

**Notice to the Public:**

SPAG informs the public of its compliance with the requirements of the Title VI and related FTA requirements, statutes, and regulations by displaying the Notice to the Public at SPAG Offices located at 1323 58<sup>th</sup> St in Lubbock, Texas and on the SPAG website [www.spag.org](http://www.spag.org). This notice will provide reference to the public regarding the process to file a complaint if a person believes that SPAG has discriminated against them in matters pertaining to public transportation planning. Complaint forms can be found at [www.spag.org](http://www.spag.org) and at the SPAG Offices.

*Notifying the Public of Rights Under Title VI*  
**South Plains Association of Governments**  
*(Public Transportation Planning)*

- SPAG operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SPAG.
- For more information on the SPAG's Civil Rights Program, and the procedures to file a complaint: contact (806) 762-8721, email [bsolis@spag.org](mailto:bsolis@spag.org), or visit the office at 1323 58<sup>th</sup> St in Lubbock, TX 79412. For a copy of the policy visit [www.spag.org](http://www.spag.org)
- A complainant may file directly with the Federal Transit Administration by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- A complainant may file directly with the Texas Department of Transportation by filing at Attn: TxDOT-PTN, 125 E. 11<sup>th</sup> Street, Austin, TX 78701-2483
- If information is needed in another language contact (806) 762-8721
- *Si necesita información en otro idioma contacte (806)762-8721*

**Notificación Pública de los Derechos Consignados en el Título VI**  
**Asociación Gubernamental del South Plains**  
*(Planeamiento de Transporte Público)*

- La Asociación Gubernamental del South Plains (SPAG por sus siglas en inglés) lleva a cabo sus programas sin considerar la raza, el color y la nacionalidad de conformidad con el Título VI de la Ley de Derechos Civiles. Aquella persona que crea que ha sido agraviada por un acto discriminatorio ilícito establecido en el Título VI puede interponer una demanda ante SPAG.
- Para obtener más información acerca del Programa de Derechos Civiles de la SPAG y de los procedimientos para interponer una demanda, contáctese al (806) 762-8721, email [bsolis@spag.org](mailto:bsolis@spag.org) o visite la oficina ubicada en 1323 58th St, Lubbock, Texas 79412. Para obtener una copia de nuestra política, visite [www.spag.org](http://www.spag.org).
- El demandante puede interponer su demanda directamente ante la Administración Federal de Tránsito presentándola ante la Oficina de Derechos Civiles en: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.
- El demandante puede interponer su demanda directamente ante el Departamento de Transporte de Texas presentándola en: TxDOT-PTN, 125 E. 11<sup>th</sup> Street, Austin, TX 78701-2483
- *Si necesita información en otro idioma, llame al (806) 762-8721*
- *If information is needed in another language contact (806) 762-8721*

**Complaint Procedure:**

Any individual who feels they have been discriminated against on the basis of race, color, or national origin by SPAG (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form found on the SPAG website ([www.spag.org](http://www.spag.org)) or by calling (806) 762-8721. The Authority reviews complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Once the complaint is received, the Authority will review it to determine if the complaint is within its jurisdiction. The complainant will receive an acknowledgement letter informing the complainant whether the complaint will be reviewed.

The Authority has 61 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 7 business days from the date of the letter to send requested information to the reviewer assigned to the case. If the reviewer is not contacted by the complainant or does not receive the additional information within 7 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the reviewer reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training for staff, or other action will occur. If the complainant wishes to appeal the decision, she/he has 7 days after the date of the letter or the LOF to do so.

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

or

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

SPAG will notify their PTC by email or fax of any Title VI-related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

The agency will notify their TxDOT Public Transportation Coordinator (PTC) by email or fax of any Title VI related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

Complaint procedures can be found on the SPAG website ([www.spag.org](http://www.spag.org))  
*If information is needed in another language contact (806)762-8721*  
*Si necesita información en otro idioma contacte (806)762-8721*

#### **Procedimiento para interponer una demanda:**

Aquel individuo que sienta que ha sido discriminado por SPAG (en adelante referida como “la Autoridad”) a causa de su raza, color o nacionalidad puede interponer una demanda de acuerdo al Título VI completando y presentando el Formulario de Demanda según Título VI de la Autoridad que se encuentra en el sitio web de SPAG ([www.spag.org](http://www.spag.org)) o llamando al (806) 762-8721. La Autoridad examina las demandas recibidas antes de cumplidos 180 días de producido el supuesto incidente. La Autoridad procesará las demandas que se encuentren completas. Una vez recibida la demanda, la Autoridad la examinará para determinar si tiene competencia sobre ella. El demandante recibirá una carta de constatación informándole si se examinará la demanda.

