



**CONCHO VALL TRANSIT
BOARD OF DIRECTORS MEETING**

Wednesday, January 10, 2024 at 2:45 p.m.
Concho Valley Council of Governments
5430 Link Rd, San Angelo, Texas 76904 and via Teleconference

The meeting place is accessible to persons with disabilities. If assistance is needed to observe or comment, please call the CVCOG office at 325-944-9666 at least 24 hours prior to the meeting.

Join By Zoom Teleconference - <https://us06web.zoom.us/j/86369415260>

***Meeting ID: 863 6941 5260 *Passcode: 831658**

833 548 0282 US Toll-free

877 853 5247 US Toll-free

888 788 0099 US Toll-free

833 548 0276 US Toll-free

Agenda

NOTICE: The Concho Valley Council of Governments may discuss, deliberate and take all appropriate action on any matter listed on this Agenda. Items on this Agenda may be taken out of the order listed. The Executive Committee reserves the right to deliberate in closed session pursuant to 551 of the Texas Government Code. Public comment is limited to five minutes per person on any agenda item.

BUSINESS

1. Determination of Quorum and Call to Order
2. Invocation and Pledge of Allegiance
3. Public Comment
4. Consider and take appropriate action concerning the minutes from the December 13, 2023 Meeting.

REGULAR AGENDA

5. Consider and take appropriate action concerning Checks in excess of \$2,000 for October 2023.
6. Consider and take appropriate action concerning the revisions to post a formal solicitation for the purchase of one CVT support vehicle.
7. Consider and take appropriate action concerning the revisions to post a formal solicitation for CVT bus parking lot paving and related construction services.
8. Consider and take appropriate action concerning the request to purchase vehicle wraps not exceeding \$49,999.
9. Consider and take appropriate action concerning the revisions to the ADA Paratransit Services Guidebook.
10. Consider and take appropriate action concerning the revisions to the Title VI Complaint Procedures in both English and Spanish.
11. Consider and take appropriate action concerning the revisions to the Title VI Plan.

12. INFORMATION ITEMS AND REPORTS

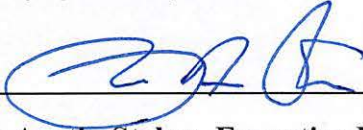
- a. Review of the CVTD Monthly Financials for October 2023 (Balance Sheet, Schedule of Revenue by Source, and Grant Detail)
- b. Report from the Director of Transportation – Jeff York

13. Consideration of any other business.

14. ADJOURNMENT

The Concho Valley Council of Governments reserves the right to conduct an executive/closed session at any time during the course of this meeting to discuss any matter listed on the agenda posted for this meeting, as needed, pursuant to one or more authorized and applicable exceptions to an open meeting described in Chapter 551 of the Texas Government Code (the Texas Open Meeting Act), including but not limited to the following statutory exceptions: Texas Government Code Sections 551.071 and 551.129 (Consultation with Attorney), 551.072 (Deliberation Regarding Real Property), 551.073 (Deliberation Regarding Prospective Gift or Donation), 551.074 (Personnel Matters), 551.076 and 551.089 (Deliberation Regarding Security Devices or Security Audits), or 551.087 (Deliberation Regarding Economic Development Negotiations).

Posted in accordance with the Texas Government Code, Title V, Chapter 551, Section .053 this, 3rd day of January 2024.



John Austin Stokes, Executive Director



**BOARD OF DIRECTORS MEETING MINUTES
Wednesday, December 13, 2023**

The Concho Valley Transit District Board of Directors met on Wednesday, December 13, 2023 at 2:45 p.m. at 5430 Link Rd., San Angelo, Texas 76904 and via Zoom Teleconference.

Members present were:

Harry Thomas, Chairman, COSA Council Member, District 3
Molly Criner, Vice-Chairman, Irion County Judge
Jim O'Bryan, Reagan County Judge
Hal Spain, Coke County Judge
Frank Tambunga, Crockett County Judge
Brandon Corbin, Menard County Judge
Charlie Bradley, Schleicher County Judge
Larry Miller, COSA Council Member, District 6
Lane Carter, Tom Green County Judge
Frank Trull, McCulloch County Judge
Karen Hesse Smith, COSA Council Member, District 5
Hal Rose, Kimble County Judge

Members absent were:

David Dillard, Concho County Judge
Deborah Horwood, Sterling City Judge
Jody Harris, Sutton County Judge

BUSINESS

Councilman Harry Thomas, Chairman, announced the presence of a quorum and called the meeting to order at 2:51 p.m.

Councilman Harry Thomas gave the invocation and led the Pledge of Allegiance.

There was no public comment.

APPROVAL of the Minutes

Judge Jim O'Bryan made a motion to approve the Meeting Minutes from November 8, 2023. Judge Frank Tambunga seconded the motion. No questions or discussion. The motion passed unanimously.

APPROVAL of Checks

Audrey Aguirre, Finance Manager, presented the checks in excess of \$2,000 written for August 2023. Judge Lane Carter made a motion to approve the checks as presented. Judge Hal Spain seconded the motion. No questions or discussion. The motion passed unanimously.

APPROVAL of Checks

Audrey Aguirre, Finance Manager, presented the checks in excess of \$2,000 written for September 2023. Judge Hal Rose made a motion to approve the checks as presented. Judge Frank Tambunga seconded the motion. No questions or discussion. The motion passed unanimously.

APPROVAL to request to post a formal solicitation for concrete bus shelter pad installation and related construction

Jaylon Seales requested to post a formal solicitation for concrete bus shelter pad installation and related construction. Judge Molly Criner made a motion to approve the request to post the formal solicitation as presented. Judge Hal Spain seconded the motion. No questions or discussion. The motion passed unanimously.

