

TxDOT-PTN



Texas Department of Transportation Public Transportation Division

Fiscal Year 2012

Four-Factor Analysis / Language Assistance Plan

October 22, 2012

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INTRODUCTION

Limited English Proficient (LEP) individuals are those who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English, as a result of national origin. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Executive Order 13166, entitled "Improving Access to Services by Persons with Limited English Proficiency" requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to limited English proficiency, cannot fully and equally participate in or benefit from those programs and activities. The DOJ LEP Guidance from the U.S. Department of Justice advises each Federal department or agency to "take reasonable steps to ensure 'meaningful' access to LEP individuals to the information and services they provide."

The DOJ LEP Guidance explains that the identification of "reasonable steps" to ensure meaningful access will be contingent on a number of factors. Among the factors to be considered are the number or proportion of LEP persons in the eligible service population; the frequency with which LEP individuals come in contact with the program; the importance of the service provided by the program; and the resources available to the agency.

PURPOSE

The Texas Department of Transportation does not directly provide any transit service. Its mission in regard to transit mirrors that of the department as a whole, "to work with others"... in this case, "to ensure access to a system of public transportation options for individuals in rural and small urban areas of Texas, who, by circumstance or choice, require assistance with their mobility needs". The department will fulfill its Title VI responsibility of ensuring access to public transportation services to persons with limited English proficiency by assisting and monitoring the actions of the local agencies that do provide the service.

The Texas Department of Transportation Public Transportation Division's (TxDOT PTN) Language Assistance Plan (LAP) is designed to assist the local public transit agencies in communities of 200,000 population or less, understand the necessity of providing services to those potential riders that may not be proficient in speaking English. This plan outlines the statewide identification of persons who may need language assistance, the ways in which

assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

The first priority of the LAP is to improve access for LEP individuals to critical services or activities. The LAP will also help focus on improving access to programs and services, in general, particularly in those areas with regular contact with LEP persons.

AUTHORITIES AND GUIDANCE

TxDOT-PTN, as a recipient of Federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall on the grounds of race, religion, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any Department programs or activities.

Title VI of the Civil Rights Act of 1964

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person shall “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Lau v. Nichols 1974

The United States Supreme Court in Lau v. Nichols 1974, stated that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English.

STATE OF THE STATE

TxDOT-PTN takes seriously its responsibility to ensure subrecipients comply with Title VI requirements and that language barriers are eliminated whenever possible. Department subrecipients undergo a yearly monitoring by TxDOT-PTN Public Transportation Coordinators for compliance with a myriad of federal and state regulations, LEP being one of those areas. The current compliance level is attributable to this effort. For the future, TxDOT-PTN has a detailed template the Public Transportation Coordinators can use to ensure continued Title VI LEP compliance.

To assist Texas Transit agencies with meeting the LEP criteria in the revised Title VI circular, TxDOT engaged the Small Urban and Rural Transit Center from North Dakota State University to prepare a class on developing LEP plans and how to implement them. FTA vetted the class, and approximately 100 Texas transit agencies took advantage of this free, one-day class, offered at various locations around the state. Among the attendees were representatives of intercity bus companies concerned with their efforts to reach and engage this customer base.

Armed with this knowledge, the agencies then prepared new LEP plans and submitted them to TxDOT for review. The plans clearly demonstrate the agencies have increased their awareness of resources for engaging the LEP community and the methods for doing so.

TxDOT-PTN also surveyed 123 transit agencies asking more specific questions about local demographics and engagement techniques. The survey results confirmed assumptions about the importance of Spanish language communication for public transit riders, how agencies are responding, and what types of technical assistance may be needed in the future.

SECTION 1 – FOUR FACTOR ANALYSIS

As a recipient of federal financial assistance, TxDOT-PTN and its subrecipients must comply with Title VI of the Civil Rights Act of 1964, its implementing regulations, and E.O. 13166. Again, because TxDOT's compliance with transit LEP requirements is met by the actions of our subrecipients, much of the text that follows discusses what the agencies have done, or will do, to meet LEP requirements.

STATEWIDE ASSESSMENT USING THE FOUR-FACTOR ANALYSIS

TxDOT-PTN must take reasonable steps to ensure meaningful access to the information and services the Texas small urban, rural transit and elderly and disabled program agencies provide. In determining reasonable steps there are four factors to be considered. The four factors described below are derived from LEP guidance issued by the U.S. Department of Justice.

The Guidance explains that the obligation to provide meaningful access is fact-dependent and starts with an individualized assessment that balances four factors. TxDOT-PTN provided training to Texas transit agencies during FY2012. Every agency that has an active contract with TxDOT-PTN should have turned in an LEP Four Factor Analysis and Language Assistance Plan August 31, 2012. The data collected in those plans as well as data analysis of American

Community Survey and an independent survey of 123 Texas transit agencies is the source of data below.