La Autoridad tiene 61 días para analizar la demanda. Si se necesita más información para resolver el caso, la Autoridad podrá contactar al demandante. El demandante tiene 7 días hábiles a partir de la fecha que figura en la carta para enviar la información solicitada al examinador asignado al caso. Si, dentro de 7 días hábiles, el demandante no contacta al examinador o el examinador no recibe la información adicional, la Autoridad puede cerrar el caso de oficio. Un caso puede cerrarse de oficio si el demandante ya no desea continuar con su caso.

Después de que el examinador examine la demanda, emitirá o bien una carta de cierre de caso, o bien una carta de resolución (CDR). La carta de cierre de caso resume todas las afirmaciones y establece que no existió una violación al Título VI y que se cerrará el caso. La CDR resume todas las afirmaciones y las entrevistas en relación con el supuesto incidente y explica las acciones disciplinarias, la capacitación adicional del personal u otra acción que ocurra. Si el demandante desea apelar la decisión, puede hacerlo dentro de los 7 días posteriores a la fecha que se encuentra en la carta de cierre o en la CDR.

Una persona también podrá interponer una demanda directamente ante la Administración Federal de Tránsito en: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC, 20590.

O bien

En el Departamento de Transporte de Texas, en TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

SPAG notificará a su Coordinador de Transporte Público (CTP) por email o fax acerca de cualquier demanda relacionada al Título VI que haya sido recibida dentro de los 10 días posteriores a la recepción de la demanda, incluyendo copias en papel o electrónicas del formulario de demanda.

La agencia notificará al Coordinador de Transporte Público (CTP) del Departamento de Transporte de Texas (TxDOT) por email o fax acerca de cualquier demanda relacionada al Título VI que haya sido recibida dentro de los 10 días posteriores a la recepción de la demanda, incluyendo copias en papel o electrónicas del formulario de demanda.

Los procedimientos para interponer una denuncia se pueden encontrar en el sitio web de SPAG ([www.spag.org](http://www.spag.org)).  
*Si necesita información en otro idioma llame al (806) 762-8721.*  
*If information is needed in another language contact (806) 762-8721.*

**Complaint Form:**

<b>Section I:</b>	
Name:	
Address:	
Telephone (Home):	Telephone (Work):
Electronic Mail Address:	
<b>Section II:</b>	
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.	
<b>Section III:</b>	
You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below  _____ Signature Date _____ Please submit this form in person at the address below, or mail this form to: South Plains Association of Governments 1323 58 <sup>th</sup> St Lubbock, TX 79412 <a href="mailto:bsolis@spag.org">bsolis@spag.org</a>  <i>If information is needed in another language contact (806) 762-8721</i> <i>Si necesita información en otro idioma contacte (806)762-8721</i>	

**Formulario de denuncia:**

<b>Sección I:</b>	
Nombre:	
Domicilio:	
Teléfono (casa):	Teléfono (trabajo):
Dirección de correo electrónico:	
<b>Sección II:</b>	
Creo que la discriminación que sufrí se basó en (marque todas las que correspondan): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad Fecha en que se produjo la supuesta discriminación (Mes, Día, Año): _____ Explique con la mayor claridad posible lo ocurrido y por qué cree que sufrió una discriminación. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si lo sabe) así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, utilice el reverso de este formulario.	
<b>Sección III:</b>	
Usted puede adjuntar materiales escritos u otra información que crea relevante para su denuncia. Se requiere firma y fecha a continuación  _____ Firma Fecha _____ Por favor entregue este formulario en persona en la dirección que figura a continuación o envíelo por correo a: South Plains Association of Governments 1323 58 <sup>th</sup> St Lubbock, TX 79412 <a href="mailto:bsolis@spag.org">bsolis@spag.org</a> <i>Si necesita información en otro idioma llame al (806) 762-8721.</i> <i>If information is needed in another language contact (806) 762-8721</i>	

**Transit Investigations, Complaints, and Lawsuits:**

Note that SPAG is not a transit provider. Additionally, SPAG has had no complaints, investigations, or lawsuits at any point related to the Title VI Plan or the broader Title VI scope.

