

Title VI Plan

**Rolling Plains Management Corporation
dba SHARP Lines Rural Public Transportation**

October 3, 2023

(TVI plan expires 3 years from date listed above)

Title VI Plan Table of Contents

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Section 1: Title VI Plan Approval

Title VI Plan
Adopted on: October 3, 2017
Rolling Plains Management Corporation
Board of Directors
Adopted by: _____

Please see Appendix A & B for documentation of approval.

Title VI Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions
11/17/2020	2, 8, 9, & 10	Updated Data
10/3/2023	2, 8, 9, & 10	Updated Data

Section 2: Description of Organization and Service Provided

1. A general introduction/summary of your organization

SHARP Lines Rural Public Transportations is a program division of Rolling Plains Management Corporation, a private, non-profit agency with headquarters in Crowell, Texas focused on providing assistance to people in North Texas.

As a well-established partner in the North Texas service community since 1965, is a multi-service organization, whose mission to provide persons in need with the resources to overcome barriers to success. The realm of services provided through the agency include child care, rural public and nonemergency medical transportation, weatherization, assistance programs for rent, energy bills, childcare, and other needs, nutrition programs for children, Head Start, Early Head Start and community based services.

Rolling Plains Management Corporation maintains its central administrative offices in Crowell, Texas. Program services are provided through its Crowell office in addition to other local office and program sites in Paducah, Quanah, Seymour, Vernon, Knox City, Munday, Olney, Graham, Archer City, Holliday, Jacksboro, Wichita Falls, Bowie, and Abilene. Not all program services are available in all locations.

2. The type of service you provide; such as fixed-route, deviated route, or demand response service

SHARP Lines provides transportation under a demand response service for the public. All passengers must have reservations at least 48 hours in advance for curb-to-curb service. Reservations are honored on a first-call, first-served basis based on availability of a driver and vehicle

Medical Transportation. SHARP Lines is an approved contractor to provide non-emergency medical transportation services for Medicaid-approved clients in 12 counties in North Texas. To obtain medical transportation, clients must contact Medicaid to get a trip confirmation number prior to scheduling their trip on SHARP Lines.

3. The number of transit-related employees and the number of revenue service vehicles

Using a fleet of ninety-one (91) passenger cars, vans and small transit buses and approximately 40 full and part time drivers under a demand response system, SHARP Lines Rural Public Transportation provides curb-to-curb transportation services.

A travel training specialist and four dispatchers work directly with clients to assess their needs, schedule appropriate transportation and dispatch vehicles in an efficient manner which limits client wait and trip times.

4. The area where service is provided; include a service area map, if available.

Rolling Plains Management Corporation operates public transportation system, SHARP Lines Rural Public Transportation, for residents of Archer, Baylor, Cottle, Foard, Hardeman, Jack, rural Wichita, Wilbarger, and Young counties.

Section 3: Title VI Policy Statement

Policy Statement

The Rolling Plains Management Corporation dba SHARP Lines Rural Public Transportation as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Texas Department of Transportation (TxDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and TxDOT PTN requirements as specified in Master Grant Agreement, and State Management Plan.

Section 4: TITLE VI Notice to the Public

The Rolling Plains Management Corporation's Notice to the Public for transit services is as follows:

Notifying the Public of Rights Under Title VI

Rolling Plains Management Corporation dba SHARP Lines Rural Public Transportation

- ✓ The Rolling Plains Management Corporation dba SHARP Lines Rural Public Transportation operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Rolling Plains Management Corporation.
- ✓ For more information on the Rolling Plains Management Corporation's civil rights program, the procedures to file a complaint, or to file a complaint contact (800)633-0852, email title.vi.complaint@rollingplains.org ; or visit our administrative office at 118 North 1st Street, Crowell, Texas 79227. For more information, visit www.rollingplains.org.