1. Factor 1 – Demographics - Statewide (Appendix A) Agency Specific (Appendix B)

The decision to provide language assistance services should include an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the Texas transit agency service areas and statewide. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed.

For a statewide overview, TxDOT-PTN staff reviewed the 2010 American Community Survey U.S. Census Report and determined that approximately 7.5 million persons in the State of Texas [34%] of the population] speak a language other than English (Appendix A). Of those 7.5 million persons approximately 50% have limited English proficiency; they speak English "not well" or "not at all." TxDOT-PTN has created maps of all of the 5311 and 5307 transit agencies service areas to illustrate the variety of languages spoken (Appendix B) in each distinct transit area.

According to the language breakdown for Texas in Appendix A; thirty percent of the State speaks Spanish, after that Vietnamese and Chinese are the next major language groups (approximately 2%). Based on the breakdown for the individual agencies, all agencies, small urban, rural and elderly and disabled agencies should have their vital documents translated into Spanish. Approximately 30% of the transit agencies need to have vital documents translated into Vietnamese or Chinese.

FY2013 is the first year TxDOT-PTN collected LEP Four Factor Analysis and Language Assistance Plans from the Texas Transit agencies. Approximately 73 % of the agencies surveyed have their vital documents and schedules translated into Spanish; the rest of the agencies plan to have their documents translated by various deadlines in 2013.

The Table in Appendix C, "*AGENCY SAFE HARBOR LANGUAGES and FREQUENCY OF ENCOUNTER*" indicates there are 25 Texas transit agencies that may need additional translation services for the vital documents the agency produces. TxDOT-PTN can provide technical assistance to agencies that do not have resources for written translation of vital documents to ensure the agency is complying with Federal LEP regulations. This is an excellent start to achieving uniform compliance with the vital document/schedule translations requirements.

2. *Factor 2 – Frequency of Contact*

The more frequent the contact, the more likely enhanced language services will be needed.

TxDOT-PTN staff reviewed the frequency with which transit agency staff and bus/van drivers have, or could have, contact with LEP persons. According to the data in Appendix C: “*AGENCY SAFE HARBOR LANGUAGES and FREQUENCY OF ENCOUNTER:*” all Texas small urban, rural and elderly and disabled program transit agencies have the potential for frequent contact with English and Spanish speakers based on the populations living in their service areas.

To date, TxDOT-PTN subrecipient transit agencies have had the maximum contact and requests for Spanish language interpretation and few to no contact or requests for translated program documents into languages other than Spanish. Primary contact throughout the state is with persons that are native Spanish speakers who speak limited English.

3. *Factor 3 - Nature and Importance*

The more important the activity, information, service, or program, or the greater the possible consequences of contact with LEP individuals, the more likely language services will be needed.

In many of the rural Texas communities the public bus service is the primary means of transportation for low income, older adults and persons with disabilities. Many of the individuals of the transit dependent populations are also limited English speakers.

Based on the 2010 analysis of the Texas LEP population, TxDOT is encouraging all agencies to have their vital documents as well as their scheduling information translated into Spanish. TxDOT-PTN can provide technical assistance to agencies to achieve this goal. The primary method of potential contact with LEP speakers is for dispatch, reservations, drivers, riding the bus, trying to read the schedules and public outreach opportunities.

Based on the various agency analyses it is clear that some Texas transit agencies may need assistance as they translate vital documents into other languages (in addition to Spanish) based on the safe harbor provision. Review of the agency LEP Plans indicated very limited request for translation to languages other than Spanish. TxDOT can provide technical assistance to those agencies that have multiple languages to accommodate.

4. *Factor 4 - Available Resources and Cost*

In the TxDOT-PTN review of the transit agency information many of the agencies have already expended the resources to have information translated to Spanish. By virtue of the transit agencies being public service agencies, they have hired bi-lingual staff and many of the agencies

have access to the language line and “I Speak” cards. The cost has been absorbed into the cost of doing business and paid for using FTA grant funds. Some of the smaller agencies have indicated that additional translations may be burdensome to them. TxDOT- PTN is able to offer technical assistance to those agencies that are financially unable to provide translation of vital documents; in addition to other aspects of compliance to the LEP guidance.

SECTION 2 - LANGUAGE ASSISTANCE PLAN

Language assistance should be provided for LEP individuals through the translation of the most vital materials, as well as through oral language interpretation when necessary and possible. LEP persons are not obligated to provide their own interpreter. In the recent review of the agency LEP data all of the larger agencies, small urban and rural, have the capacity to translate languages, especially Spanish using interpreters, bi-lingual staff or use of the language line. Only a very few small elderly and disabled program agencies have no mechanism for translation. The indication is that limited funding and/or lack of knowledge of resources is the reason for translation services not being available. TxDOT-PTN can offer technical assistance to those agencies to bring them into compliance with the LEP guidance.