DIRECTOR’S REPORT

Jeff York, Director of Transportation, reported on the statistics, rural ridership, county ridership statistics, urban ridership, fixed route ridership comparison, and the fixed route comparison, all for the month of November. Mr. York also reported on CVT’s safety metrics and the recent topics of their safety meetings for November. November’s safety topic was Adverse Driving Conditions. There is no action to take, as this is an informational item only.

ADJOURNMENT

There being no other items to discuss, Judge Charlie Bradley made a motion to adjourn the meeting. Judge Molly Criner seconded the motion. Councilman Harry Thomas adjourned the meeting at 3:10 p.m.

Duly adopted at the meeting of the Concho Valley Transit District Board of the Concho Valley Council of Governments on this 10th day of January 2024.

Councilman Harry Thomas, Chairman

Judge Molly Criner, Vice-Chairman

CVTD
 Check/Voucher Register
 From 10/1/2023 Through 10/31/2023

<u>Docum... Number</u>	<u>Document Date</u>	<u>Name</u>	<u>Transaction Description</u>	<u>Document A...</u>
25750	10/10/2023	Caddo Street Wheel Alignment & Brake Shop Inc.	1710- R&R Axle beam, Steering shock, Radius arm and bracket,	2,151.13
25755	10/10/2023	HHH VAC INC dba HHH Heating and Cooling	Mini split AC unit and install @ Annex IT closet	3,870.00
25759	10/10/2023	WEX BANK	Fuel for transit vehicles 08/24/23-09/23/23	20,976.71
25760	10/10/2023	TML INTERGOVERNMENTAL RISK POOL	09012023 Auto liability, errors & omissions, general liabil	8,687.23
25768	10/24/2023	G&G AUTOMOTIVE	2023- R&R 2 Shock/Struts and Brackets and 2 Control arms.	2,946.33
Report Total				38,631.40



Memo

To: CVTD Board of Directors

From: Jaylon Seales

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 6

ITEM 6

Jaylon Seales is seeking consideration and approval to post a formal solicitation for the purchase of one CVT support vehicle.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Memo

To: CVTD Board of Directors

From: Jaylon Seales

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 7

ITEM 7

Jaylon Seales is seeking consideration and approval to post a formal solicitation for CVT bus parking lot paving and related construction services.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Memo

To: CVTD Board of Directors

From: Jeff York – Director of Transportation

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 8

ITEM 8

Jeff York, Director of Transportation, is seeking consideration and approval to purchase vehicle wraps not exceeding \$49,999.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



ADA Paratransit Services Guidebook

*Concho Valley Transit
510 N. Chadbourne St.
San Angelo, TX 76903
1-877-947-8729*

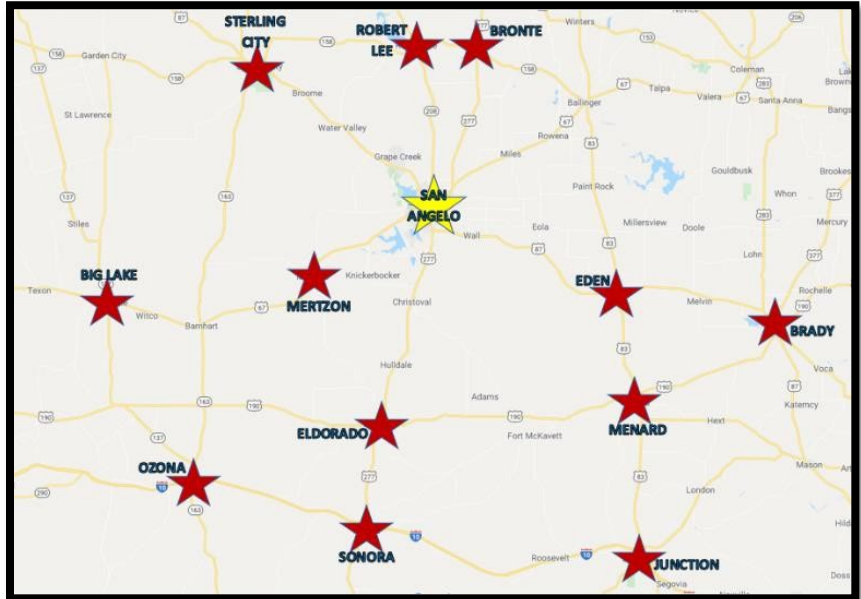
Board Approved & Revised
9-14-2022

Agency Overview

Concho Valley Transit District

The Concho Valley Transit District (CVTD) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. CVTD serves as a rural transit district (RTD) for 12 counties in central and western Texas, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green Counties. In 2006, CVTD took over the responsibility from the City of San Angelo to provide public transportation for the San Angelo urbanized area (UZA), and CVTD serves as an urban transit district (UTD) as well.

As a rural transit district, CVTD operates demand-response service in rural areas of Tom Green County and all of the rest 11 counties. CVTD develops a fixed schedule for each county to provide regular out-of-county bus service. As an urban transit district, CVTD operates fixed-route service and ADA



paratransit service within the city limit of San Angelo, and for the San Angelo UZA outside the city limit. In addition, CVTD contracts with American Medical Response (AMR) to provide non-emergency medical transportation for eligible residents in the entire Concho Valley Region. CVTD also partners with several local agencies and organizations, such as Foster Grandparents, Senior Companion and Area Agency on Aging, to provide transit services to their clients.

The Concho Valley Council of Governments (CVCOG) is the parent agency of CVTD.

CVT's website: www.cvtd.org

Title VI Compliance

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B.

For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvtd.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

Americans with Disabilities Act (ADA) Information



Materials can be provided in alternative formats by contacting Concho Valley Transit at 325.947.8729 or cvtdinfo@cvcog.org.