- ✓ 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: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ If information is needed in another language, contact 1-800-633-0852
- ✓ Si necesita información en otro idioma, comuníquese con 1-800-633-0852

Notificación al Público de los Derechos Garantizados por Título VI

Rolling Plains Management Corporation dba(haciendo negocios como) SHARP Lines Rural Public Transportation

- ✓ Rolling Plains Management Corporation dba (haciendo negocios como) SHARP Lines Rural Public Transportation opera sus programas y servicios, sin distinción de raza, color, y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título V, puede presentar una queja con el Rolling Plains Management Corporation.
- ✓ Para más información sobre el programa de derechos civiles de Rolling Plains Management Corporation, los procedimientos para presentar una queja o presentar una queja con (800)633-0852, por correo electrónico title.vi.complaint@rollingplains.org ; o visite nuestra oficina administrativa en 118 North 1st Street, Crowell, Texas 79227. Para mas información, visite www.rollingplains.org.
- ✓ Puede también presentar una queja directamente con:

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

Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE Washington, DC 20590
- ✓ Si necesita información en otro idioma, comuníquese con 1-800-633-0852
- ✓ If information is needed in another language, contact 1-800-633-0852

Rolling Plains Management Corporation's Notice to the Public for transit services is posted in the following locations: (*check all that apply*)

- Agency website: www.rollingplains.org
- Public office
- Reception areas
- Meeting rooms
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations

Other, _____

Please note that this information is posted in English and Spanish.

Section 5: Title VI Complaint Procedure

Rolling Plains Management Corporation's Title VI Complaint Procedure for transit related issues is made available in the following locations: *(check all that apply)*

- Agency website: www.rollingplains.org
 - Public office
 - Reception areas
 - Meeting rooms
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold
 - Other, _____
-

**Rolling Plains Management Corporation
dba SHARP Lines Rural Public Transportation
Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Rolling Plains Management Corporation may file a Title VI complaint by completing and submitting the agency's Sharp Lines Rural Public Transportation Title VI Complaint Form. Complaint forms can be found at: www.rollingplains.org, or requested at: 118 North 1st Street, PO Box 490, Crowell, Texas 79227.

Rolling Plains Management Corporation investigates complaints received no more than 180 days after the alleged incident. Rolling Plains Management Corporation will process complaints that are complete.

Once the complaint is received, Rolling Plains Management Corporation will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Rolling Plains Management Corporation will investigate the complaint. If more information is needed to resolve the case, Rolling Plains Management Corporation may contact the complainant.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Rolling Plains Management Corporation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has seven (7) calendar days after the date of the letter or the LOF to do so.

A person may also file a complaint 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: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 1-800-633-0852
Si necesita información en otro idioma, comuníquese con 1-800-633-0852

Rolling Plains Management Corporation
dba SHARP Lines Rural Public Transportation
Título VI Procedimientos de Quejas

Cualquier persona que cree que él o ella ha sido discriminado sobre la base de raza, color o origen nacional por Rolling Plains Management Corporation puede presentar una queja de Título VI completando y presentando el Formulario de Queja de Título VI de Transporte Público Rural de Sharp Lines. Los formularios de quejas pueden ser encontrados en: www.rollingplains.org , o solicitados en: 118 North 1st Street, PO Box 490, Crowell, Texas 79227.

Rolling Plains Management Corporation investiga las quejas recibidas no más de 180 días después del presunto incidente. Rolling Plains Management Corporation procesará las quejas completas.

Una vez que se reciba la queja, Rolling Plains Management Corporation lo revisará para determinar si nuestra oficina tiene jurisdicción. (Una copia de cada queja recibida título VI será enviada al Coordinador de TxDOT en transporte público dentro de los diez (10) días calendario siguientes a la recepción.) El demandante recibirá un acuse de recibo informar a él / ella si la queja será investigada por nuestra oficina.

Rolling Plains Management Corporation investigará la queja. Si se necesita más información para resolver el caso, Rolling Plains Management Corporation puede contactar al demandante.

Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 10 días laborables, Rolling Plains Management Corporation puede cerrar administrativamente el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir adelante con su caso.

Después de que el investigador revise la queja, emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de hallazgo (LOF).

- ✓ Una carta de cierre resume las alegaciones e indica que no hubo una violación del Título VI y que el caso será cerrado
- ✓ Una carta de hallazgo (LOF) resume las alegaciones y las entrevistas sobre el supuesto incidente, y explica si se producirá cualquier acción disciplinaria, entrenamiento adicional del miembro del personal, o otra acción ocurrirá.

