City of San Marcos
Title VI Compliance Policy

Introduction

The City of San Marcos, as a recipient of Federal Financial Assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, affirms no person shall on the grounds of race, color, or national origin (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity conducted by the City regardless of whether these projects and activities are federally funded or not.

Also, Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP), provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal Financial Assistance. As a recipient of Federal Financial Assistance in its transportation and other improvement projects, the City of San Marcos must provide access to individuals with limited ability to speak, write, or understand the English language.

The City of San Marcos must not restrict an individual in any way from the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under its programs or projects. Individuals may not be subjected to criteria or methods of administration which cause adverse impact because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program because of race, color or national origin. Therefore, the primary goals and objectives of City of San Marcos's Title VI Non-Discrimination Plan are:

1. To assign responsibilities and procedures for ensuring compliance with Title VI of the Civil Rights Act of 1964 and pertinent directives;

2. To ensure that people affected by the City's programs and projects receive the services, benefits, and opportunities to which they are entitled without regard to race, color, or national origin;

3. To prevent discrimination in City programs and activities, whether those programs and activities are federally funded or not;

4. To establish procedures for identifying impacts in any program, service, or activity that may create an illegal adverse impact on any person because of race, color, or national origin and all affected Title VI populations;

5. To establish procedures to annually review Title VI compliance of specific program areas within the City of San Marcos;

6. To set forth procedures for filing and processing complaints by persons who believe they have been subjected to illegal discrimination under Title VI in a City-provided service, project, program or activity.

Title VI Policy Statement
City of San Marcos

It is the policy of the City of San Marcos, Texas, to provide reasonable assurances that it will comply with the requirements and provisions of the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C 2000d-42 U.S.C 2000d-4, and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person who resides in, or does business with, the City of San Marcos on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any of our programs or activities.

Bert Lumbreras, City Manager
City of San Marcos

10/05/2020
Date

Declaración de política del Título VI

Ciudad de san marcos

Es política de la Ciudad de San Marcos, Texas, brindar garantías razonables de que cumplirá con los requisitos y disposiciones del Título VI de la Ley de Derechos Civiles de 1964, 78 Stat. 252, 42 USC 2000d-42 USC 2000d-4, y todos los requisitos impuestos por o de conformidad con el Título 49, Código de Regulaciones Federales, Departamento de Transporte, Subtítulo A, Oficina del Secretario, Parte 21, No discriminación en programas de asistencia federal el Departamento de Transporte - Vigencia del Título VI de la Ley de Derechos Civiles de 1964 y otras directivas pertinentes, con el fin de que, de acuerdo con la Ley, los Reglamentos y otras directivas pertinentes, ninguna persona que resida o haga negocios con el La ciudad de San Marcos por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en cualquiera de nuestros programas o actividades. .

10/05/2020

Bert Lumbreras, City Manager
City of San Marcos

Date

ORGANIZATIONAL RESPONSIBILITIES

The Title VI Program Coordinator is responsible for leading a team formed for City-wide compliance with the Title VI program, plan and assurance for the City of San Marcos.

Complaints: If any individual believes that he/she or any other program beneficiaries have been the object of unequal treatment or discrimination as to the receipt of benefits and/or service, or on the grounds of race, color, or national origin (including Limited English Proficiency), he/she may exercise his/her right to file a complaint with the City's Title VI Coordinator. Every effort will be made to resolve complaints informally and at the lowest level first. If related to transit, complaint can be filed with the Texas Department of Transportation Public Transportation Division, and the Federal Transit Administration.

Data Collection: Statistical data on race, color, national origin, English language proficiency of participants in and beneficiaries of City programs, e.g. impacted citizens and affected communities, will be gathered and maintained by the City. The gathering procedures will be reviewed annually to ensure sufficiency of the data in meeting the requirements of the Title VI program.

Program Reviews: Special emphasis program reviews will be conducted based on the annual summary of Title VI activities, accomplishments and issues. The reviews will be conducted by the Title VI Program Coordinator to assure effectiveness in their compliance with Title VI provisions. The Title VI Program Coordinator will coordinate efforts to ensure equal participation in all programs and activities at all levels. The City will conduct reviews annually by the end of the fiscal year.

Title VI Reviews on Sub-Recipients for Transit (if applicable): Title VI compliance reviews of Transit Sub-recipients will be conducted annually (due each January 15th) and coordinated by the Transit Manager. The status of each review will be reported in the annual report.

Annual Reporting: The Title VI Program Coordinator will be responsible for coordination and submission of the Annual Compliance Plan and Accomplishment Report to the Texas Department of Transportation, Office of Civil Rights via TxDOT's Title VI/ Nondiscrimination Annual Work Plan & Accomplishments Report Development Guide, as presented in TxDOT's Title VI/ Nondiscrimination Technical Assistance Guide for Sub-Recipients.

Title VI Plan Updates: The City will review the need for any updates to its Title VI Assurances every three years or as necessary.

Remedial Action: The City will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When deficiencies are found, procedures will be promptly implemented to correct the deficiencies and to put in writing the corrective action(s).

Non-Discrimination Requirements: The City will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the service, facility, and performance of any contract on the basis of race, color, or national origin. In administering its Title VI Program, the City will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the Title VI Program.

Non-Discrimination Training: Training is provided every two years to employees at the City of San Marcos and on as needed basis regarding harassment and non-discrimination. The City provides

information to the public detailing its Title VI obligations and notifies members of the public of the protections afforded to them by Title VI and other nondiscrimination requirements. A Notice of the Public's Rights under Title VI is found on the City's website: **www.sanmarcostx.gov** **.**

City Ordinance: Section 46 of Code of Ordinances prohibits discrimination

Membership of Non-elected Committees and Councils: The City does not have a non-elected transit committee.

Finance: The Purchasing Manager will ensure the required clauses are included in the bid and proposal documents for each project that is funded, in part, by U.S. Department of Transportation and the Federal Highway Administration. The Purchasing Manager will review the documentation before being released to the public. Upon receipt of bids and proposals the Purchasing Manager will review them for inclusion of required disclosures. After contractor or consultant selection is made, the Purchasing Manager, will review the contract documents to ensure inclusion of the required clauses.

Transit-related, non-elected, Committees or Councils
The City does not have any transit-related, non-elected, planning boards, advisory councils or committees.

City's Public Participation Policies and Procedures

The Public Information Office for the City of San Marcos works in coordination with the City Clerk, Public Works, Transit, Engineering and other City departments to publish notice of public meetings throughout the City of San Marcos. The City typically holds an initial public meeting to discuss proposed Capital Improvement Projects and a second meeting when the Project is ready to be awarded to a Contractor.

The City's Public Meeting Procedures are attached to this Plan. The City also uses a door hanger process to notify property owners adjacent to road construction projects to notify them of the upcoming public works project two-weeks out and again 2-days prior to the start of construction. Door hangers are printed in both English and Spanish for LEP portions of the City's population. City public meetings are posted on the City's website.

The City Council and City Planning & Zoning Commission also hold frequent public hearings on zoning and land use matters, Transportation Plans, Capital Improvement Projects and other programs of interest to the citizens of San Marcos. The City publishes notice of these Public Hearings in and the City posts notice of public hearings on the City's website which is accessible to the public.

The City publishes city ordinances calling for City Elections in both English and Spanish. The City also publishes any notices or public hearings related to city elections in both English and Spanish so that citizens who are LEP know when public hearings are scheduled, and which candidates are up for consideration or election.

Standard Non-Discrimination Clauses for TxDOT Projects

The City of San Marcos includes all standard U.S. DOT Title VI assurance clauses in project bid documents and contracts which are funded by TxDOT or U.S. Department of Transportation dollars.

Monitoring and Enforcement Mechanism

The City will employ the following monitoring and enforcement mechanisms to ensure compliance with Title VI Program requirements:

1. The City reserves the right to inspect all records of the contractor and subcontractor concerning any USDOT-assisted contracts in addition to an annual questionnaire to be completed and returned to the department by January 31st.