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CVT's ADA Para-Transit Program

What is ADA Para-Transit?

ADA Para-Transit is a program administered by Concho Valley Transit and provides destination-to-destination public transportation to riders who qualify for one or both of the following services currently offered by the program:

ADA Service

Concho Valley Transit's ADA Service (sometimes called Para-transit Service) provides specialized transportation for people with disabilities who are not able to fully utilize the fixed-route public transportation system. This service is designed to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA) and provides comparable service to the fixed route service. Concho Valley Transit's ADA Service can be used to travel from any origin to any destination citywide during the same days and hours of operation as the fixed route.

Eligibility and Certification

Who is eligible for ADA Para-transit Service?

Eligibility for Concho Valley Transit ADA Para-transit service is based on a person's inability to use the fixed-route bus system due to a disability. ADA regulations provide that a person may be eligible for Para-transit services under one of the following three categories:

Category 1: (Section 37.123(e) (1) of the ADA regulations).

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

- This applies to those persons who are unable to use fully accessible fixed-route bus service and includes those individuals who cannot independently navigate the fixed-route system.

Category 2: (Section 37.123(e) (2) of the ADA regulations).

"Any individual with a disability who...is able...to board, ride and disembark from any vehicle which is readily accessible...if such a vehicle is not being used to provide designated public transportation on the route."

- This applies to an individual who would be able to use the fixed-route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category 3: (Section 37.123(e) (3) of the ADA regulations).

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

- This applies to an individual who, because of his/her disability, cannot access a particular bus stop to board the fixed-route bus system or cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls.
- *Note: A condition which makes traveling to a boarding location or from a disembarking location more difficult but does not prevent the travel; or environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, form a basis for eligibility.*

Types of Eligibility

Based on an assessment of individual needs and circumstances, applicants may qualify for any one of the following ADA Para-transit types of eligibility:

Unrestricted – Full access to the service for up to three (3) years.

Temporary – Full or conditional access to the service for the expected duration of a temporary disability that serves as the basis for ADA eligibility.

Conditional – Access to the service for up to three (3) years only when conditions exist that impact an individual's ability to use the fixed-route bus system as determined during the eligibility process. Conditional eligibility may be approved based on weather conditions, unfamiliarity of trips, specific origins or destinations, time of day, etc.

Service for Visitors

Visitors to the San Angelo area can use Concho Valley Transit for up to 21 calendar days a year by providing proof of ADA eligibility in another city or other documentation that they have a health condition or disability which prevents them from using regular buses. For information on Visitor Status with Concho Valley Transit, please call 1-877-947-8729.

How do I apply for CONCHO VALLEY TRANSIT Service?

All Concho Valley Transit customers must complete an application. Applications are available at the Concho Valley Transit offices, and can be picked up in person Monday – Friday from 8:00 AM to 5:00 PM. You may also request to have an application mailed to your home address by calling Concho Valley Transit at 1-877-947-8729 and speaking with a Customer Service Agent. For your convenience, we have also added a link to the application on our website at www.cvttd.org.

Applications must be filled out completely and include all required documentation in order to be processed. Incomplete applications will be returned to the applicant. Please mail your completed application along with any supporting documentation to:

Concho Valley Transit
Attn: ADA Records - CONFIDENTIAL
510 N. Chadbourne Street
San Angelo, TX 76903

Within 21 days of CVT receiving a **completed** application, applicants will be notified by mail regarding eligibility. Eligible individuals will receive an approval letter stating the service type and terms of eligibility and an identification card.

If the applicant is determined to be ineligible, he/she will be notified in writing regarding the reasons for the finding. The applicant may appeal the decision by following the administrative appeals process as outlined in this document.

Recertification of Eligibility

Each Concho Valley Transit customer must be recertified upon reaching his/her eligibility expiration date as identified on his/her identification card. Typically, eligibility extends for three (3) years from certification.

Service Area and Hours

When and where can I travel?

The Concho Valley Transit ADA Para-Transit service program is designed to be an extension of, or complement to the fixed route service. The service area and hours generally follow the service provided by the fixed route busses.

ADA eligible customers can travel anywhere within the city limits of San Angelo during the same days and hours of operation as CVT fixed route services. Please note that changes made to service levels of the fixed-route bus schedules may affect Concho Valley Transit ADA Para-Transit service. Please visit www.cvtd.org for a detailed map of all fixed routes and their current service area or ask your Concho Valley Transit Customer Service Agent for information.

Holiday Service

Concho Valley Transit does not provide ADA service on the following Holidays:

New Year's Day – January 1st

Memorial Day – Last Monday of May

Juneteenth- June 19th

Independence Day – July 4th

Labor Day – First Monday of September

Thanksgiving Day – 4th Thursday of November

Christmas Eve – December 24th – **(Runs the CVT Modified Schedule – No Sunday Service)**

Christmas Day –December 25th

Customer Fares

How much does each trip cost?

Customer fares are \$2.00 on all one-way trips for ADA service. Please remember that all passengers must pay the exact cash fare when boarding the Concho Valley Transit vehicle or have pre-purchased a Red Dot card at the CVT Multimodal facility– drivers do not carry change. A Red Dot card is a \$20.00 prepaid card that is representative of 10 ADA trips. Red Dot cards can be purchased from the driver or at the CVT Multimodal facility.

ADA Service – ADA regulations allow the fare charged to an ADA eligible user for each trip to be twice the fare of a comparable fixed-route bus trip. Please visit the Concho Valley Transit web site at www.cvtd.org for current fare information. If a customer's eligibility certification includes a Personal Care Attendant (PCA), the attendant is allowed to ride free of charge. Persons, other than the PCA, riding with the customer are considered Guests and are charged the same fare as the eligible customer. ADA eligible customers may travel with one PCA and one Guest.