Si el demandante desea apelar la decisión, él / ella tiene siete (7) días calendario después de la fecha de la carta de encontrar o de la LOF para hacerlo.

Una persona también puede presentar una queja directamente: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, o con Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 1-800-633-0852

If information is needed in another language, then contact 1-800-633-0852

Section 5: Title VI Complaint Form

The Rolling Plains Management Corporation's Title VI Complaint Form for transit related issues is made available in the following locations: *(check all that apply)*

- Agency website
 - Hard copy in the central office
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

**Rolling Plains Management Corporation
SHARP Lines Rural Public Transportation
Title VI Complaint Form**

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Email Address:

Accessible

Format

Large Print

Audio Tape

Requirements?

TDD

Other

Section II:

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 III:

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

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.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

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:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

If information is needed in another language, then contact 1-800-633-0852

Si necesita información en otro idioma, comuníquese con 1-800-633-0852

Please submit this form in person at the address below, or mail this form to:

Rolling Plains Management Corporation
118 N. First, P. O. Box 490
Crowell, Texas 79227

**Rolling Plains Management Corporation
SHARP Lines Rural Public Transportation**

Título VI Formulario de Queja

Sección I:

Nombre:

Dirección:

Teléfono (Domicilio):

Teléfono (Trabajo):

Dirección de correo electrónico:

Requisitos

Formato

Letra Grande

Cinta de Audio

Accesibles?

TDD

Otra

Sección II:

¿Está presentando esta queja en sus 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 presentado un tercero:

Por favor, confirme que ha obtenido el permiso de la parte agraviada si está presentando en nombre de un tercero

Sí

No

Sección III:

Creo que la discriminación que experimenté se basó

Raza

Color

Origen Nacional

Fecha de Presunta Discriminación (Mez, Día, Año): _____

Explique los más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas involucradas. Incluye el nombre y la información de contacto de la persona(s) que discriminó (si se conoce), así como nombres e información de contacto de cualquier testigo. Si necesitas más espacio, utilice el reverso de esta formulario.

Sección IV

¿Ha presentado anteriormente una queja de Título VI con esta agencia?

Sí

No

Sección V	
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier corte federal o estatal?	
<input type="checkbox"/> Sí	<input type="checkbox"/> No
En caso afirmativo, marque todas las que correspondan:	
<input type="checkbox"/> Agencia Federal: _____	
<input type="checkbox"/> Corte Federal _____	<input type="checkbox"/> Agencia Estatal _____
<input type="checkbox"/> Corte Estatal _____	<input type="checkbox"/> Agencia Local _____
Proporcione información sobre una persona de contacto en la agencia/ corte donde se persentó la queja.	
Nombre: _____	
Título: _____	
Agencia: _____	
Dirección: _____	
Teléfono: _____	
Sección VI	
El nombre de la queja de la agencia está en contra:	
Personal de contacto: _____	
Título: _____	
Número de teléfono: _____	

Usted puede adjuntar cualquier material escrito o otra información que considere pertinente a su queja.
Firma y fecha requerida abajo

Firma de Querellante

Fecha

Si necesita información en otro idioma, comuníquese con 1-800-633-0852
If information is needed in another language, then contact 1-800-633-0852

Por favor envíe este formulario en persona a la dirección abajo, o envíe este formulario a:
Rolling Plains Management Corporation
118 N. First, P. O. Box 490
Crowell, Texas 79227

Section 7: List of Transit Related Title VI Investigations, Complaints and Lawsuits

Rolling Plains Management Corporation maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

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

 There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

Section 8: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Rolling Plains Management Corporation 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
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the Rolling Plains Management Corporation since the last Title VI Program submission are summarized in the table below.