INTERPRETATION

Interpretation is the immediate rendering of oral language from the source language into the target language. One way to determine the native language of LEP persons is to use the language identification cards, which invite LEP persons to identify their language needs to staff.

The following steps are examples of how to communicate with LEP customers in person or over the phone. Review and discussion of these steps was part of the LEP training TxDOT-PTN offered in January and February 2012 to Texas transit agencies.

Walk-in LEP Customers

1. Attempt to communicate in English first to determine if the customer can understand English sufficiently enough to be understood.
2. If the customer cannot understand or effectively communicate in English, determine the language they are speaking. If you cannot recognize the language the customer is speaking, show them the Language Identification Card so the customer can point to his/her language.

3. Quickly determine if any of the employees working nearby speak the necessary language and are willing to interpret.
4. The interpreter is to determine the customer's need.
5. Make every effort to provide the LEP customer the same level of service as an English-speaking customer.

Phone-in LEP Customers

A Transit agency should develop procedures to respond in a timely and effective manner if it receives calls from LEP individuals who are seeking assistance or information. Review and discussion of these steps was part of the LEP training TxDOT-PTN offered in January and February 2012 to Texas transit agencies.

1. Attempt to communicate in English first. If it is not possible to effectively communicate in English, determine the language being spoken.
2. Determine if an employee working nearby speaks the necessary language and ask them to interpret. Ask interpreter to come to the phone or transfer the call.
3. The interpreter determines the customer's need and relays it to the appropriate contact person to ensure a response is relayed to the LEP customer.
4. Make every effort to provide the LEP customer the same level of service as an English-speaking customer.

TRANSLATION

Translation is the rendering of written text from one language (source language) into another language (target language). Ideally, the translated version of a document should be released when the English language version is released. If this is not possible or would substantially delay release of the English version, the translated version should be distributed as soon as possible after the distribution of the English language version.

VITAL DOCUMENTS

It is important to make an assessment of the population percentage and the frequency and importance of contact when considering the potential for translating vital documents. Whether or not a document (or the information it solicits) is "vital" will depend on the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information is not provided accurately.

According to the FTA “Safe Harbor” Provision: “The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

Examples of vital documents that require consideration for translation are:

- Violation or deficiency notices
- Emergency transportation information
- Notices of proposed public meetings and hearings regarding proposed transportation plans, projects, or changes
- Notices of reduction, denial, or termination of services or benefits
- Signs in reception areas and other points of initial entry
- Statements about the services available and the right to free language assistance services in brochures, booklets, outreach and recruitment information and other materials routinely disseminated to the public
- Applications or instructions on how to participate in a program or activity or to receive benefits or services
- Consent forms
- Notices advising LEP persons of free language assistance

Awareness of rights and services is an important part of “meaningful access,” as a lack of awareness may effectively deny LEP individuals meaningful access. As noted earlier, a majority of Texas transit agencies already have translators and documents available in Spanish – the most common language of those potential riders that are limited English proficient. As requested, TxDOT-PTN will assist the remaining agencies to achieve compliance. Another important activity is to determine exactly where translation services and documents in other languages are needed and to locate the technical resources to accomplish this.

PROVIDING NOTICE TO LEP PERSONS

When it has been determined that services must be provided in languages other than English, it is important to let LEP persons know that those services are available and that they are free of charge. Costs for providing language assistance may not be passed on to the customer.

This information should be provided in a language that LEP persons will understand. Some examples of notification ideas include the following which were reviewed as part of the TxDOT-PTN sponsored class on LEP compliance:

- Posting signs in waiting areas to notify LEP individuals of available services and how to obtain these services
- Stating in outreach documents (brochures, booklets, pamphlets, and flyers) that language services are available
- Including notices in local newspapers in languages other than English
- Providing notices in non-English language radio and television stations about the availability of language assistance services for important events
- Presentations and/or notices at schools and religious organizations in languages other than English for important events or where community involvement is critical
- Using a telephone voice mail menu (if available) in the most common languages encountered

TRAINING STAFF

Texas small urban, rural and elderly and disabled program transit agencies have an obligation to provide meaningful access to information and services for LEP persons and all employees in public contact positions should be properly trained. Training staff on the procedures of providing language assistance and how to determine whether and what type of language services a customer needs is essential to bridging the gap between policies or procedures and actual practices. Training should include how to obtain language assistance services and how to communicate needs to interpreters and translators. Transit agencies can request specific training for their staff to be better prepared to serve the LEP riding public. TxDOT-PTN maintains a monthly calendar of training opportunities that may include training for staff on providing meaningful access to public transportation services for persons with limited English proficiency.