Children age 6 and under may ride free of charge. Please remember that all passengers, including PCA's, Guests, and children, must be scheduled at the time of the reservation to ensure space availability on the vehicle. Additionally, all PCA's, Guests, and children must travel from the same origin to the same destination as the eligible customer.

*Hint: Have your **exact** fare ready at the time of your trip. Payment is due as you board the vehicle and drivers do not carry change.*

Tips and Gifts

Our drivers are not permitted to accept tips or gifts. If you would like to commend a driver for service provided, please call our customer service comment line at 1-877-947-8729, and tell us about your experience.

Hint: Please tell us when our Drivers or Customer Service Agents are doing a good job!

Reservations and Scheduling

How do I schedule a trip?

Trips can be scheduled 1 to 14 days in advance Monday through Friday. Reservations must be made no later than 3:00 p.m. the day before you want to travel. Reservations may be made Monday – Saturday before 3pm and on Sundays via voicemail. Call the Concho Valley Transit Reservations line, 1-877-947-8729 to schedule a trip! ***Same day travel requests cannot be accommodated – this is not to be confused with a “will-call” return trip which is outlined below.***

Phone Numbers and Hours of

Fixed Route Operation

1-877-947-8729 Customer Service

Monday Friday 6:30AM- 6:30PM

Saturday 7:30AM- 6:30PM

Sunday Closed

Last Reservation taken at 3 PM

Reservation How-To:

- ✓ First and last name.
- ✓ Date and time that you wish to travel, including the appointment time at your destination if appropriate.
- ✓ Complete address of your pick-up location.
- ✓ Complete address of your destination, including the name of the business, the suite or building number, etc.
- ✓ Time of your return trip. Please allow at least 90 minutes between trips.
- ✓ Are you traveling with a Personal Care Attendant and/or a Guest?
- ✓ Trip purpose (medical, work, education, nutrition, shopping, personal, social, or other).
- ✓ Any special instructions or additional information.

Hint: Please have your trip information ready before you call to help speed up the reservation process and reduce phone wait times.

Pickup Window:

During the reservation process, you will be given a 30-minute window in which the driver will be scheduled to arrive. Your vehicle may arrive at any time during this 30-minute window. ***Please be ready to go at the beginning of your pickup window to avoid any delays.***

Note: Concho Valley Transit is busiest between 7:00AM - 10:00AM and 1:00PM – 5:00PM but varies day to day. If your travel times are flexible you may wish to avoid traveling during these times.

Tips for Scheduling Service:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle within your scheduled return trip time window.
- Tell us if you have an appointment time so we can schedule your trip to arrive at your destination before your scheduled appointment.
- Be aware of the opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow extra time for the pickup and drop-off of other passengers before reaching your destination. Concho Valley Transit is a “shared ride” service and you may be on the vehicle up to 60 minutes to accommodate other trips.
- Listen carefully to make sure your trip is scheduled correctly. The Customer Service Agent will repeat your trip information.

“Will-Call” Return Trips:

If you have a medical appointment, Concho Valley Transit realizes it may be difficult to predict your return

time. For medical trips only, you may schedule a “will-call” return during the reservation process. “Will-call” trips are not assigned to a vehicle until you call and activate the “will-call”. When you are ready for your return trip, simply call Concho Valley Transit at 1-877-947-8729 and tell us you are ready. The Customer Service Agent will activate the “will-call” and assign your trip to a vehicle. Please note: For “will-call” returns, your vehicle will be scheduled to arrive within 5 minutes to one (1) hour of your call. “Will-call” returns are rides from the location in which you were dropped off. Please note that should you move locations that is considered a same day trip which we are unable to accommodate at this time unless you have this pre-planned and dispatch has noted that your “will-call” return trip pick up is at another location.

Attendants and Guests

Concho Valley Transit customers may travel with up to two guests, one of which may be designated as a personal care attendant. Additional guests may be accommodated only if space is available.

Personal Care Attendants (PCA)

A personal care attendant is defined by the ADA as “someone designated or employed specifically to help the eligible individual meet his or her personal needs.” Customers are required to indicate during the eligibility and certification process whether he or she travels with a personal care attendant. Customers approved to travel with a PCA must inform the Customer Service Agent during the reservation process that their PCA will be accompanying them. PCA’s must travel from the same origin to the same destination as the customer and are not charged a fare for ADA service.

****CVT reserves the right to request a PCA in certain situations for the safety of our clients and for the protection of our employees.***

Guests (or Companions)

Any person, other than a personal care attendant, traveling with a customer is considered a guest. Guests must travel from the same origin to the same destination as the customer and pay the same fare as the customer.

Note: Be sure to inform your Customer Service Agent of any PCA’s or Guests, including children, who will be traveling with you. Every seat must be reserved in advance. PCA’s and Guests that are not included in the trip reservation will not be allowed to travel.

Service Animals and Pets

Service animals are permitted on all Concho Valley Transit vehicles. A service animal is any guide dog, or signal dog, or other animal individually trained to do work or perform tasks for an individual with a disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA. Please inform the scheduling office if a service animal will be accompanying you on your trip. Animals must not pose a threat to any passenger or the vehicle operator. Animals shall not block or in any way obstruct aisles or doorways. Small pets, which are not service animals, may accompany Concho Valley Transit customers as long as they are in an approved pet-carrier that you can hold on your lap during the entire trip. Unruly, aggressive, noisy, or pets that are a disruption to other passengers can be refused. Owners must be in complete control of their pets.