Event Date	Rolling Plains Management Corporation Staffer(s)	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
On Going	Communications Coordinator on behalf of all departments	Social Media and website posts	Social Media, website	Information regarding agency services and outcomes are distributed on an ongoing basis via the website, Facebook, and Google Business Profile.
July 2022	Human Resources	Community Job Fair – City of Wichita Falls	In-person	Provided participants attending the event with resources and jobs available through RPMC
August 2022, September 2023	Human Resources	Texas Workforce Job Fair - Crowell	In-person	Provided participants attending the event with resources and jobs available through RPMC
February 2023	Community Services Staff	Hand Up in Nocona	In-person	Provided participants attending the event with resources available through RPMC
March 2023	Human Resources	Community Resource Fair - Vernon	In-person	Provided participants attending the event with resources and jobs available through RPMC

March 2023	Community Services Staff	Rotary Club in Wilbarger County	In-person	Provided participants attending the event with resources available through RPMC
March 2023	Community Services Staff	Graham Resource Fair in Young County	In-person	Provided participants attending the event with resources available through RPMC
March 2023	Community Services Staff	MSU Nonprofit Resource Fair in Wichita Falls	In-person	Provided participants attending the event with resources available through RPMC
June 2023	Human Resources	Health Fair Workforce - Crowell	In-person	Provided participants attending the event with resources and jobs available through RPMC
August 2023	Community Services and Head Start Staff	Back to School events in Wichita and Wilbarger Counties	In-person	Provided participants attending the event with resources available through RPMC

*Note: Due to safety precautions during the COVID-19 pandemic, all regular outreach events were suspended for 2020 - 2022.

Section 9: Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, the Rolling Plains Management Corporation is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Rolling Plains Management Corporation’s Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

Item #1: Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Rolling Plains Management Corporation has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

SHARP Lines’ rural transportation programs serve a 9-county region on the North Central Texas. The area is mostly rural; Wichita Falls is the only urbanized area. The remainder of the area is made up of small towns and rural areas. Service is provided in Archer, Baylor, Cottle, Foard, Hardeman, Jack, rural Wichita, Wilbarger and Young counties.

Total Population by Race Alone, Percent

County	White	Black/ African American	Asian	Native American/ Alaska Native	Native Hawaiian/ Other Pacific Islander	Some Other Race	Multiple Race
Archer	92.89%	.50%	.14%	1.24%	0%	.81%	4.42%
Baylor	85.45%	4.12%	0%	.20%	1.00%	2.18%	7.05%
Cottle	73.33%	7.12%	0%	.13%	0%	7.24%	12.18%
Foard	74.79%	.09%	.83%	.74%	0%	4.14%	19.41%
Hardeman	81.67%	1.29%	2.52%	.84%	0%	3.62%	10.06%
Jack	90.12%	4.33%	.59%	0%	0%	1.13%	3.83%
Wichita	75.47%	10.34%	2.14%	.86%	.11%	4.08%	6.99%
Wilbarger	71.75%	7.67%	3.22%	1.14%	0%	6.32%	9.89%
Young	91.60%	1.25%	.20%	0.60%	0%	2.69%	3.66%

Data Source: US Census Bureau, American Community Survey. 2017-21.

Total Population by Ethnicity Alone, Percent

County	Hispanic or Latino	Non-Hispanic

Archer	8.45%	91.55%
Baylor	14.21%	85.79%
Cottle	20.64%	79.36%
Foard	21.62%	78.38%
Hardeman	24.92%	75.08%
Jack	17.48%	82.52%
Wichita	20.02%	79.98%
Wilbarger	30.26%	69.74%
Young	19.39%	8.61%

Data Source: US Census Bureau, American Community Survey. 2017-21.

Language Spoken at Home

This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than “very well” categorized by the type of language spoken.

County	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages
Archer	2.30%	0%	.10%	0%
Baylor	.20%	0%	0%	0%
Cottle	3.80%	0%	0%	0%
Foard	3.60%	0%	.60%	0%
Hardeman	4.70%	0%	2.30%	0%
Jack	7.00%	.10%	.10%	0%
Wichita	3.00%	.30%	.60%	0%
Wilbarger	5.00%	.20%	1.60%	0%
Young	7.60%	0%	.10%	0%

Data Source: US Census Bureau, American Community Survey. 2021, 5-Year Estimates, Table ID DP02

This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than "very well."