**Public Participation:**

SPAG engages in various public outreach activities to ensure the public has the opportunity to participate in SPAG’s planning processes. These activities include:

- All SPAG Board of Director’s Meeting Agendas are posted on the Texas Secretary of State Website
- SPAG Advisory Committee Meetings are posted on the Texas Secretary of State Website
- Focus groups conducted throughout the region regarding public transportation
- Surveys circulated throughout the South Plains region to assess transportation needs
- Notices of public hearings circulated in local newspapers
- Use social media in addition to other resources as a way to gain public involvement
- Select accessible and varied meeting times and location (specifically venues that are easily reachable by public transportation and have accommodations for individuals with mobility challenges, such as ramps and elevators)
- Use video conferencing platforms to allow participation from individuals who are unable to attend in person due to mobility constraints

**Public Outreach Activities**

The public outreach and involvement activities conducted by SPAG since the last Title VI Program submission are summarized below:

Event Date	SPAG Representatives	Activity	Communication Method	Notes
02/19/2021	Program Specialist	Focus Group Planning Meeting for Needs and Challenges of the Elderly	In person/ Video Focus Group/ Surveys	Stakeholders/ Agency Partner Participation
09/23/2022	Program Specialist	Focus Group Planning Meeting for Needs and Challenges of Veterans	In person/ Video Focus Group/ Surveys	Stakeholders/ Agency Partner Participation
09/29/2022	Program Specialist	Focus Group Planning Meeting on the Needs and Challenges of Individuals Experiencing Homelessness	In person/ Video Focus Group/ Surveys	Stakeholders/ Agency Partner Participation
10/07/2022	Program Specialist	Focus Group Planning Meeting on the Needs and Challenges of Individuals with Disabilities	In person/ Video Focus Group/ Surveys	Stakeholders/ Agency Partner Participation
10/07/2022	Program Specialist	Focus Group Planning Meeting for Transportation Needs and	In person/ Video/ Surveys	Stakeholders/ Agency Partner Participation

		Challenges of Low-Income Population		
01/12/2024	Program Specialist	Shared Transportation Videos about Rural and Urban Services	Video in Person	Shared with Stakeholders/ Agency Partners
3/29/2024	Program Coordinator	Shared Transportation Videos about Rural and Urban Services	Video via email	Shared with Stakeholders/ Agency Partners

**Internal Actions:**

Note that SPAG is not a transit provider, and such has very limited direct contact with clients. However, SPAG makes great effort to include individuals of all walks of life in its regional transportation planning efforts. The South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC) is the advisory group that assists with the regional public transportation planning effort and associated pilot projects. The composition of the group is made up of non-elected officials and must include members representing the elderly, disabled, low-income, veterans and other under-represented groups. Each advisory member on this committee is appointed by the SPAG Board of Directors. The current racial composition of the group is as follows.

	Caucasian	Hispanic or Latino	African American	Asian American/ Hawaiian or other Pac. Isl.	American Indian/ Alaskan Native	Two or More Races
Racial Composition of SPAG Region	69.8%	42.4%	6.2%	2%	0.6%	14.2%
South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC)	75%	13%	13%	0%	0%	0%

Source: <https://www.statsamerica.org/distress/distress.aspx>, 2022 estimates

SPAG also strives for the inclusion of all walks of life in the region in its employees and boards. Special provisions are in place for the Board of Directors composition to include at-large minority representatives, as well as, elected minority representatives. Further, SPAG includes anti-discrimination in its Personnel Policies and Procurement Policies that are enforceable. In instances where allowable, minority citizens are actively sought out to fill key positions on boards and advisory groups. SPAG will utilize municipal and networks and contacts to extend the recruitment to the fullest extent possible. SPAG has a vast network across the 15-County region and is committed to outreach among minority population for all committee appointments. This outreach takes many forms, including direct contact to recruit potential board and committee members; referrals for open positions from current board and committee members and members of the general public; and other means.

**Language Assistance Plan:**

A four-factor analysis applicable to Limited English Proficiency (LEP) persons was performed to determine future plans for specific transportation planning services in the 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service and 4) Resources Available.