Completing Your Trip

The Pickup Point

Your vehicle may arrive any time during your 30-minute pickup window. Concho Valley Transit provides destination-to-destination service and cannot enter residences or businesses. Please be ready and waiting near the most exterior door. If you are using a wheelchair, there must be an accessible path from your pickup point to the vehicle. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Drivers are required to wait for passengers up to five (5) minutes after their arrival or five (5) minutes after the start of the scheduled pickup window, whichever is longer. If you are not available to board the vehicle within five (5) minutes, the driver may leave and your trip will be forfeited.

Please let the dispatcher know if you are in need of any reasonable accommodations when scheduling your trip. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental alteration of the program or activity.

Your CONCHO VALLEY TRANSIT Vehicle and Driver

Concho Valley Transit utilizes a dedicated fleet of vehicles for both the ADA and non-ADA services. Drivers are required to wear identification badges and a uniform, and will identify themselves as Concho Valley Transit drivers.

During Your Ride

Concho Valley Transit operates as a shared-ride service. You should expect to routinely share your vehicle with other Concho Valley Transit customers. As a result of the shared nature of the service, please note the following:

- Seat selection is first come, first served.
- You may or may not be taken directly to your destination. The vehicle may deviate significantly from a direct route to your destination in order to accommodate other passengers.
- Be prepared to be on board the vehicle for up to one (1) hour or more for significantly longer trips. Please schedule your trip accordingly.
- Passengers are expected to be courteous to all fellow passengers and the vehicle operator.

The Drop-Off Location

Concho Valley Transit provides curb to curb service. Drivers must maintain sight of their vehicles at all times. If you are using a wheelchair, there must be an accessible path from the vehicle to your destination. Drivers are unable to assist wheelchair passengers up or down steps or along other non-accessible paths.

Please plan ahead and make sure that you will be able to access your destination and, if necessary, someone is there to receive you. Drivers will not leave customers outside a locked building or other unsafe location. **Please let the dispatcher know if you are in need of any other reasonable accommodations when making your reservation so that we can accommodate that request. Recipients of Federal financial assistance are required to provide reasonable accommodations by making temporary, situational changes to policies, practices, and procedures, if needed, by an individual with a disability to enable him or her to participate in the recipient's program or activity, unless providing such accommodations are an undue financial and administrative burden or constitute a fundamental**

alteration of the program or activity.

What if I miss my trip?

Occasionally circumstances arise and you are unable to complete your scheduled trip. Please see the Cancellation and No-show” section for more information on when and how to cancel your trip.

Concho Valley Transit does not offer same-day service. If you miss your trip, you are responsible for rescheduling your trip for another day or for finding alternative transportation.

If one of the following conditions occurs, Concho Valley Transit may attempt to send another vehicle following standard “will-call” return trip procedures:

- 1) The missed trip was due to a reservations or scheduling error.
- 2) The missed trip was caused by the vehicle arriving late or due to Driver error.
- 3) Certain other unavoidable circumstances or situations where the customer may be stranded away from home.

If you miss your trip and still need transportation, please contact your Customer Service Agent to discuss your options.

NOTE: If you are at home or if you are not ready and refuse a trip after the driver makes contact with you within the pick-up window, Concho Valley Transit **will not** send another vehicle.

Hint: Make sure you are ready at the beginning of your pick-up window so that you don't miss your ride.

Cancellations and No-Shows

Sometimes, plans change and you may need to cancel your trip. Trips can be cancelled by calling Concho Valley Transit at 1-877-947-8729.

Advanced Cancellation

Any cancellation made by 4:45 PM the day before your scheduled trip is considered an advanced cancellation. Proper advanced cancellations allow Concho Valley Transit to reassign resources and limit disruptions caused by changing schedules. No penalties are assessed for advanced cancellations.

Same Day Cancellation

Any cancellation at least two (2) hours before the start of your scheduled pick-up window is considered a same day cancellation. Cancelling your trip at least two (2) hours in advance allows Concho Valley Transit to reassign your scheduled vehicle to another customer. No penalties are assessed for same day cancellations that fall within this time-frame.

Late Cancellations

Cancellations made less than two (2) hours but at least 30 minutes before the start of your scheduled pick-up window are considered Late Cancellations and may result in penalties which could lead to suspension of service – See the Late Cancellation and No-Show Policy for details.

No-Shows

A “No-Show” occurs when...

1. The customer cancels the trip less than 30 minutes prior to the start of the scheduled pickup window.
2. The vehicle arrives on time, but the customer no longer wants the ride – also called a “cancel at the door”.
3. The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
4. The vehicle arrives on time and waits for five (5) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

Customers who demonstrate a pattern or practice of No-Show's and/or Late Cancellations may incur penalties which could lead to a suspension of service – see the Late Cancellation and No-Show Policy for details. NOTE: If you No-Show the first leg of your trip all additional trips scheduled for that day will not be automatically cancelled. You must call Concho Valley Transit to cancel any remaining trips that are no longer needed or risk additional penalties.

Late Cancellation and No-Show Policy

The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that “The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary Para-transit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” Concho Valley Transit has established the following points-based process to enforce its late cancellation and no-show policy.

Points System

Based on the definitions in the Cancellations and No-Show Policy section above, points are assessed for each occurrence of the following infractions:

Advanced Cancellation: 0 points – Thank you!

Same Day Cancellation: 0 points – ***(If trip is canceled at least 2 hours prior to scheduled pickup)***

Late Cancellation: 1 point – ***(If trip is canceled at least 30 minutes prior to scheduled pickup)***

No-Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice Late Cancellations or No-Shows exists.