2. The City will bring to the attention of the USDOT Office of the Inspector General any false, fraudulent, or dishonest conduct in connection with the Title VI Program.

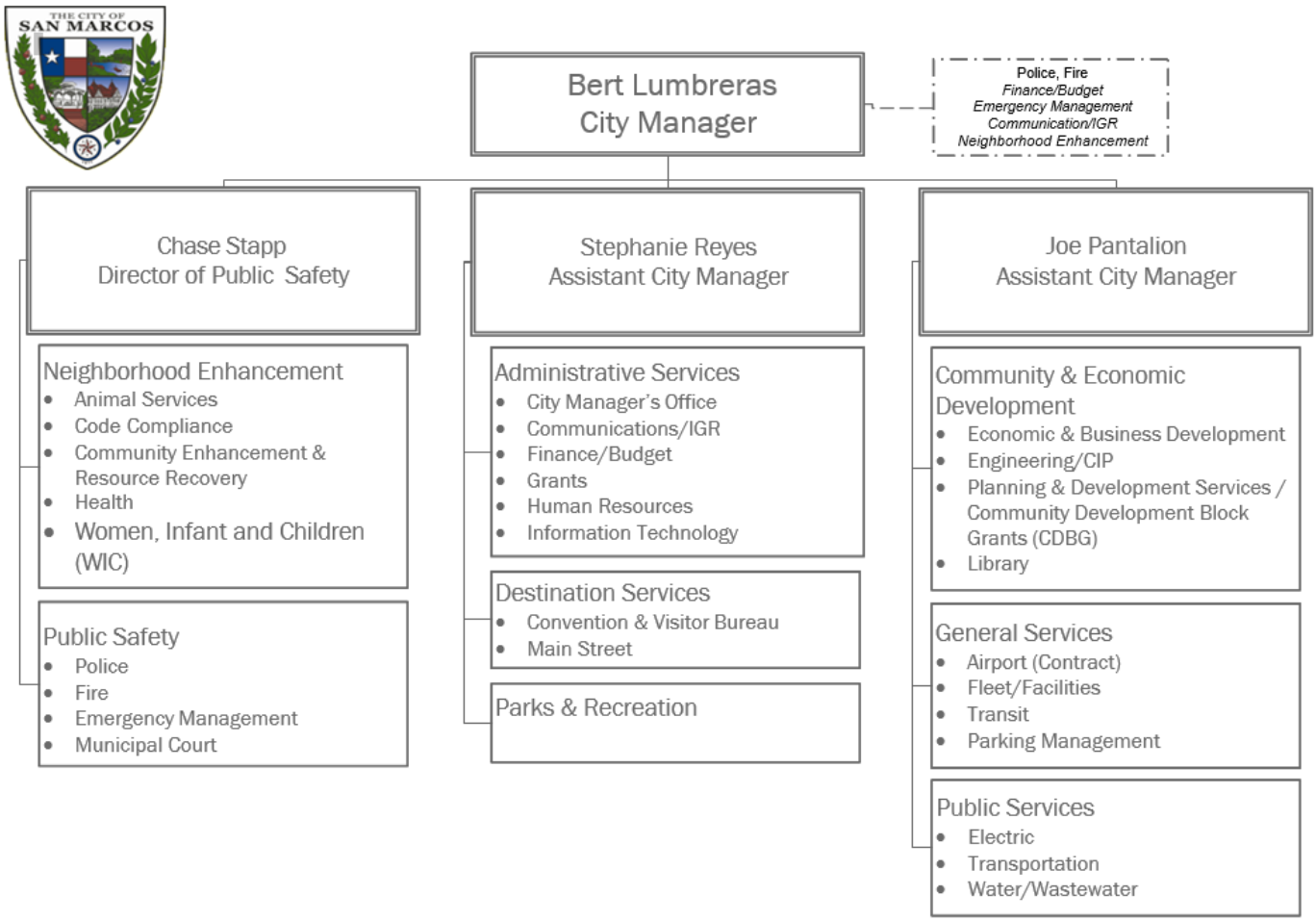
3. If a firm uses, or attempts to use, false, fraudulent, or deceitful statements or representations in order to meet the Title VI requirement of the contract, the City reserves the right, under the provisions of Title VI Assurances, to report such actions to the USDOT or its designee. The USDOT or its designee may, at its discretion, initiate suspension or debarment proceedings against the firm. The City may also pursue all means available to address such unprofessional and unethical behavior.

4. For all TXDOT funded projects an annual baseline questionnaire will be sent to all contractors.

5. The City will consider similar action under our own legal authorities, including responsibility determinations in future contracts. A listing of regulations, provisions, and contract remedies available to us in the events of non-compliance with the Title VI Assurances by a participant in our procurement activities follows:

Attempts to Evade Title VI Requirements – Any individual(s) or firm found to have knowingly engaged or participated in any direct or indirect attempt to evade the Title VI requirements may be declared ineligible for future contracts with the City that contain federal assistance. The individual(s) or firm may be held liable to the City for any forfeiture of funds or damages caused by delay in the award or performance of the contract resulting from the firm's non-compliance.

Organizational Chart



Title IV COMPLAINT AND APPEAL PROCEDURES

This Complaint Procedure is established to meet the requirements of the Title VI of the Civil Rights Act of 1964. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color or national origin in the provision of services, activities, programs, or benefits by the City of San Marcos.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem including whether it is related to race, color, or national origin. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The compliant form is found on website at www.sanmarcostx.gov .

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Title VI Program Coordinator
City of San Marcos
630 E Hopkins
San Marcos, TX 78666
512-393-8000
Email: TitleVIComplaince@sanmarcostx.gov

Within 15 calendar days after receipt of the complaint, the Title VI Program Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the Title VI Program Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the City of San Marcos and offer options for substantive resolution of the complaint.

If the complaint is related to transportation, then the City shall forward the complaint to TxDOT within 10 working days upon receipt of complaint to the TxDOT Public Transportation Coordinator (PTC) by email or fax. If the response by the Title VI Program Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager of his/her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Title VI Program Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of San Marcos for at least three years.

If the City of San Marcos has discriminated against you, please fill out attached form and mail or e-mail to the Title VI Program Coordinator listed above. The information for filing a complaint can also be found on the City's website, www.sanmarcostx.gov.

Information in another Language

To request information in another language contact (512) 393-8000, TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666

City of San Marcos, TX
Title VI Complaint Form

Section 1			
Name:			
Address:			
Telephone:		Telephone (Alternative):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print	Audio Tape	
	Other		

Section 2		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Section 3
I believe the discrimination I experienced was based on: Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section 4		
Have you previously filed a Title VI complaint with this agency?	Yes	No

Section 5
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply: [ ] Federal Agency: [ ] Federal Court [ ] State Agency [ ] State Court [ ] Local Agency
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:

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:

Title VI Program Coordinator
City of San Marcos
630 E Hopkins
San Marcos, TX 78666
512-393-8000
Email: TitleVICoordinator@sanmarcostx.gov

Título IV PROCEDIMIENTOS DE RECLAMACIÓN Y APELACIÓN

Este Procedimiento de Quejas está establecido para cumplir con los requisitos del Título VI de la Ley de Derechos Civiles de 1964. Puede ser utilizado por cualquier persona que desee presentar una queja alegando discriminación por motivos de raza, color u origen nacional en la prestación de servicios. , actividades, programas o beneficios de la Ciudad de San Marcos.

La queja debe hacerse por escrito y contener información sobre la presunta discriminación, como el nombre, la dirección, el número de teléfono del demandante y la ubicación, la fecha y la descripción del problema, incluso si está relacionado con la raza, el color, o la nacionalidad. origen. Los medios alternativos para presentar quejas se pondrán a disposición de las personas con discapacidades que lo soliciten.

El formulario de cumplimiento se encuentra en el sitio web en www.sanmarcostx.gov.