TxDOT-PTN will be offering training during this coming year which will include among other topics follow up to the LEP Plan training offered this year.

COMPLAINTS

The TxDOT OCR is charged with the primary responsibility of processing Title VI complaints received by the Department. Any person who, based on race, color, national origin, sex, age, retaliation, or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by the Department may file a discrimination complaint under Title VI. Only complaints of discrimination based on the complainant's protected status will be considered under Title VI.

General complaints regarding LEP services are handled by the TxDOT-PTN. However, discrimination complaints filed on the basis of national origin are forwarded to the TxDOT OCR within 10 calendar days.

TECHNICAL ASSISTANCE

TxDOT-PTN is available to provide technical assistance to the Texas transit agencies to ensure compliance with LEP requirements. The list of the local Public Transportation Coordinators including their contact information can be found in Appendix D.

LANGUAGE ASSISTANCE RESOURCES

BILINGUAL STAFFING

From an independent survey of 123 transit agencies including small urban, rural and elderly and disabled program agencies, 108 agencies currently have bi-lingual staff. To better assist LEP customers, TxDOT- PTN may consider encouraging agencies to hire bilingual staffing, when feasible and when the percentage of LEP customers or potential customers is statistically significant, or where the frequency of contact with such persons will provide for efficient and effective communication.

UTILIZATION OF THE LANGUAGE LINE

Based on the survey results referenced above, 41 transit agencies already use the service of the language line. TxDOT-PTN also has the resources available to provide Texas small urban, rural

and elderly and disabled program agencies access to the “I Speak” cards or the Language Line upon request.

WRITTEN TRANSLATION OF VITAL DOCUMENTS

According to the data in Appendix C “*AGENCY SAFE HARBOR LANGUAGES and FREQUENCY OF ENCOUNTER*” 25 transit agencies have been identified with safe harbor languages other than Vietnamese and Chinese as referenced In Appendix A: “*TEXAS STATEWIDE LANGUAGE DATA.*” TxDOT-PTN can provide agencies that do not have resources for written translation of vital documents technical assistance to ensure the agency is complying with Federal LEP regulations.

OTHER USEFUL RESOURCES

The Web site www.lep.gov includes links to Executive Order 13166, several guidance documents and a section for frequently asked questions.

MONITORING AND CONTINUOUS ASSESSMENT

TxDOT-PTN has been monitoring the transit agencies on LEP regulation compliance for many years. The following questions are what the Texas transit agencies currently must respond to and discuss during the annual compliance monitoring:

- “Are written materials (schedules, brochures, etc.) provided in languages other than English?”
- How are non-English languages (that are likely to be encountered in the service delivery area) identified?
- How are minority organizations/communities notified of public meetings, program opportunities, new or a change in service (i.e., hours of service, delivery points) using the media, city, and council representatives, etc.?”

Additional questions could be included, for example:

- How many LEP person contacts other than Spanish are encountered annually?
- Was there a determination made as to whether the need for translation services has changed?
- Have the agency’s language assistance programs been effective and sufficient to meet the need of the agency’s LEP population?

- Does the agency have necessary financial resources to fund language assistance resources needed?
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals

TxDOT-PTN annually updates the PTN 129 “*Fiscal Year Compliance Review*” based on data collected for this analysis; questions regarding agency engagement of the LEP population may be updated. Based on the results of the annual agency monitoring, TxDOT-PTN may ask the agency to update its service plan for persons who speak limited English.

TxDOT-PTN will publish this Language Assistance Plan on the TxDOT web site and provide all Texas transit agencies a copy. TxDOT-PTN will follow the dissemination of this plan with training for the Public Transportation Coordinators to ensure they are provided with the most recent, up-to-date information on this subject.

