth, TX 76102.

Se hará todo lo posible para obtener una resolución temprana de las quejas. El Coordinador del Título VI hará todo lo posible para buscar una resolución de la queja. Las entrevistas iniciales con el reclamante y el demandado solicitarán información con respecto a las oportunidades de remedio y solución específicamente solicitadas.

Estos procedimientos son parte de un proceso administrativo que no prevé recursos que incluyan daños punitivos o remuneración compensatoria para el demandante.

PASO 1 – LA PRESENTACIÓN DE UNA QUEJA:

Cualquier individuo, grupo de individuos o entidad que crea que él/ella/esta ha sido objeto de discriminación por motivos de raza, color u origen nacional por parte del Township puede presentar una queja ante el coordinador del Título VI del Township. La queja debe reducirse a forma escrita y presentarse dentro de los 180 días calendarios posteriores a la supuesta ocurrencia, o cuando la supuesta discriminación se dio a conocer al denunciante. El (los) denunciante(s) deben cumplir con los siguientes requisitos:

- a. Presentar la queja por escrito y firmada por el (los) demandante(s);

- b. Presentar la fecha del presunto acto de discriminación (o la fecha en que los denunciantes se enteraron de la presunta discriminación); y,
- c. Presentar una descripción detallada de los problemas, incluidos los nombres y puestos de trabajo de las personas que cometan el presunto acto de discriminación.

Las denuncias recibidas por fax o correo electrónico serán reconocidas, pero no se procesarán hasta que se conozca la identidad del el (los) demandante(s) y se envíe una copia firmada de la denuncia al Township. Las denuncias recibidas por teléfono se reducirán a forma escrita y se proporcionarán de vuelta a los denunciantes para su confirmación o revisión antes de su procesamiento. Se enviará un Formulario de Queja a él (los) demandante(s) para que sea completado, firmado y devuelto al Township para su procesamiento. A los demandantes con dominio limitado del inglés se les proporcionará un intérprete para ayudar a completar la queja. El Township puede contratar un intérprete o un contratista de servicios de interpretación según sea necesario para ayudar a tomar una queja o completar el proceso de queja según sea necesario

PASO 2 – EL PROCESAMIENTO DE UNA QUEJA

El Township procesara con prontitud todas las quejas que se completen y envíen de manera complete y oportuna. Una vez que se reciba la queja, el Township la revisara para determinar si:

- a. El Township tiene jurisdicción;
- b. Las acusaciones involucran discriminación basada en raza, color u origen nacional;
- c. Las acusaciones involucran un programa de tránsito financiado con fondos federales o una actividad del Township, o un sub-receptor o contratista del Township;
- d. La queja o denuncia esta administrativamente completa; y,
- e. La queja o denuncia se hace a tiempo.

PASO 3 – LA DESESTIMACIÓN DE UNA QUEJA

- a. El Township puede desestimar una queja por cualquiera de los siguientes motivos:
El (los) demandante(s) retiran la queja;
- b. El (los) demandante(s) no responden a las repetidas solicitudes de información adicional necesaria para procesar la queja;
- c. No se puede localizar al demandante o a los demandantes; y/o
- d. El Township determina que la queja no cumple con los requisitos de presentación y procesamiento indicados anteriormente.

Se le notificara al denunciante o los denunciantes por escrito de los motivos por la cual se desestime la queja.

PASO 4 – LA INVESTIGACIÓN DE LA QUEJA

Si el Township determina que la jurisdicción es adecuada y que la queja esta administrativamente completa, ha sido reportada a tiempo y en forma adecuada, el (los) demandante(s) y el (los) demandado(s) serán notificados de inmediato por escrito de dicha determinación. La denuncia recibirá un número de caso y se registrará en los registros del Township identificando su razón de ser (raza, color u origen nacional) y el presunto daño.

En los casos en que el Township decida investigar la queja, el Coordinador del Título VI comenzará de inmediato la investigación de la queja y brindará a el (los) demandados la oportunidad de responder a las acusaciones por escrito. El (los) demandado(s) tendrán veinte (20) días calendarios a partir de la fecha de notificación por escrito del Township de su determinación para proporcionar una respuesta por escrito a las alegaciones.

El Coordinador de Título VI hará todos los esfuerzos razonables para resolver la queja al nivel más bajo posible. El Investigador del Título VI hará todos los esfuerzos razonables para lograr una resolución oportuna de la queja. Las entrevistas iniciales con el (los) demandante(s) y el (los) demandado(s) solicitarán información con respecto a las oportunidades de compensación y arreglo específicamente solicitadas. Dentro de los treinta (30) días calendarios posteriores a la fecha límite para la respuesta de los demandados, el Coordinador del Título VI preparará un informe de investigación que incluirá una descripción narrativa del incidente, la identificación de las personas entrevistadas, cualquier hallazgo del hecho, y cualquier recomendación para la resolución de la queja. El Coordinador también revisará dicho informe preliminar con el personal legal del Township.

PASO 5 – EL INFORME FINAL

Si la queja no se resuelve a satisfacción mutua del (de los) demandante(s) y del (de los) demandado(s) dentro de los sesenta (60) días después de la determinación del Township, el informe final de investigación del Coordinador del Título VI del Township se archivará y registrará como se indica a continuación, y el Township notificará a las partes de sus hallazgos.

APPENDIX C –TITLE VI PROGRAM BOARD APPROVAL