La queja debe ser presentada por el agraviado y / o su representante lo antes posible, pero a más tardar 180 días calendario después de la presunta violación para:

Title VI Program Coordinator
City of San Marcos
630 E Hopkins
San Marcos, TX 78666
512-393-8000
Email: TitleVIComplaince@sanmarcostx.gov

Dentro de los 15 días calendario posteriores a la recepción de la queja, el Coordinador del Programa del Título VI o su designado se reunirán con el demandante para discutir la queja y las posibles soluciones. Dentro de los 30 días calendario posteriores a la reunión, el Coordinador del Programa del Título VI o su representante responderán por escrito y, cuando corresponda, en un formato accesible para el demandante. La respuesta explicará la posición de la Ciudad de San Marcos y ofrecerá opciones para la resolución sustantiva de la queja.

Si la queja está relacionada con el transporte, la Ciudad enviará la queja a TxDOT dentro de los 10 días hábiles siguientes a la recepción de la queja al Coordinador de Transporte Público (PTC) de TxDOT por correo electrónico o fax. Si la respuesta del Coordinador del Programa del Título VI o su representante no resuelve satisfactoriamente el problema, el demandante y / o su representante pueden apelar la decisión dentro de los 15 días calendario posteriores a la recepción de la respuesta al Gerente de la ciudad. su designado

Dentro de los 15 días calendario posteriores a la recepción de la apelación, el administrador de la ciudad o su representante se reunirán con el demandante para analizar la queja y las posibles resoluciones.

Dentro de los 15 días calendario posteriores a la reunión, el administrador de la ciudad o su designado responderán por escrito y, cuando corresponda, en un formato accesible para el demandante, con una resolución final de la queja.

Todas las quejas por escrito recibidas por el Coordinador del Programa del Título VI o su designado, las apelaciones al Administrador de la Ciudad o su designado, y las respuestas de estas dos oficinas serán retenidas por la Ciudad de San Marcos por al menos tres años.

Si la Ciudad de San Marcos lo ha discriminado, complete el formulario adjunto y envíelo por correo electrónico o correo electrónico al Coordinador del Programa del Título VI que figura más arriba. La información para presentar una queja también se puede encontrar en el sitio web de la Ciudad, www.sanmarcostx.gov.

Información en otro idioma

Solicitar información en otro idioma 512-393-8000. TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666

City of San Marcos, TX
Título VI Formulario de Queja

Section 1			
Nombre::			
Dirección:			
Teléfono:		Teléfono (Alternativa)	
Dirección de correo electrónico:			
Requisitos de formato accesible?	Cinta de	audio de impresión grande	
	Otro		

Section 2		
¿Está presentando esta queja en su propio nombre?	Sí*	No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.		
Si no es así, proporcione el nombre y la relación de la persona por la que se queja:		
Explique por qué ha solicitado un tercero:		
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero.	Sí	No

Section 3
Creo que la discriminación que sucedió se basó en: Fecha de presunta discriminación (mes, día, año):_____ Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.

Section 4		
¿Ha presentado anteriormente una queja del Título VI con esta agencia?	Sí	No

Section 5
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? [] Sí [] No En caso afirmativo, marque todo lo que corresponda: [] Agencia federal: [] Tribunal federal [] Organismo estatal [] Tribunal estatal [] Agencia local

Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

Firma y fecha requeridas a continuación

_____ _____ Firma

_____ Fecha

Envíe este formulario en persona a la dirección que se encuentra debajo, o envíe este formulario por correo a:

Title VI Program Coordinator
City of San Marcos
630 E Hopkins
San Marcos, TX 78666
512-393-8000
Email: TitleVICoordinator@sanmarcostx.gov

Limited English Proficiency Plan

Introduction

As a recipient of federal funds from the Department of Transportation the City is subject to legal requirements to provide language assistance to those that have Limited English Proficiency (LEP). Most individuals living in the United States read, write, speak, and understand English; however, there are many individuals for whom English is not their primary language. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be LEP. Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally funded programs and activities. Recipients of federal financial assistance, such as the City, have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services.

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

Title VI and its implementing regulations provides that no person in the United States shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination on the grounds of race, color, or national origin, under any program or activity that receives federal financial assistance. Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes discrimination on the basis of national origin. Title VI and its implementing regulations require the City take responsible steps to ensure meaningful access to the benefits, services, information and activities for individuals who have LEP. In certain circumstances, failure to ensure LEP persons can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI of the Civil Rights Act of 1964, 42 U.S.C.
2000d, and Title VI regulations against national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (EO 13166)

EO 13166 was signed by President Clinton on August 16, 2000 and directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The EO states recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Department of Transportation (DOT) Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (DOT LEP Guidance)

In 2005, the DOT published updated guidance for its recipients. This document provides suggestions to best comply with the statutory and regulatory obligations to provide meaningful access to the benefits, services and information, and other important portions of their programs and activities for individuals who are LEP. A defining component of this guidance is a recommendation to use a four-factor analysis framework to conduct a LEP needs assessment.

The City's Limited English Proficiency (LEP) Plan is established based on guidance "On an effective Language Implementation Plan" expressed in Sections V and VII of the U.S. Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English

Proficient (LEP) Persons [U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates].

Using the LEP guidance in 70 FR 74097 and the FTA handbook on implementing an LEP plan, the following tasks were used to address the needs of the LEP population served:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Staff Training
4. Providing notice to LEP persons of the availability of language assistance
5. Monitoring and updating the LEP plan

The LEP regulation mandates that all federal agencies and recipients of federal funding identify any need for service to those persons and households for whom English proficiency is limited. In San Marcos, Spanish is the most common foreign language spoken. The City of San Marcos and its sub-recipients routinely publish printed materials in English and Spanish (with other language translations available upon request).

Information in another Language
To request information in another language contact (512) 393-8000, TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666

Identification of LEP Individuals Who Need Language Assistance
This section of the LEP Implementation Plan overlaps to a great extent with Factor One and Factor Two in the four-factor analysis.

According to the Census Bureau, approximately 57,193 people, age five and older, lived within the city limits of San Marcos, Texas in 2017; of which most (93.5 percent) speak English and a small percentage spoke English less well (6.5 percent). The largest LEP populations in San Marcos are Spanish speakers followed by Other Indo-European, and Asian and Pacific speakers. These LEP speakers account for 1883 or 3.9 percent of all LEP speakers who only speak English less than “very well” 18 years or older. Of the LEP speakers 1752 speak Spanish and 131 other languages. **According to the Safe Harbor Provision Spanish would be the only language needed to be translated for vital documents. Others upon request can be translated orally.**

Existing Language Assistance Measures
City staff has the following options available to them to help assist someone who is having trouble communicating due to a language barrier:

- Language Line Services – City staff are able to access interpretation services for more than 170 languages. This service facilitates a clear, three-way conversation between the citizen, the staff member and an interpreter. The cost for Language Line Services interpretation services is $0.50/minute for Spanish and $0.71/minute for all other languages by phone; and $49/ hour for Spanish and $65/hour for all other languages in person.
- Bilingual City Staff – Spanish speaking City staff are available to communicate with the public over the phone, through email, and in person.
- “I Speak” Language Flashcards are available for display. There are 38 languages represented on

this flashcard. These are available for free download on www.LEP.gov.

Staff Training
This section describes the training that is conducted to ensure that appropriate staff members know about LEP policies and procedures and are ready to provide assistance.

Training on LEP policies and procedures are included as part of the orientation process for new employees. Existing employees will periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons. Supervisors and managers, even if they do not interact regularly with LEP persons, will be fully aware of and understand this LEP Plan so they can reinforce its importance and ensure its implementation to staff. Information is available for all employees on the City's intranet.

Provide notice to LEP persons of the availability of language assistance
The notification of the availability of interpretive services, upon request and free of charge, are placed on public meeting announcements and/or other outreach materials and can be sent to community organizations, local television stations and newspapers, including Spanish papers and television stations.