APPENDIX A

FACTOR 1

TEXAS STATEWIDE DEMOGRAPHIC DATA

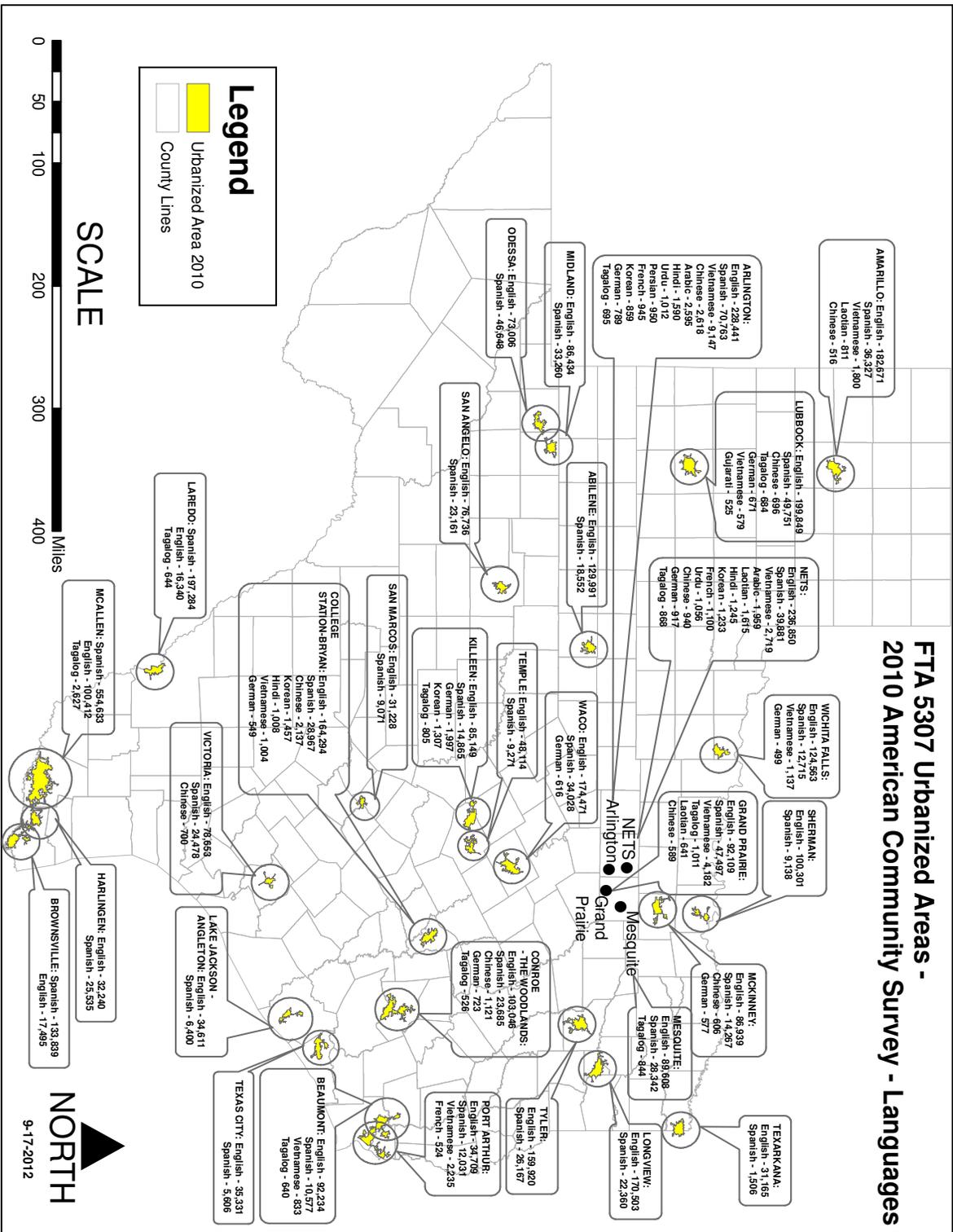
STATE OF	TEXAS
TOTAL POPULATION	
(2010)	
Total Population Estimate	22,408,337
LANGUAGE	POPULATION OF SPEAKERS
English	14,740,304
Spanish	6,547,178
Vietnamese	174,877
Chinese	128,374
German	72,338
Tagalog	63,184
French	58,931
Korean	52,700
Urdu	52,684
Hindi	50,988
Arabic	47,503
Gujarati	27,625
Persian	21,671
Russian	16,903
Portuguese	16,098
Japanese	15,175
Laotian	12,315
Italian	11,384
Thai	10,818
Mon-Khmer/Cambodian	10,043
Polish	8,688
Serbo-Croatian	8,270
Greek	6,099
Hebrew	5,189
French Creole	4,263
Hungarian	2,030
Armenian	1,451
TOTAL SPECIFIED	22,167,083
TOTAL UNSPECIFIED	241,254
SOURCE: U.S. Census Bureau Language Spoken At Home By Ability To Speak English For The Population 5 Years and Over 2006-2010 American Community Survey 5-Year Estimates	