County	% of Population Age 5+ with Limited English Proficiency
Archer	2.5%
Baylor	.2%
Cottle	3.8%
Foard	4.2%
Hardeman	7.0%
Jack	7.3%
Wichita	3.9%
Wilbarger	6.8%
Young	7.7%

Data Source: US Census Bureau, American Community Survey. 2021, 5-Year Estimates, Table ID DP02

In addition to the number or proportion of LEP persons served, Rolling Plains Management Corporation dba SHARP Lines Rural Public Transportation will identify:

- (a) How LEP persons interact with the recipient’s agency;
Members of Rolling Plains’ staff interact on a daily basis with LEP persons, particularly with persons for whom Spanish is their primary language. The information that is related to them relates to transit services, including scheduling rides, fare information, pickup times, etc. In addition, such interactions may include, on a less frequent basis, customer surveys and participation in public meetings.
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
Please see the charts above for an overview of the LEP communities in the service area.
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
A total of 86.61% of the population speaks English only. Of the households who speak another language at home, approximately 5% speak English “less than very well”. As you can see from the tables on the previous page, the language spoken the most (aside from English) is Spanish followed by Asian/Pacific Island. Based on this information, it is reasonable to assume that the language that will be most needed is Spanish.
- (d) Whether LEP persons are underserved by the recipient due to language barriers.
SHARP Lines’ staff has never encountered a non-English speaker who spoke a language other than Spanish. Rolling Plains has on staff employees that are bilingual, so Spanish-speakers do not encounter any language barriers.

Factor 2: The frequency with which LEP persons come into contact with the program.:

Rolling Plains Management Corporation’s staff reviewed the frequency with which the board, office staff, and bus/van drivers have, or could have, contact with LEP persons. This includes documenting phone

inquiries or office visits. To date, SHARP Lines Transportation has had no requests for interpreters and no requests for translated program documents. The board, office staff, and bus/van drivers have limited contact with LEP persons.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

There is no large geographic concentration of any type of LEP individuals in SHARP Lines' service area. Of the total population in the service area, 86.61% of the population speaks only English. Of the 13% of households who speak another language at home, approximately 95% speak English "very well." As a result, there are few social, service, professional, and leadership organizations with SHARP Lines' service area that focus on outreach to LEP individuals. Rolling Plains Management Corporation's board, office staff, and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations, and attendance at board meetings. Rolling Plains has on staff employees that are bilingual, so Spanish-speaking clients are always able to receive assistance in their preferred language, which addresses the agency's ability to provide meaningful access to LEP persons.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

SHARP Lines reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and contacted local citizens that would be willing to provide voluntary Spanish translation if needed within a reasonable time period. Other language translation if needed would be provided through a telephone interpreter line for which SHARP Lines would pay a fee.

SHARP Lines has determined based on the analysis the following vital documents to be translated into Spanish: Notice to the Public, Compliant Procedure and Compliant Form

Item #2: A description of how language assistance services are provided by language.

As stated above, SHARP Lines provides language services to Spanish speaking individuals through translated documents and the use of staff and community partners as translators. To date, the need has not arisen to provide language services to other languages. If the need arose, SHARP Lines would pay a fee to utilize a telephone-based interpreter.

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Language identification cards are posted at SHARP Lines offices and on passenger vehicles.

“I Speak” Language Identification Card

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Item #4: A description of how the language assistance plan is monitored and updated

The SHARP Lines Program Director will provide dispatch staff with the following log and review the log on a monthly basis. Based on the review, the language assistance plan will be updated as needed.

Log of LEP Encounters

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

Item #5: A description of how employees are trained to provide language assistance to LEP persons.

At time of employment, SHARP Lines staff are trained to identify customers who need language assistance,

obtain a translator, and assign them to a driver who can meet their language needs. If a driver is unavailable, staff are trained to ensure that translation assistance is available if needed.

Section 10: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	78.51%	20.01%	8.19%	1.81%	.81%	6.79%
Board of Directors	80.6%	6.45%	12.90%	%0	%0	%0

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees and councils, the Rolling Plains Management Corporation will continue to actively recruit board members from non-Caucasian population groups within the service area. Rolling Plains Management Corporation will utilize agency networks and contacts to extend the recruitment to the fullest extent possible. Rolling Plains Management Corporation has a vast network across the region, and are committed to outreach among minority populations for all board and committee appointments. This outreach takes many forms, from direct contact to recruit potential board and committee members, to referrals for open positions from current board and committee members and members of the general public, to recruitment via social media and other means.

Section 11: Providing Assistance to and Monitoring Subrecipients

SHARP Lines Rural Public Transportation does not provide funding to subrecipients.