To request information in another language contact (512) 393-8000, TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666.

Vital Documents to be translated into Spanish

- ADA complementary paratransit eligibility application
- News Letters or Brochures
- Title VI complaint form
- Complaint and Appeal Procedures
- Title VI-Notification of Protections to Public and Instructions on How to File a Complaint

Monitor and Update Plan

The City should conduct internal monitoring to determine whether language assistance measures and staff training programs are working as planned. To accomplish this, the Title VI Coordinator would evaluate data collected by staff who have come into contact with LEP persons.

The Title VI Coordinator will update the LEP Plan as required as information is released from the U. S. Census Bureau.

Based on the feedback received from the internal monitoring and feedback from community organizations, the City would likely need to make incremental changes to the type of written and oral language assistance measures provided as well as staff training and community outreach programs. The cost and effectiveness of language assistance measures should be considered during this process.

Department of Transportation (DOT) Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (DOT LEP Guidance)

In 2005, the DOT published updated guidance for its recipients. This document provides suggestions to best comply with the statutory and regulatory obligations to provide meaningful access to the benefits, services and information, and other important portions of their programs and activities for individuals who are LEP. A defining component of this guidance is a recommendation to use a four-factor analysis framework to conduct a LEP needs assessment.

Four Factor Analysis:

1) Number and proportion of LEP persons in eligible service population.
2) Frequency with LEP individuals come in contact with the program.
3) Importance of the service provided by the program.
4) Resources available to the agency.

Four Factor Analysis

Factor 1: Number and Proportion of LEP Persons Served and/or Encountered in the City of San Marcos

Factor 1 assesses the number and proportion of persons that are LEP and likely to be encountered within San Marcos. In accordance with policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations and describe their language characteristics. This process began by collecting and analyzing data provided by the U.S. Census Bureau and other local data sources.

The U.S. Census Bureau collects information about non-English speakers and defines those that are LEP as those that speak a language other than English and can only speak English "less than very well." To characterize the LEP population from the Census data, the number of individuals, age five and older, that are LEP. Table 2 presents the data that describes the number of individuals that are LEP.

As shown in Table 2, approximately 57,193 people, age five and older, lived within the city limits of San Marcos, Texas in 2017; of which most (93.5 percent) speak English and a small percentage spoke English less well (6.5 percent). The largest LEP populations in San Marcos are **Spanish** speakers followed by Other Indo-European, and Asian and Pacific speakers. These LEP speakers account for 1883 or 3.9 percent of all LEP speakers who only speak English less than "very well" 18 years or older. Of the LEP speakers 1752 speak Spanish and 131 other languages. **According to the Safe Harbor Provision Spanish would be the only language needed to be translated for vital documents. Others upon request can be translated orally.** See (**Table 2**.) Also, see 2010-2016 Census Maps, showing low income areas in the city, included herein (**Table 1**)

Factor 2: Frequency with which LEP Persons come into contact with the City Transit employees

The frequency with which City Transit employees have, or could have, contact with

LEP persons was reviewed. To date, City Transit employees have had (0) requests for interpreters and (0) requests for translated program documents.

Factor 3: Importance of the service provided by the Transit program.

There is not a large geographic concentration of any type of LEP individuals in the service area for San Marcos. The majority (93.5 percent) of the population speaks English. City projects typically affect the citizens who live in close proximity to the project, more than those that do not. However, it can be interpreted that all projects conducted by the City are important to the citizens of San Marcos. Therefore, any project that is occurring in the City may be important to LEP persons.

Factor 4: Resources available to the City of San Marcos

This step will allow the City to weigh the demand for language assistance against the current and projected financial and personnel resources. This analysis will help determine if the current language assistance measures are cost effective and help plan for future investments that will provide the most needed assistance to the greatest number of LEP persons within the resources available to the City.

Following this guidance, the City has described the language assistance services currently available and additional measures that would help in providing assistance to LEP persons.

Inventory of Language Assistance Measures Currently Being Provided

City staff have the following options available to them to help assist someone who is having trouble communicating due to a language barrier:

- Language Line Services – City staff are able to access interpretation services for more than 170 languages. This service facilitates a clear, three-way conversation between the citizen, the staff member and an interpreter. The cost for Language Line Services interpretation services is $0.50/minute for Spanish and $0.71/minute for all other languages by phone; and $49/ hour for Spanish and $65/hour for all other languages in person.
- Bilingual City Staff – Spanish speaking City staff is available to communicate with the public over the phone, through email, and in person.
- “I Speak” Language Flashcards are available for display. There are 38 languages represented on this flashcard. These are available for free download on www.LEP.gov.

Conclusion

This four-factor analysis will help develop new language assistance services and/or suggest modifications to the existing language assistance measures currently being provided. The information gathered from the Census Bureau, feedback from surveys of community organizations, citizens (including LEP persons) will define the steps that will be implemented in the LEP Plan.

Title VI - Notification of Protections to the Public and Instructions on How to File a Complaint

Notice to the Public:

The City of San Marcos is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all city programs, services and activities.

Instructions on Filing Title VI Complaints

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of San Marcos Human Resource Department. All complaints received by the Human Resource Department are documented and are investigated in accordance with federal standards (28 CFR, Part 35 and FTA Circular 4702.1B). After the complaint is processed, a response (if requested) is sent to the customer filing the complaint and appropriate corrective action is taken.

For more information on the City of San Marcos's civil rights program and the procedures to file a complaint, or to get information in another language, customers are encouraged to contact the Human Resource Department at the number or address below. In addition, customers can obtain information by contacting the following points of services:

512-393-8000
Texas Relay 711

Mailing Address:
City of San Marcos Human Department Attn: Title VI Coordinator
630 E Hopkins
San Marcos, Texas 78666

Email: TitleVICoordinator@Sanmarcostx.gov

A complaint may also be filed directly with the:
Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or
Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team East Building; 5th Floor-TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590

Information in another Language

To request information in another language contact (512) 393-8000, TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666

Título VI - Notificación de protecciones al público e instrucciones sobre cómo presentar una queja
Instrucciones de presentación de quejas

Aviso al público:
La Ciudad de San Marcos se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios por motivos de raza, color u origen nacional, según lo protegido por el Título VI de la Ley de Derechos Civiles de 1964. , la Ley de Restauración de Derechos Civiles de 1987, y estatutos y reglamentos relacionados en todos los programas, servicios y actividades de la ciudad.

Instrucciones para presentar reclamos del Título VI
Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Departamento de Recursos Humanos de la Ciudad de San Marcos. Todas las quejas recibidas por el Departamento de Recursos Humanos están documentadas y se investigan de acuerdo con las normas federales (28 CFR, Parte 35 y FTA Circular 4702.1B). Después de procesar la queja, se envía una respuesta (si se solicita) al cliente que presenta la queja y se toman las medidas correctivas apropiadas.

Para obtener más información sobre el programa de derechos civiles de la Ciudad de San Marcos y los procedimientos para presentar una queja, o para obtener información en otro idioma, se recomienda a los clientes que se comuniquen con el Departamento de Recursos Humanos al número o la dirección a continuación. Además, los clientes pueden obtener información contactando los siguientes puntos de servicios:

512-393-8000
Texas Relay 711

Direccion:
City of San Marcos Human Department
Attn: Title VI Coordinator
630 E Hopkins
San Marcos, Texas 78666

Email: TitleVICoordinator@Sanmarcostx.gov

Una queja también puede ser presentada directamente con el: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team East Building; 5th Floor-TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590

Información en otro idioma

Solicitar información en otro idioma. (512) 393-8000, TitleVICompliance@SanMarcostx.gov , or Title VI Coordinator, 630 E Hopkins, San Marcos, TX 78666

(Found on City's Website)

Filing a Discrimination Complaint with the City

Any person who believes they have been discriminated against, on the grounds of race, color, or national origin (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) can file a complaint with the City. A complaint may also be filed by a representative on behalf of such a person.