APPENDIX B

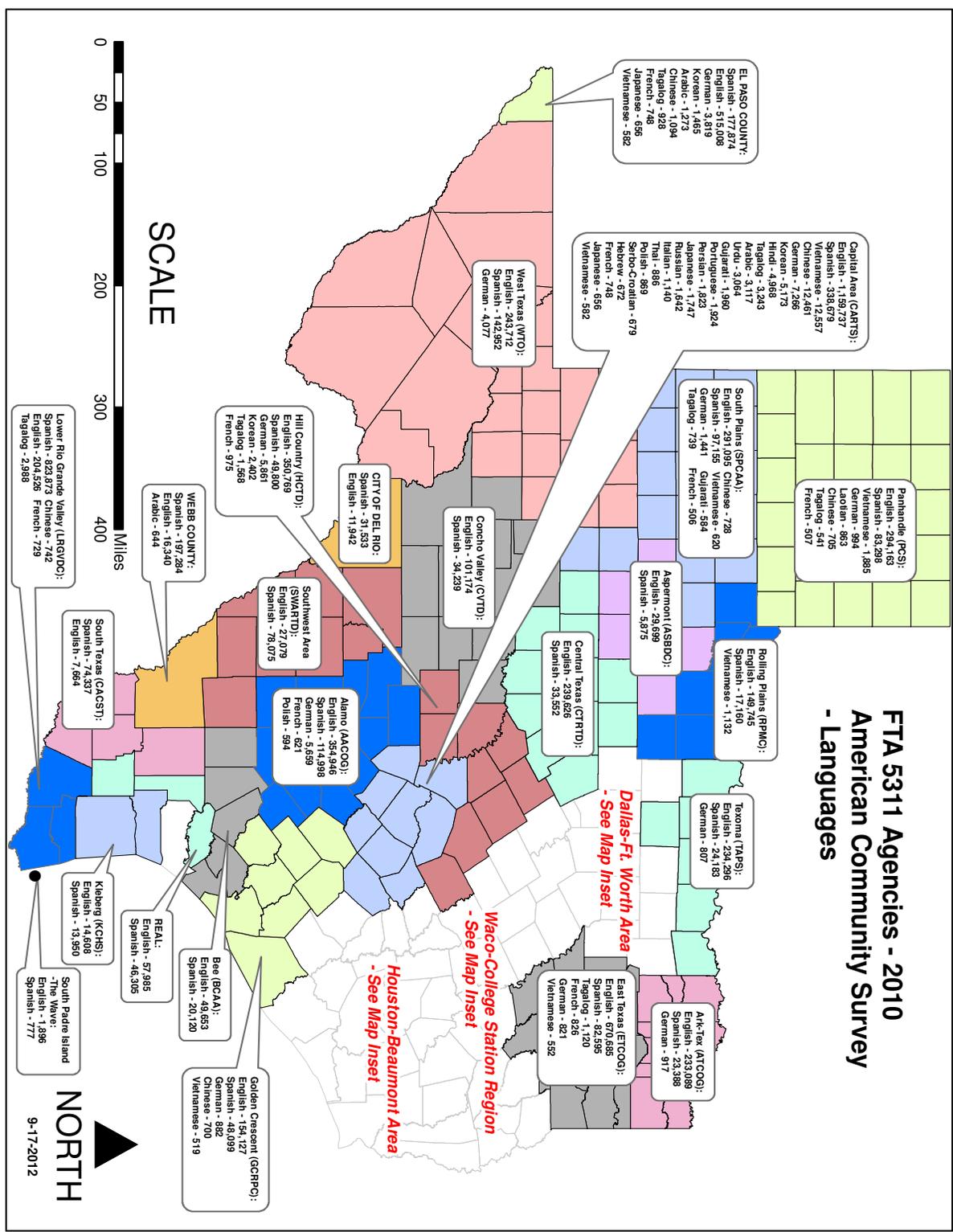
FACTOR 1

TRANSIT AGENCY DEMOGRAPHIC DATA

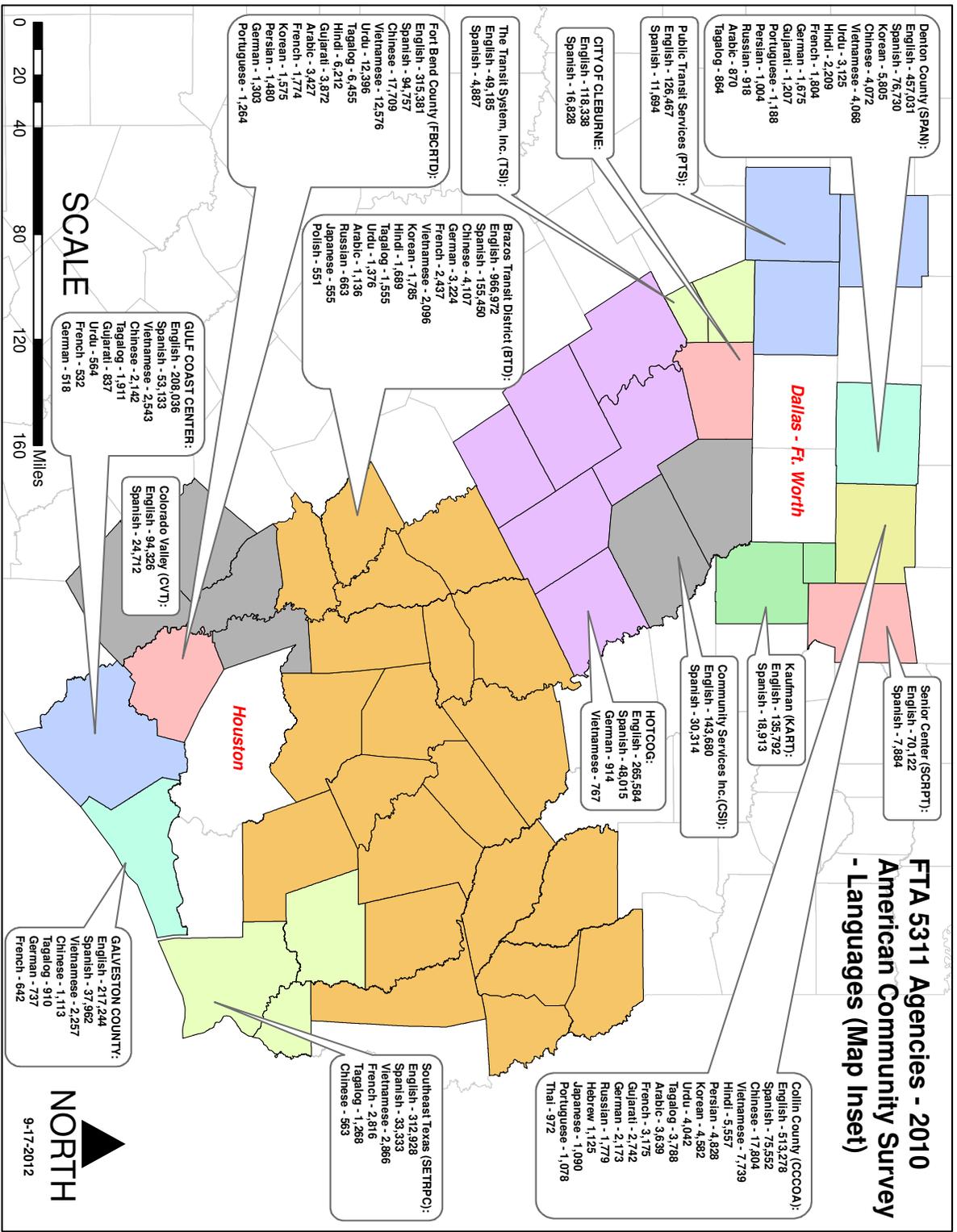
FTA 5307 Urbanized Areas - 2010 American Community Survey - Languages



FTA 5311 Agencies - 2010 American Community Survey - Languages



FTA 5311 Agencies - 2010 American Community Survey - Languages (Map Inset)



APPENDIX C

FACTOR 2

TRANSIT AGENCY DATA

SAFE HARBOR LANGUAGES

FREQUENCY OF CONTACT

NOTE: ** Indicates more than 1,000 speakers of English and Spanish

TxDOT DISTRICTS	Agency	Safe Harbor Languages at 5307 Agencies	Safe Harbor Languages at 5311 Agencies	Estimated Frequency of Contact With LEP Populations
ABILENE	City of Abilene	**		Frequently
	ASBDC		**	Never
AMARILLO CHILDRESS	City of Amarillo	** Vietnamese		Never
	PCS		** Vietnamese	Never
ATLANTA	City of Texarkana	**		Limited
	Ark-Tex		**	Limited
AUSTIN	CARTS	** Vietnamese Chinese German Korean Hindi Tagalog Arabic Urdu Gujarati Portuguese Persian Japanese Russian Italian		Never
BEAUMONT	City of Beaumont	**		n/a
	City of Port Arthur	**		Never