Violations

No-Shows and Late Cancellations are recorded daily and accumulated for a continuous, rolling 30-day period for purposes of enforcing the “No-Show Policy”. Concho Valley Transit reviews total points assessed during a rolling 30-day period and calculates penalties as follows:

6 points in a rolling 30-day period: Warning Letter

8 points in a rolling 30-day period: Up to (3) day suspension

24 points in a rolling 60-day period: Up to (1) month suspension

48 points in a rolling 180-day period: Up to (3) month suspension

To account for frequent ridership, penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 15% of the customer's total trips.

Customers in violation of the Late Cancellation and No-Show Policy will receive written notice of the violation including details of the pending suspension of service. Customers will be given 14 days from the date of the notice to appeal the decision (see the Appeals Process) or to arrange for alternative transportation options during the suspension. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

NOTE: Notices are sent to your primary address on record. It is your responsibility to ensure that CONCHO VALLEY TRANSIT has your current contact information. Please call 1-877-947-8729 and speak with a Customer Service Agent to verify or update your information.

Appeals Process

Concho Valley Transit has established an administrative appeals process in accordance with the Americans with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for

individuals who have been suspended from the provision of complimentary para-transit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes

- An opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service
- A written notification of the decision within **seven business** days of the completion of the appeals process including the reasons for the decision.

Eligibility Denial

Appeals regarding eligibility must be filed within 60 days of the denial of an individual's application. NOTE: The entity is not required to provide Para-transit service to the individual pending the determination on appeal. However, if the entity has not made a decision within **seven business** days of the completion of the appeal process, the entity shall provide Para-transit service from that time until and unless a decision to deny the appeal is issued.

Suspension of Service

Customers found to be in violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct are given a 14-day notice prior to the start of suspension, depending on the severity of the situation, in order to appeal the decision to the Safety/Operations Manager or to arrange for alternative transportation options during the suspension.

Customers who appeal a suspension for violation of the Late Cancellation and No-Show Policy and/or Passenger Code of Conduct will be allowed to continue to use Concho Valley Transit, during the 14 days allotted, pending the outcome of the appeal. The Safety/Operations Manager will issue the decision, in writing, whether to uphold or terminate the pending suspension based on all information provided.

Should an individual wish to appeal the decision of the Safety/Operations Manager, he/she may do so within 10 business days by submitting a written letter of appeal to the **Director of Transit** who will then have 14 days to respond to the appeal. The **Director of Transit's** decision is final. Passengers may be suspended for 30, 60, 180 days or may be banned permanently based on the severity of the actions. Suspensions that are upheld following the appeal will begin immediately upon completion of the appeals process. Following the suspension period, customers will automatically be cleared to resume service. Subscription service is not automatically reinstated following a suspension. Please contact your Customer Service Agent to re-apply for subscription service.

Complaints

What if I have a problem?

If you are experiencing problems with our service, please call 1-877-947-8729 and our Customer Service Representative will notify the appropriate staff member that we received your verbal complaint, research the problem, and work with you, Concho Valley Transit staff, and our service provider to resolve the issue within **seven business days**. Customers may also go to our website (CVTD.org) for a printable copy of the Customer Feedback Form or obtain a physical copy located in the Lobby of CVT.

Subscription Service

What is Subscription Service?

Subscription service, also known as a "Standing Order" may be available for customers who travel regularly on a specific day(s) of the week, at the same time, to and/or from the same location.

Subscription trips enable Concho Valley Transit to create efficient routes for customers who have similar travel patterns and give customers the convenience of transportation without having to call Concho Valley Transit to schedule each trip.

Which Trips Qualify for Subscription Service?

Any trip that repeats two (2) or more times each week may be eligible for Subscription Service. The trip must be exactly the same each day including day of week, pick-up time, appointment time, number of passengers, origin and destination. Work, school, and medical trips such as Dialysis are examples of common subscription trips.

How Do I Sign Up for Subscription Service?

Subscription Service is above and beyond ADA regulations and is approved on a first-come, first-served basis due to limited availability. Ask your Customer Service Representative for more information regarding Subscription Service.

Tips for Using Subscription Service

- Customers using Subscription Service must still call to cancel trips if the trip is not needed for a particular day. No-Show and Late Cancellation policies still apply to Subscription trips.
- Subscription Service may be temporarily suspended by the customer during periods when travel is not needed like vacations, hospital stays, etc. Contact your Customer Service Agent if you need to temporarily suspend your trips. Remember you must call Customer Service to resume your Subscription Services.
- Customers on Subscription Service must maintain a consistent travel history. Excessive cancellations and or No-Shows may disqualify the customer from further Subscription Service in addition to penalties described in the No-Show and Late Cancellation policy.
- All applicable customer fares must be paid at the time of the trip or the customer must have a prepaid Red Dot card.

Safety Policies

Children

Children under-12 years old must be accompanied by an adult.

Seat Belts

All Concho Valley Transit vehicles are equipped with seat belts. Texas law requires all front seat passengers to wear seat belts. For your safety, Concho Valley Transit requires the use of seat belts in the front seat and strongly recommends that all customers wear seat belts.

Car Seats

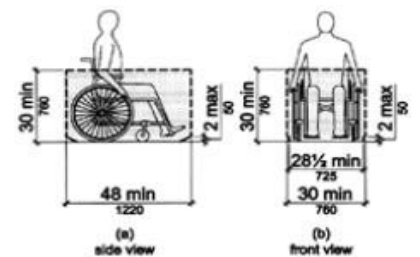
CVT will follow all Federal and State regulations regarding child safety seats.

Mobility Devices

Drivers must secure all mobility devices in the vehicle. However, for transport, the device must not exceed size and weight as specified by vehicle, lift or ramp manufacturer. Contact your Customer Service Agent for more information.