1. Complaints shall be submitted in writing on the City's Civil Rights Complaint form (links below) and must be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.

   Title VI Compliant Form-English

   Title VI Complaint Form – Spanish

2. Mail the completed form to City of San Marcos, Attn: Title VI Complaints, 630 E Hopkins, San Marcos, TX 78666 or email TitleVICoordinator@Sanmarcostx.gov
3. Upon receipt of the complaint, the City will acknowledge receipt of the allegation to the complainant. The City shall also notify the appropriate division. The City shall review the complaint, policies and procedures associated with the complaint, circumstances under which the alleged discrimination occurred and any other pertinent factors. Within 30 days of the receipt of the complaint, the City shall respond to the complainant in writing, of the results.
4. If no violation is found and the complainant wishes to appeal, the complainant may appeal directly to the City Manager's Office, City of San Marcos, 630 E Hopkins, San Marcos, TX 78666.
5. If the City *is named* as the discriminatory party, the City shall forward the complaint to the appropriate division within the U.S. Department of Transportation, within 10 days.

Filing a Discrimination Complaint with the Federal Transit Administration

Any person who believes they have been discriminated against, on the grounds of race, color, or national origin (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 200d-3) can file a complaint with the Federal Transit Administration (FTA). A complaint may also be filed by a representative on behalf of such a person.

1. Complaints shall be submitted in writing on the FTA's Civil Rights Complaint Form and must be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.

2. Mail the completed form to Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team East Building; 5th Floor-TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590

Filing a Discrimination Complaint with the TXDOT

1. Complaints shall be submitted in writing on TxDOT's Complaint form and must be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.
2. Mail the completed form to Texas Department of Transportation, Office of Civil Rights, 125 East 11th Street, Austin, Texas 78701 or by faxing it to 512-416-4751.

Title VI information for filing a complaint can also be found on the City's website, www.sanmarcostx.gov

Cómo presentar una queja por discriminación con la ciudad

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional (donde el objetivo principal de la asistencia financiera es proporcionar empleo según 42 U.S.C.§ 200d-3) puede presentar una queja ante la Ciudad. Un representante también puede presentar una queja en nombre de dicha persona.

1. Las quejas deben presentarse por escrito en el formulario de quejas de derechos civiles de la ciudad (enlaces a continuación) y deben estar firmadas por el demandante y / o el representante del demandante. Las quejas deberán exponer lo más completamente posible los hechos y circunstancias que rodean la discriminación reclamada.

Título que cumple con el formulario-Inglés

Formulario de Queja del Título VI - Español

2. Envíe por correo el formulario completado a la ciudad de San Marcos, a la atención de: Quejas del Título VI, 630 E Hopkins, San Marcos, TX 78666 or correo electrónico TitleVICoordinator@Sanmarcostx.gov.

3. Al recibir la queja, la Ciudad acusará recibo de la acusación al demandante. La Ciudad también deberá notificar a la división correspondiente. La Ciudad revisará la queja, las políticas y los procedimientos asociados con la queja, las circunstancias bajo las cuales ocurrió la supuesta discriminación y cualquier otro factor pertinente. Dentro de los 30 días posteriores a la recepción de la queja, la Ciudad responderá al reclamante por escrito, de los resultados.

4. Si no se encuentra una violación y el demandante desea apelar, el demandante puede apelar directamente a la Oficina del Administrador de la Ciudad, Ciudad de San Marcos, 630 E Hopkins, San Marcos, TX 78666.

5. Si la Ciudad es nombrada como la parte discriminatoria, la Ciudad enviará la queja a la división correspondiente dentro del Departamento de Transporte de los Estados Unidos, dentro de los 10 días.

Cómo presentar una queja por discriminación ante la Administración Federal de Tránsito

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional (donde el objetivo principal de la asistencia financiera es proporcionar empleo según 42 USC § 200d-3) puede presentar una queja ante el Tránsito Federal. Administración (FTA). Un representante también puede presentar una queja en nombre de dicha persona..

1. Las quejas se presentarán por escrito en el Formulario de quejas de derechos civiles del TLC y deben ser firmadas por el demandante y / o el representante del demandante. Las quejas deberán exponer lo más completamente posible los hechos y circunstancias que rodean la discriminación reclamada.

2. Envíe por correo el formulario completo a Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team East Building; 5th Floor-TCR; 1200 New Jersey Avenue, SE; Washington, DC 20590

Cómo presentar una queja por discriminación con el Departamento de Transporte de Texas

1. Las quejas se presentarán por escrito en el formulario de quejas de TxDOT y deben estar firmadas por el reclamante y / o el representante del reclamante. Las quejas deberán exponer lo más completamente posible los hechos y circunstancias que rodean la discriminación reclamada.

2. Envíe por correo el formulario completo al Departamento de Transporte de Texas, Oficina de Derechos Civiles, 125 East 11th Street, Austin, Texas 78701 o por fax al 512-416-4751.

La información del Título VI para presentar una queja también se puede encontrar en el sitio web de la Ciudad, www.sanmarcostx.gov

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The City of San Marcos maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission related to Transit.

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

Monitoring Program and Annual Work Plan & Accomplishment Report

This section includes information on the City's Title VI monitoring program, which includes data collection, data analysis and reporting.

Data Collection and Analysis

The City will collect demographic data for its Department of Transportation projects. Demographic data will include race, color, and national origin of affected citizens, as available. The collected demographic data will be analyzed to ensure there is not a disproportionate effect on protected classes of citizens.

The City will use census data, justice maps and information from the CDBG program to determine which populations are being affected by the City's Department of Transportation projects. The Department will compile the information for the accomplishment report.

Reporting

The Departments will prepare an annual work plan and accomplishment report of the data analysis. If deficiencies are found in the treatment of Title VI protected person, then corrective actions will be implemented. The report will include information regarding any complaints which may have been received.

The goal of the report is to update TxDOT regarding how the City is successfully implementing the Title VI Program. The report will be available for TxDOT to review annually by February 28th.

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, the **City of San Marcos** will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- Provide for early, frequent and continuous engagement by the public.
- Select accessible and varied meeting locations and times
- Use social media in addition to other resources as a way to gain public involvement
- Promote City's website for Title VI Compliance
- Expand traditional outreach methods by visiting community centers, libraries, faith-based and institutions.

Public Outreach Activities

The public outreach and involvement activities conducted by the **City of San Marcos** since the last Title VI Program submission are summarized in the table below. There have been none.

Event Date	**City of San Marcos** Staffer(s)	**Activity**	**Communication Method** (Public Notice, Posters, Social Media)	**Notes**

Demographics

In order to provide meaningful communications about TxDOT funded projects, the first step is to understand the targeted audience. This section provides the demographic profile of LEP persons in the San Marcos.

LEP Populations

As mentioned in LEP section, according to the Census Bureau, approximately 57,193 people, age five and older, lived within the city limits of San Marcos, Texas in 2017; of which most (93.5 percent) speak English and a small percentage spoke English less well (6.5 percent). The largest LEP populations in San Marcos are Spanish speakers followed by Other Indo-European, and Asian and Pacific speakers. These LEP speakers account for 1,883 or 3.9 percent of all LEP speakers who only speak English less than "very well" 18 years or older. Of the LEP speakers 1,752 speak Spanish and 131 other languages.

Age and Workforce

According to the Census Bureau, the City of San Marcos' population is 49,910 who are 16 years or over in age. 32,923 of City's population are in the work force. Of the workers 16 years of age or over, 748 are commuting to work by public transportation and 1,436 are walking to work.

Income below the Poverty Level

According to the Census Bureau, 19.3% of the City of San Marcos families' income are below the poverty level and 35.8% of the people of San Marcos are below the poverty level.