	SETRPC		** Vietnamese French Tagalog	Never
BROWNWOOD	CTRTD		**	Frequently
BRYAN LUFKIN	College Station	** Chinese Korean Hindi Vietnamese		n/a
	Conroe-The Woodlands	** Chinese		Never
	BTD		** Chinese German Vietnamese Korean Hindi Tagalog Urdu Arabic	Never
CORPUS CHRISTI	REAL		**	Never
	BCAA		**	Limited
	KCHS		**	Limited

NOTE: ** Indicates more than 1,000 speakers of English and Spanish

TxDOT DISTRICTS	Agency	Safe Harbor Languages at 5307 Agencies	Safe Harbor Languages at 5311 Agencies	Estimated Frequency of Contact With LEP Populations	
DALLAS	Grand Prairie	** Vietnamese Tagalog		Frequently	
	McKinney	**		Frequently	
	Mesquite	**		Limited	
	SPAN		** Korean Chinese Vietnamese Urdu Hindi French German Gujarati Portuguese Persian	Limited	
	CCCOA		** Chinese Vietnamese Hindi Persian Korean Urdu Tagalog Arabic French Gujarati German Russian Hebrew Japanese Portuguese	Frequently	
	STAR Transit		**	Limited	
	Senior Center		**	Limited	
	CSI		**	Never	
	EL PASO	El Paso County		** German Korean Arabic Chinese	Frequently