NOTE: Wheelchairs must not exceed: 48" long x 30" wide / 800 lbs. (including occupant)

Concho Valley Transit is unable to transport unoccupied wheelchairs or other mobility devices.



Time Sensitive Medical Needs

Customers who require food, medication, or oxygen at regular intervals should be advised that their travel time could be up to 60 minutes. Please plan ahead and carry the appropriate supplies with you when you travel.

Packages

Customers are limited to packages that they are able to carry with them and hold on/in their lap or next to their feet while seated in the vehicle. Drivers are not able to assist customers with excessive packages or shopping carts. Passengers needing assistance with packages should consider traveling with a guest. Please be mindful of the other passengers on board the vehicle.

Customers Requiring Supervision

If no one is present to receive a customer who is unable to be left unattended, the customer may be kept on the vehicle during subsequent trips. Concho Valley Transit will attempt to reach the customer's emergency contact to make arrangements for a drop off. If the emergency contact cannot be reached by the end of the vehicle's run the customer will return to Concho Valley Transit depot and placed in the custody of the proper authorities. A pattern or practice of related incidents may result in suspension of service.

Health / Safety Threats

Service may be withheld from customers that pose a direct health or safety threat to others. A customer will be limited or excluded from service if a direct health threat situation exists and if the threat cannot be eliminated by reasonable accommodations, e.g., excessive bleeding, waste matter on person, etc.

Violent, illegal, or disruptive conduct is not allowed aboard the vehicle. If a driver reports inappropriate behavior by a customer (or parent, care provider, etc.), and the conduct continues to interfere with the safe operation of a Concho Valley Transit vehicle, a service suspension may occur.

Passenger Code of Conduct

Violation of the "Passenger Code of Conduct" may lead to immediate removal from the CVT vehicle and/or suspension of transportation services – Customers in violation of the "Passenger Code of Conduct" **may** receive written warning of the violation depending on the severity of the situation and based on managerial discretion.

PASSENGER CODE OF CONDUCT

1. **BE PREPARED** – Show your bus pass or **pay using exact change** for bus fare when boarding the bus.
2. **BE TIMELY** – Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the line and use the overhead handrails.
3. **BE COURTEOUS** – Do not take more than one seat if the bus is crowded.
4. **DON'T FORGET YOUR BELONGINGS** – Check that you have your belongings *before exiting*.
5. **NO FOOD/DRINK** – Do not eat or drink on the bus.
6. **KEEP BUSES CLEAN** – Do not leave papers or trash on the bus. Use trash cans located at bus stops or at the Transit Depot.
7. **CLOTHING REQUIRED** – All passengers must have shoes, shirt and bottom covering at all times.
8. **KEEP QUIET LEVELS** – Speak softly when talking to others or using cell phones.
9. **NO SOLICITING** – Passengers cannot solicit goods or services in CVT vehicles or around bus facility.
10. **ALLOW THE DRIVER TO DO HIS/HER JOB SAFELY** – Passengers are not allowed to interfere with the bus operator or operator controls at any time.
11. **RESPECT THE DRIVER AND PASSENGERS** – Respect the driver and other passengers on board.
PROFANITY, TEASING, SEXUAL/RACIAL SLURS OR GESTURES, AND/OR THREATENING/OFFENSIVE LANGUAGE WILL NOT BE TOLERATED. NO PERSON SHALL INTENTIONALLY OR RECKLESSLY HARASS OR ANNOY ANOTHER PERSON.
12. **NO DRINKING AND/OR SMOKING** – Alcohol and smoking, including electronic cigarettes, is prohibited in all CVT vehicles. **IT IS AGAINST THE LAW!**
13. **NO ILLEGAL SUBSTANCES** – The possession of illegal drugs, dangerous substances, and/or weapons of any kind is strictly prohibited from all CVT vehicles. **IF INTOXICATED OR INHIBITED BY DRUGS, SERVICE COULD BE DENIED!**
14. **SERVICE ANIMALS ONLY** – Passengers accompanied by a service animal are liable for any damages that may be caused. Service animals are not allowed to sit in a seat.
15. **AGE REQUIREMENT** – You must be at least **12** years of age to ride the bus without the company of a parent or guardian.
16. **NO OUTSIDE STOPS** – For Fixed Route Services, CVT Drivers will pick-up/drop-off at designated bus stop locations only!
17. **KEEP BAGS TO A MINIMUM** – Please keep bags/packages to as few as possible so as not to take up too much room for other occupants.

Violation of any rules may result in refusal of service or expulsion from CVT services

Para-transit Functional Procedure

Route 1- 5: Concho Valley Transit currently runs eight (8) fixed routes. Five (5) of these routes run six days a week on the following schedule.

Monday - Friday	6:30am-6:30pm
Saturday	7:30am-6:30pm
Sunday	Closed

Goodfellow: The sixth route, commonly known as Route 6 Goodfellow Express, runs on the following schedule:

Friday	5:30 pm – Saturday 1:30 am
Saturday	11:30 am – Sunday 1:30 am

ASU Ram Tram: Routes 20 and 21, commonly known as the Angelo State University Ram Tram Blue and Gold Routes, run on the following schedules during the school year:

Tuesday Route 21 Gold	4:00pm – 8:00pm
Friday Route 20 Blue	5:30pm – 11:30pm
Saturday Route 20 Blue	11:30am – Saturday 11:30pm

During the summer break, the Ram Tram hours may vary. Please visit www.cvtd.org for the most up-to-date route times.

*There is no bus service during winter break

To ensure compliance with the American with Disabilities Act of 1990 we will run a complimentary and comparable Para-transit service for those with disabilities who are not able to fully utilize the fixed-route system. Vehicles that are of the design and function to comply with ADA Para-transit requirements and service standards will be specifically assigned and running the same hours as the normal five (routes 1 – 5) fixed route vehicles.