Public Involvement Strategies, Procedures and Desired Outcomes

Electronic & Web-based Media
The City also makes use of electronic and web-based media to communicate information about planned activities and on-going projects:

- Press Releases are used to announce events that will occur within two weeks or to communicate project milestones, immediate releases of information and/or to provide notice of closures. Press releases are emailed to several media outlets and are included on the City's website.
- News Items are generally generated on the City's website in response to a press release however a news item can be created without a press release, such as when project information is updated on the City's website and/or via social media. News items serve the same purpose as press releases but do not require distribution to outside media outlets.
- Social Media – Blogs/Facebook/Twitter is used to provide communications about project progress and allow for interaction among and between stakeholders and the City. These social media outlets can also be used to generate a historical record of project progress and commentary provided by the community.

Stakeholders that could assist with Future Public Involvement Activities
Community and civic organizations and businesses may be useful outlets to contact when planning and/or implementing future public involvement activities.

Conduct Interviews and Surveys
Survey and interview citizens of San Marcos about their needs.

Public Notice is posted:

- City website
- City Hall bulletin board inside and outside
- Municipal building bulletin board
- Library bulletin board
- Grant Harris building bulletin board

Federal Transit Administration Requirements

Fixed Route Transit Provider System-wide Service Standards and Policies**:** The following provides the City of San Marcos' four quantitative service standards for public transportation as required by the Federal Transit Administration. The four quantitative measures required are 1. Vehicle load, 2. Vehicle headway, 3. On-time performance, and 4. Service availability.

Additionally, transit operators are required to adopt two service policies for 1. Distribution of transit amenities, and 2. Vehicle assignment.

Service Standards:

- Vehicle load: Vehicle load is not to exceed one during off-peak periods and 1.37 (series 3000' bus only) during the peak time continually. Below is the vehicle load for each mode of transportation offered by the City.

Bus type	Sitting room	Standing room	Vehicle load
2200' series	12	0 (safety)	1
2500' series	16	0 (safety)	1
2600' series	16	0 (safety)	1
2700' series	14	0 (safety)	1
3000' series	27	10	1.37
4000' series*	40	0 (safety, interstate travel)	1

*Used for Interurban Express no standing room for safety while traveling on the interstate

- Vehicle headway: The City of San Marcos offers two fixed-route services to the community local and interurban routes.
    - Local routes: routes serving the San Marcos Urbanized Area will have at least a 60-minute headway during operational service hours.
    - Interurban routes: route serving as a regional connector to the Austin Urbanized Area serves San Marcos limited times throughout the day. Interurban routes will have at least a 3-hour headway during operational service hours.

- On-time performance: At least 95% of vehicles will arrive with 5 minutes of the scheduled time

- Service availability: San Marcos Transit will take measures to provide public transportation service to 50% of the total population within reason. The City will utilize census data to determine the population served

Service Policies:

- Distribution of transit amenities: We will consider installing transit shelters with benches, and waste receptacles when a least 10 people board at a location every operating day. Locations are subject to restrictions including ADA, passenger safety, and other considerations.

- Vehicle assignment: All vehicles are ADA compliant and equipped with AC and bike racks. All vehicles meet the safety needs of each route condition. Busses are assigned to routes based on ridership demand and satisfy safety needs. Certain vehicles are assigned to specific routes when required by operating conditions (smaller buses are needed when road and route turns are narrow)

Vital Documents Translated into to Spanish

- Title VI Complaint Form
- Notice of person's rights under Title VI
- Title VI Filing a Discrimination Complaint Process
- Route changes/detour notifications
- Press releases
- Riders Guide

Sub-recipient Monitoring

The City Transit division currently does not have any sub-recipients.

Site Equity Analysis:

N/A as we have not built a transit facility

Existing Public Involvement Strategies, Procedures and Desired Outcomes

Electronic & Web-based Media

The City also makes use of electronic and web-based media to communicate information about planned activities and on-going projects:

- Press Releases are used to announce events that will occur within two weeks or to communicate project milestones, immediate releases of information and/or to provide notice of closures. Press releases are emailed to several media outlets and are included on the City's website.
- News Items are generally generated on the City's website in response to a press release however a news item can be created without a press release, such as when project information is updated on the City's website and/or via social media. News items serve the same purpose as press releases but do not require distribution to outside media outlets.
- Social Media – Blogs/Facebook/Twitter is used to provide communications about project progress and allow for interaction among and between stakeholders and the City. These social media outlets can also be used to generate a historical record of project progress and commentary provided by the community.

Print Media

The City uses several forms of print media:

- Fliers are produced in a fact sheet format and are used primarily for project-specific information about project activities that will occur in the surrounding area. They are distributed by hand to potentially affected stakeholders. This print medium could be translated into Spanish and could be interpreted into other languages, upon request.
- Door Hangers contain similar content and serve the same purpose as fliers. They are distributed by hand to potentially affected stakeholders to share project-specific information about project work in the surrounding area.
- Formal Letters are produced on standard City letterhead and mailed; they are used to communicate with specific individuals and/or businesses and they serve primarily as project notification and/or correspondence.

Public Meetings

The City employs several different types of public meetings based on the communication needs:

- Neighborhood Meetings are less formal than public meetings; they generally involve a discussion between City staff and community members about specific concerns, related to projects which directly impact them. The function of a neighborhood meeting is to provide information about a proposed project, ensure public participation in the development of the project, and to keep the community informed during the project's life cycle.
- Open Houses are generally informal meetings that allow for participants to come and go as they please, ask questions of City staff, and provide written and/or verbal comments. The City uses this meeting format to provide information to the community and to solicit community feedback on proposed projects. These meeting are often conducted when a program or service is beginning, terminating and/or changing.

Recommended Public Involvement Strategies, Procedures and Desired Outcomes
Based on the demographic characteristics of the City and the public involvement strategies currently being implemented, below are some recommendations to enhance the current public involvement approach.

There are a variety of ways to communicate these messages to the general public including mail, social media, television, newspapers, via the utility bill, and in-person. LEP populations tend to prefer communications via mass media outlets that are in their language and/or in-person by an informed and/or trusted person, such as someone from a community organization that can speak their language. Elderly populations tend to trust notices that are provided in print.

In addition to these strategies, local venues can be utilized to communicate these messages. Each interaction should be targeted as specifically as possible to the needs of the audience– meetings with neighborhood groups, religious congregations, and various other community organizations. City staff could offer to speak at outreach events held by community organizations. These smaller venues provide additional opportunities for meaningful exchange of information and opinion.

Translate Outreach Materials
A Spanish interpreter can be present upon request to provide interpretive services for other public involvement activities, such as surveys and meetings. The presence of the interpreter should be identified at meetings with signs clearly posted to let participants know that this service is available. Meeting materials (including exhibits, agendas, comment cards, handouts, presentations, pocket cards, postcards, newsletters, etc.) could be translated into Spanish, as needed and if requested in advance, or the interpreter would provide competent oral translation of meeting materials. Other technical exhibits could use pictograms and photos to communicate the intended message with fewer words.

Communication Strategies and Consideration Low-Income, and/or LEP Populations
There are many ways that the City can help ensure meaningful communications are provided to low-income and/or LEP populations. One way the City can provide effective communications to the local low-income, and/or LEP community is to tailor public involvement activities to the local population they are trying to reach. This process starts with the collection of demographic data, including languages spoken in the project area, but includes other considerations.

Translation and Interpretive Services
The City has identified the specific language services that the community members may request which is provided in the LEP Plan. Based on the findings in the LEP Plan, Spanish is the predominant language spoken by persons with LEP in San Marcos. The following are some recommendations; see the LEP Plan for a more robust discussion of LEP considerations and strategies.

- Public meeting announcements should be translated into Spanish. Translated notification could be added to the English version of these announcements indicating that interpretive services are available upon request and free of cost.
- The City should provide at least one Spanish interpreter at each public meeting upon request.

Identify and Engage a Trusted and Well-known Community Member or Organization
Best management practices, as described in guidance and by professional public involvement organizations, suggest that coordination with a trusted community member or organization can improve the communication strategy. These people can help gain insight into the interests, concerns, and desires of the community; help share project information in the community (word of mouth by a trusted community member may result in better understanding and may engender trust); and may be able to present information at meetings and/or serve as facilitators.