- 1) *Number and Proportion of LEP Persons Served or Encountered in the Service Area.* The planning service will not determine how the LEP persons interact with service providers but may at times through planning identify LEP communities as well as assess the number of LEP person from each language group to determine the appropriate language services needed for each language. Findings related to numbers and locations of LEP persons from planning efforts shall be provided to transit providers through plans and pilot project reports

SPAG Counties	White only	Black/African American	American Indian & Alaskan Native	Asian Alone	Native Hawaiian Pacific Islander	Two or more races	Hispanic or Latino
Bailey	79.7	0.5	1.0	1.3	0.0	4.5	67.9
Cochran	57.8	6.8	0.2	0.1	0.0	28.3	60.9
Crosby	83.5	5.4	1.5	0.9	0.4	10.4	56.8
Dickens	85.9	1.9	0.7	0.4	0.3	4.7	38.2
Floyd	87.8	7.1	0.9	0.6	0.0	9.5	59.3
Garza	82.4	11.7	0.8	1.2	0.0	12.7	53.2
Hale	84.0	5.7	2.5	0.7	0.2	16.2	61.6
Hockley	88.3	3.9	1.4	0.9	0.2	18.6	50.2
King	98.6	0.0	4.2	0.0	0.0	13.4	32.9
Lamb	92.2	4.8	1.4	0.7	0.3	14.2	56.9
Lubbock	81.9	7.4	2.5	2.4	2.9	21.7	37.6
Lynn	91.0	3.0	1.6	1.0	0.3	19.8	45.5
Motley	94.5	3.0	3.4	0.0	0.0	11.7	13.7
Terry	90.8	5.3	0.8	0.3	0.0	27.5	57.0
Yoakum	86.3	1.8	2.1	0.9	1.7	23.2	67.9
Ave. %	85.65	4.55	1.66	0.76	0.42	15.76	50.64

Source: <https://data.census.gov>, 2022 estimates, Table ID: DP05

The following information shows the distribution of languages spoken within SPAG’s jurisdiction:

	Population	Speak English “very well”		Speak English less than “very well”	
		#	% (of total population)	#	% (of total population)
Total	411,243				
Speak only English	293,338				
Speak Spanish	63,073	63,073	15.34	26,252	6.38
Speak other Indo-European languages	1,831	2,710	.66	1,831	.45
Speak Asian and Pacific Island languages	3,320	3,320	.81	1,765	.43
Speak other languages	1,419	1,419	.35	473	.12

Source: <https://data.census.gov>, 2022 ACS 5-Year Estimate, Table ID: S1601

The most significant non-English language populations speak Spanish, with 15.34% speaking English “very well” and 6.38% speaking English less than “very well.”

2) *Frequency with which LEP Individuals Come into Contact with the Program:* SPAG rarely comes into contact with LEP persons and shall never do so through a transit service; however, LEP persons may participate in public meetings – SPAG has multiple employees who are bilingual in Spanish and English and are available for translation during public meetings and various focus groups, especially meetings specific to the planning process.

3) *Importance to LEP Persons of Program Activities and Services:* Please note that SPAG is not a transit provider. The regional public transportation planning effort and associated pilot projects are highly important to the SPAG region because it serves as a process by which transit providers may coordinate efforts, identify areas of weakness, and pilot programs to help address those weaknesses. Public transit providers in the region serve an LEP population that exceeds regional rates, and as such, the benefit of the planning effort to the transit providers serves as an indirect benefit to LEP persons. SPAG may provide local service providers and agencies with census data to assist them in identifying minority





Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes


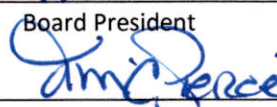
**Monitoring Subrecipients:**

Currently, SPAG does not provide any funding to subrecipients.

**Conclusion:**

SPAG takes the concepts and precepts of equality and access to services to all included in Title VI very seriously. Though the organization is not a transit provider it has been deemed appropriate for the organization to adopt this Title VI Policy for any program areas receiving FTT or TxDOT assistance.

**Approval**

  
 \_\_\_\_\_  
 Board President  
  
 \_\_\_\_\_  
 Executive Director

5-14-2024  
 \_\_\_\_\_  
 Date  
 5/14/24  
 \_\_\_\_\_  
 Date