TxDOT DISTRICTS	Agency	Safe Harbor Languages at 5307 Agencies	Safe Harbor Languages at 5311 Agencies	Estimated Frequency of Contact With LEP Populations	
FORT WORTH	Arlington (Handitran)	**		Frequently	
		Vietnamese			
		Chinese			
		Arabic			
		Hindi			
		Urdu			
NETS		**		Frequently	
		Vietnamese			
		Arabic			
		Laotian			
		Hindi			
	Korean				
	French				
	Urdu				
	City of Cleburne		**	Limited	
	PTS		**	Frequently	
	TSI		**	Frequently	
HOUSTON	Texas City	**		Frequently	
	Lake Jackson-Angleton	**		Frequently	
	Fort Bend County			**	Limited
				Chinese	
				Vietnamese	
				Urdu	
			Tagalog		
			Hindi		
			Gujarati		
			Arabic		
			French		
			Korean		
		Persian			
		German			
		Portuguese			
Galveston County			**	Limited	
			Vietnamese		
			Chinese		
Gulf Coast Center			**	Limited	
			Vietnamese		
			Chinese		
			Tagalog		
LAREDO	City of Laredo	**		Frequently	
	City of Del Rio		**	Frequently	
LUBBOCK	City of Lubbock	**		Limited	
	SPCAA		**	Never	
			German		

ODESSA	EZ-Rider	**		Frequently
	WTO		** German	Frequently
PARIS	Sherman-TAPS	**		Frequently
	TAPS		**	Frequently
PHARR	City of McAllen	**		Frequently
		Tagalog		
	City of Brownsville	**		Frequently
	City of Harlingen	**		n/a
	LRGVDC		** Tagalog	Frequently
	CACST		**	Frequently
	Town of South Padre Island		English	Frequently
SAN ANGELO	City of San Angelo	**		Limited
	CVTD		**	Limited
SAN ANTONIO	AACOG		** German	Frequently
	SWARTD		**	Frequently
TYLER	City of Tyler	**		Frequently
	City of Longview	**		Never
	ETCOG		** Tagalog	Limited
WACO	City of Killeen	**	German Korean	Frequently
	City of Waco	**		Limited
	City of Temple	**		Frequently
	HCTD		** German Korean Tagalog	Limited
	HOTCOG		**	Limited
WICHITA FALLS	City of Wichita Falls	**	Vietnamese	Never
	RPMC		** Vietnamese	Never
YOAKUM	City of Victoria	**		Frequently
	CVT		**	Limited
	GCRPC		**	Limited

APPENDIX D

TECHNICAL ASSISTANCE

LOCAL AREA PUBLIC TRANSPORTATION COORDINATORS

DISTRICT	NAME	OFFICE	E-MAIL
AMARILLO CHILDRESS	SUSAN STOCKETT	(806) 356-3252	susan.stockett@txdot.gov
ATLANTA	SONYA HUDSON	(903) 799-1310	sonya.hudson@txdot.gov
AUSTIN	VANESSA OWENS	(512) 374-5223	vanessa.owens@txdot.gov
BEAUMONT	ANTHONY COCHRAN	(409) 896-0270	anthony.cochran@txdot.gov
BRYAN LUFKIN	DARLA WALTON	(979) 778-9668	darla.walton@txdot.gov
CORPUS CHRISTI	STEPHEN NDIMA	(361) 808-2351	stephen.ndima@txdot.gov
DALLAS FT. WORTH	ANNE POLK TOMMIE FUGATE BOBBY SHARPE	(214) 320-6153 (214) 320-4471 (214) 320-4467	anne.polk@txdot.gov tommie.fugate@txdot.gov robert.sharpe@txdot.gov
EL PASO	ARMIDA SAGARIBAY	(915) 790-4234	armida.sagaribay@txdot.gov
HOUSTON	TRAVIS MADISON	(713) 802-5315	travis.madison@txdot.gov
LAREDO SAN ANTONIO	BOLIVAR BOLANOS LAURA MORALEZ ELBA MARTINEZ	(210) 731-5216 (210) 731-5217 (210)-731-5229	bolivar.bolanos@txdot.gov laura.moralez@txdot.gov elba.martinez@txdot.gov
LUBBOCK	LYNN CASTLE	(806) 748-4480	lynn.castle@txdot.gov
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