The following are some sample questions that could be asked of a trusted community member and/or organization to start the learning process:

- What do you know about the project?
- Do you think there is a lot of interest in this project within your community?
- How important is this project to the local community?
- What are the community's thoughts about this project?
- What is the primary way you get information about local issues? (Family and friends, a certain newspaper, web site, a gathering spot, etc.)
- What are the most effective ways to reach out to and engage your community? (Public meetings, events, newsletters, etc.?)
- In your experience, what public meeting formats have been most effective in reaching your community? Is there a better way of reaching them than public meetings? Is there a community expectation that the meetings be held in a particular language?
- Can you suggest a good location to hold a community meeting about this project (name and contact)? Are there any days of the week or times you think work better than others?
- Does your neighborhood/association hold regular meetings that the project team could attend? Or are there specific community events that would present opportunity for the project team to engage the community?
- Is there a neighborhood/association list-service or on-line forum through which we can provide information about opportunities to stay informed and provide feedback? Does your group/association/community have a newsletter?
- What can we learn from any earlier efforts to involve this community (lessons learned, what worked? What could have gone better?)
- Who else should be involved (names and contacts)?
- Can you recommend someone who is well known and trusted in the community to help distribute project information, gather feedback and act as project liaison?

Plan Re-evaluation and Revisions Policy

Evaluation can help track outreach efforts, discover dissemination problems early, and find out whether communication strategies have impacted communications and/or relations with local communities. The results can help improve future efforts.

The City should reconsider the effectiveness of their communication strategies and procedures every two years (on the same schedule as the re-evaluation of the LEP Plan). The following discussion describes what should occur during this evaluation step.

Conduct Internal Monitoring
It is important to obtain informal feedback from internal as well as external stakeholders. This could be in the form of a team meeting including City staff who may be involved in the process. Questions that could be discussed in this meeting include:

- Is the input received from the public useful in the decision making process? If so, how has it been useful? If not, how could it be improved?
- Did the public receive the information they needed to provide meaningful input?
- Has anything occurred to warrant changes to the existing plan?
- Is the internal commitment of all parties still in place?

Obtain Feedback from Community Organizations
The City should contact community organizations to ask if they would be willing to conduct a follow-up survey. This outreach would allow the City to determine if there have been any noticeable changes in the demographics of the population in their service area, to receive input on whether the public involvement strategies currently in place and efforts to inform the City and LEP communities of the availability of language assistance are working, and to continue to inform the LEP community of new or updated language assistance.

Meeting Evaluations
A short, to-the-point questionnaire could be used at the end of public meetings to get a sense of how effective the meeting was perceived to be by the public. This questionnaire could be placed on the back of a comment card or provided as a separate handout. Possible questions could include:

- How did you hear about tonight's meeting?
- On a scale from 1 (did not like) to 5 (liked very much), rate the location of this meeting?
- On a scale from 1 to 5, rate the information presented and on display?
- On a scale from 1 to 5, how would you rate the "Open House" format used for tonight's meeting?
- In which language do you prefer to receive project information?
- Do you have any other comments?

Make Modifications to PPP Plan as Necessary
Based on the feedback received from the internal monitoring and feedback from community organizations, the City would likely need to make incremental changes to the public involvement strategies as well as staff training.

Please review the LEP Plan for more information on how language assistance measures will be monitored and revaluated.

Table 1 – Selected Economic Characteristics in San Marcos Texas 2012-2016

Subject	San Marcos city, Texas			
	Estimate	Margin of Error	Percent	Percent Margin of Error
EMPLOYMENT STATUS				
Population 16 years and over	49,910	+/-710	49,910	(X)
In labor force	32,923	+/-990	66.0%	+/-1.8
Civilian labor force	32,828	+/-1,003	65.8%	+/-1.8
Employed	30,069	+/-1,079	60.2%	+/-2.0
Unemployed	2,759	+/-521	5.5%	+/-1.0
Armed Forces	95	+/-75	0.2%	+/-0.2
Not in labor force	16,987	+/-931	34.0%	+/-1.8
Civilian labor force	32,828	+/-1,003	32,828	(X)
Unemployment Rate	(X)	(X)	8.4%	+/-1.6
Females 16 years and over	26,051	+/-666	26,051	(X)
In labor force	15,727	+/-888	60.4%	+/-2.7
Civilian labor force	15,727	+/-888	60.4%	+/-2.7
Employed	14,420	+/-878	55.4%	+/-2.8
Own children of the householder under 6 years	2,831	+/-488	2,831	(X)
All parents in family in labor force	2,284	+/-459	80.7%	+/-7.1
Own children of the householder 6 to 17 years	5,173	+/-660	5,173	(X)
All parents in family in labor force	3,906	+/-560	75.5%	+/-8.9
COMMUTING TO WORK				
Workers 16 years and over	29,667	+/-1,047	29,667	(X)
Car, truck, or van -- drove alone	23,166	+/-1,062	78.1%	+/-2.3
Car, truck, or van -- carpooled	2,750	+/-682	9.3%	+/-2.2
Public transportation (excluding taxicab)	748	+/-275	2.5%	+/-0.9
Walked	1,436	+/-370	4.8%	+/-1.3
Other means	768	+/-199	2.6%	+/-0.7
Worked at home	799	+/-247	2.7%	+/-0.8
Mean travel time to work (minutes)	21.9	+/-1.3	(X)	(X)
OCCUPATION				
Civilian employed population 16 years and over	30,069	+/-1,079	30,069	(X)
Management, business, science, and arts occupations	8,440	+/-803	28.1%	+/-2.6
Service occupations	7,155	+/-901	23.8%	+/-2.8
Sales and office occupations	9,001	+/-996	29.9%	+/-3.1
Natural resources, construction, and maintenance occupations	2,464	+/-449	8.2%	+/-1.5
Production, transportation, and material moving occupations	3,009	+/-593	10.0%	+/-1.9
INDUSTRY				
Civilian employed population 16 years and over	30,069	+/-1,079	30,069	(X)
Agriculture, forestry, fishing and hunting, and mining	345	+/-155	1.1%	+/-0.5
Construction	1,731	+/-435	5.8%	+/-1.4

Subject	San Marcos city, Texas			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Manufacturing	1,453	+/-420	4.8%	+/-1.4
Wholesale trade	715	+/-264	2.4%	+/-0.9
Retail trade	6,245	+/-832	20.8%	+/-2.6
Transportation and warehousing, and utilities	929	+/-430	3.1%	+/-1.4
Information	224	+/-92	0.7%	+/-0.3
Finance and insurance, and real estate and rental and leasing	942	+/-247	3.1%	+/-0.8
Professional, scientific, and management, and administrative and waste management services	2,095	+/-403	7.0%	+/-1.3
Educational services, and health care and social assistance	7,441	+/-608	24.7%	+/-2.1
Arts, entertainment, and recreation, and accommodation and food services	6,098	+/-864	20.3%	+/-2.7
Other services, except public administration	1,032	+/-307	3.4%	+/-1.0
Public administration	819	+/-226	2.7%	+/-0.7
CLASS OF WORKER				
Civilian employed population 16 years and over	30,069	+/-1,079	30,069	(X)
Private wage and salary workers	24,279	+/-1,101	80.7%	+/-1.9
Government workers	4,581	+/-586	15.2%	+/-2.0
Self-employed in own not incorporated business workers	1,132	+/-284	3.8%	+/-0.9
Unpaid family workers	77	+/-113	0.3%	+/-0.4
INCOME AND BENEFITS (IN 2016 INFLATION-ADJUSTED DOLLARS)				
Total households	21,421	+/-602	21,421	(X)
Less than $10,000	3,691	+/-423	17.2%	+/-1.8
$10,000 to $14,999	1,676	+/-331	7.8%	+/-1.5
$15,000 to $24,999	3,529	+/-530	16.5%	+/-2.3
$25,000 to $34,999	2,848	+/-448	13.3%	+/-2.1
$35,000 to $49,999	2,861	+/-418	13.4%	+/-1.9
$50,000 to $74,999	3,217	+/-443	15.0%	+/-2.0
$75,000 to $99,999	1,514	+/-272	7.1%	+/-1.3
$100,000 to $149,999	1,287	+/-263	6.0%	+/-1.2
$150,000 to $199,999	448	+/-142	2.1%	+/-0.7
$200,000 or more	350	+/-139	1.6%	+/-0.7
Median household income (dollars)	30,985	+/-1,951	(X)	(X)
Mean household income (dollars)	46,004	+/-2,931	(X)	(X)
With earnings	17,935	+/-620	83.7%	+/-2.1
Mean earnings (dollars)	46,447	+/-3,261	(X)	(X)
With Social Security	3,052	+/-314	14.2%	+/-1.4
Mean Social Security income (dollars)	17,014	+/-1,714	(X)	(X)
With retirement income	1,608	+/-221	7.5%	+/-1.1
Mean retirement income (dollars)	18,862	+/-2,833	(X)	(X)
With Supplemental Security Income	745	+/-216	3.5%	+/-1.0
Mean Supplemental Security Income (dollars)	8,526	+/-1,091	(X)	(X)
With cash public assistance income	351	+/-109	1.6%	+/-0.5
Mean cash public assistance income (dollars)	2,664	+/-1,150	(X)	(X)
With Food Stamp/SNAP benefits in the past 12 months	2,363	+/-333	11.0%	+/-1.6

Subject	San Marcos city, Texas			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Families	8,621	+/-507	8,621	(X)
Less than $10,000	634	+/-230	7.4%	+/-2.6
$10,000 to $14,999	300	+/-145	3.5%	+/-1.6
$15,000 to $24,999	1,391	+/-355	16.1%	+/-3.9
$25,000 to $34,999	875	+/-226	10.1%	+/-2.7
$35,000 to $49,999	1,415	+/-317	16.4%	+/-3.5
$50,000 to $74,999	1,606	+/-327	18.6%	+/-3.5
$75,000 to $99,999	985	+/-258	11.4%	+/-3.0
$100,000 to $149,999	884	+/-227	10.3%	+/-2.7
$150,000 to $199,999	297	+/-125	3.4%	+/-1.5
$200,000 or more	234	+/-103	2.7%	+/-1.2
Median family income (dollars)	46,736	+/-3,390	(X)	(X)
Mean family income (dollars)	61,866	+/-4,673	(X)	(X)
Per capita income (dollars)	18,541	+/-1,073	(X)	(X)
Nonfamily households	12,800	+/-725	12,800	(X)
Median nonfamily income (dollars)	23,014	+/-2,118	(X)	(X)
Mean nonfamily income (dollars)	33,972	+/-3,997	(X)	(X)
Median earnings for workers (dollars)	14,901	+/-1,252	(X)	(X)
Median earnings for male full-time, year-round workers (dollars)	33,754	+/-3,182	(X)	(X)
Median earnings for female full-time, year-round workers (dollars)	30,556	+/-2,257	(X)	(X)
HEALTH INSURANCE COVERAGE				
Civilian noninstitutionalized population	56,774	+/-524	56,774	(X)
With health insurance coverage	46,334	+/-1,172	81.6%	+/-1.9
With private health insurance	38,356	+/-1,324	67.6%	+/-2.3
With public coverage	11,426	+/-1,059	20.1%	+/-1.8
No health insurance coverage	10,440	+/-1,047	18.4%	+/-1.9
Civilian noninstitutionalized population under 18 years	8,755	+/-707	8,755	(X)
No health insurance coverage	859	+/-406	9.8%	+/-4.6
Civilian noninstitutionalized population 18 to 64 years	44,138	+/-755	44,138	(X)
In labor force:	31,898	+/-995	31,898	(X)
Employed:	29,172	+/-1,074	29,172	(X)
With health insurance coverage	22,601	+/-990	77.5%	+/-2.7
With private health insurance	21,641	+/-1,023	74.2%	+/-2.9
With public coverage	1,303	+/-318	4.5%	+/-1.1
No health insurance coverage	6,571	+/-877	22.5%	+/-2.7
Unemployed:	2,726	+/-524	2,726	(X)
With health insurance coverage	2,111	+/-468	77.4%	+/-6.6
With private health insurance	1,782	+/-421	65.4%	+/-8.5
With public coverage	396	+/-190	14.5%	+/-6.3
No health insurance coverage	615	+/-201	22.6%	+/-6.6
Not in labor force:	12,240	+/-830	12,240	(X)

Table 2 – Characteristics of People by Language Spoken at Home in San Marcos Texas 2012-2016

https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF

	San Marcos city, Texas											
	Total		Percent		Percent of specified language speakers							
					Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
Subject	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	54,953	+/-691	(X)	(X)	51,177	+/-687	93.1%	+/-1.4	3,776	+/-775	6.9%	+/-1.4
Speak only English	39,889	+/-1,253	72.6%	+/-2.3	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	15,064	+/-1,323	27.4%	+/-2.3	11,288	+/-1,008	74.9%	+/-4.1	3,776	+/-775	25.1%	+/-4.1
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	13,346	+/-1,244	24.3%	+/-2.2	10,037	+/-870	75.2%	+/-4.5	3,309	+/-779	24.8%	+/-4.5
5 to 17 years old	1,703	+/-578	3.1%	+/-1.0	1,220	+/-387	71.6%	+/-15.4	483	+/-350	28.4%	+/-15.4
18 to 64 years old	10,308	+/-865	18.8%	+/-1.5	8,159	+/-696	79.2%	+/-4.3	2,149	+/-531	20.8%	+/-4.3
65 years old and over	1,335	+/-236	2.4%	+/-0.4	658	+/-195	49.3%	+/-12.9	677	+/-217	50.7%	+/-12.9
Other Indo-European languages	725	+/-291	1.3%	+/-0.5	633	+/-265	87.3%	+/-13.6	92	+/-107	12.7%	+/-13.6
5 to 17 years old	25	+/-40	0.0%	+/-0.1	25	+/-40	100.0%	+/-63.7	0	+/-30	0.0%	+/-63.7
18 to 64 years old	668	+/-278	1.2%	+/-0.5	576	+/-252	86.2%	+/-14.7	92	+/-107	13.8%	+/-14.7
65 years old and over	32	+/-47	0.1%	+/-0.1	32	+/-47	100.0%	+/-56.3	0	+/-30	0.0%	+/-56.3
Asian and Pacific Island languages	795	+/-290	1.4%	+/-0.5	493	+/-254	62.0%	+/-17.8	302	+/-160	38.0%	+/-17.8
5 to 17 years old	66	+/-67	0.1%	+/-0.1	66	+/-67	100.0%	+/-39.2	0	+/-30	0.0%	+/-39.2
18 to 64 years old	711	+/-260	1.3%	+/-0.5	427	+/-221	60.1%	+/-18.7	284	+/-158	39.9%	+/-18.7
65 years old and over	18	+/-29	0.0%	+/-0.1	0	+/-30	0.0%	+/-75.1	18	+/-29	100.0%	+/-75.1
Other languages	198	+/-204	0.4%	+/-0.4	125	+/-100	63.1%	+/-32.1	73	+/-116	36.9%	+/-32.1
5 to 17 years old	4	+/-8	0.0%	+/-0.1	4	+/-8	100.0%	+/-100.0	0	+/-30	0.0%	+/-100.0
18 to 64 years old	183	+/-202	0.3%	+/-0.4	110	+/-98	60.1%	+/-32.1	73	+/-116	39.9%	+/-32.1
65 years old and over	11	+/-19	0.0%	+/-0.1	11	+/-19	100.0%	+/-96.0	0	+/-30	0.0%	+/-96.0