Travel must meet the requirements of the ADA Act and be from any origin to any destination citywide during the same days and hours of operation as that specific fixed route system. Other fixed route requirements including, providing alternative transportation when vehicle or lift becomes inoperable, nondiscriminatory boarding procedures, providing adequate time to board and alight, stop announcements, and any other ADA regulation required will be followed according to federal, state or local law.

Severe or Inclement Weather

When dangerous weather conditions are forecasted, the CVT Operations will be monitoring the road conditions and will contact media sources by 5:30am in the event there is a delay. If decided there needs to be a delay in service, CVT will be delayed until 10:30am. CVT Operations will continue to monitor the road conditions and by 9:30am they will determine whether CVT will resume service at 10:30, or close for the day.

Stay tuned to the following media services for updates throughout the morning:

Foster Communications (Radio)

94.7 (KIXY)

101.9 (KWFR)

1260AM (KKSA)

100.1 (KCLL)

KGKL (Radio)

97.5

KLST (TV)

KSAN (TV)

Any questions or concerns, please call 1-877-947-8729

or

Email: cvtinfo@cvcog.org

You can also text **CVTDRIV** to 84483 to receive text updates when there are weather delays

and

Follow us on Facebook for news and updates.



Memo

To: CVTD Board of Directors

From: Jeff York – Director of Transportation

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 10

ITEM 10

Jeff York, Director of Transportation, is seeking consideration and approval of the revisions to the ADA Paratransit Services Guidebook.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or COG, or if any Title VI lawsuits are filed against CVT, the agency will follow these:

Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
- b. The complainant shall be in writing and signed by the complainant(s).
- c. The complaint should include:
 - the complainant's name, address, and contact information (i.e., telephone number, email address, etc.);
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance);
 - a description of the alleged act of discrimination;
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate);
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin;
 - if known, the names and/or job titles of those individuals perceived as parties in the incident;
 - contact information for any witnesses; and
 - indication of any related complaint activity (i.e., was the complaint also submitted to COG or FTA?).
- d. The complaint shall be submitted to the Title VI Manager at 510 N. Chadbourne, San Angelo, TX 76903 and or cvttd.org.
- e. Complaints received by any other employee of CVT will be immediately forwarded to the Title VI Manager.
- f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Operations Manager will assist the complainant in converting the verbal allegations in writing.

2. Upon receipt of the complaint, the Title VI Manager will immediately:
- a. notify COG (no later than three (3) business days from receipt);
 - b. notify CVT Authorizing Official; and
 - c. ensure that the complaint is entered in the complaint database.



3. Within three (3) business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If COG has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures;
 - b. reviewing routes, schedules, and fare policies;
 - c. reviewing operating policies and procedures;
 - d. reviewing scheduling and dispatch records; and e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager shall prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, COG, and if appropriate our legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation **within seven business days**. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to COG in the event the complainant wishes to appeal the determination. This letter will be copied to COG.
13. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint;
 - b. an interview cannot be scheduled with the complainant after reasonable attempts; and
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.



Procedimientos para manejar y reportar investigaciones/quejas y demandas

En caso de que FTA o COG inicien alguna investigación del Título VI, o si se presentan demandas del Título VI contra CVT, la agencia seguirá esto:

Procedimientos

1. Cualquier individuo, grupo de individuos o entidad que crea que ha sido objeto de discriminación por motivos de raza, color u origen nacional puede presentar una queja por escrito ante el Administrador del Título VI. La queja debe presentarse de la siguiente manera:

- a. Se debe presentar una queja formal dentro de los 180 días calendario posteriores a la presunta ocurrencia.
 - b. El denunciante deberá estar por escrito y firmado por el(los) denunciante(s).
 - c. La queja debe incluir:
 - el nombre, la dirección y la información de contacto del demandante (es decir, número de teléfono, dirección de correo electrónico, etc.);
 - la(s) fecha(s) del presunto acto de discriminación (si es de varios días, incluya la fecha en que el denunciante o los denunciantes tuvieron conocimiento de la presunta discriminación y la fecha en que se suspendió la presunta discriminación o la última instancia);
 - una descripción del presunto acto de discriminación;
 - la(s) ubicación(es) del presunto acto de discriminación (incluya el número de vehículo si corresponde);
 - Una explicación de por qué el demandante cree que el acto ha sido discriminatorio por motivos de raza, color y origen nacional;
 - si se conocen, los nombres y / o cargos de las personas percibidas como partes en el incidente;
 - información de contacto de cualquier testigo; y
 - indicación de cualquier actividad de queja relacionada (es decir, ¿la queja también se presentó al COG o FTA?).
 - d. La queja se presentará al Gerente del Título VI en 510 N. Chadbourne, San Angelo, TX 76903 y/o cvtd.org.
 - e. Las quejas recibidas por cualquier otro empleado de CVT se enviarán inmediatamente al Gerente del Título VI.
 - f. En el caso de que un demandante no pueda o no pueda proporcionar una declaración escrita, se puede presentar una queja verbal de discriminación al Gerente del Título VI. En estas circunstancias, el demandante será entrevistado, y el Gerente de Operaciones ayudará al demandante a convertir las alegaciones verbales por escrito.
2. Una vez recibida la reclamación, el Gerente del Título VI inmediatamente:
- a. notificar al COG (a más tardar tres (3) días hábiles a partir de la recepción);
 - b. notificar al funcionario de autorización de CVT; y
 - c. asegurarse de que la queja se ingrese en la base de datos de quejas.



3. Dentro de los tres (3) días hábiles siguientes a la recepción de la queja, el Gerente del Título VI se comunicará con el reclamante por teléfono para programar una entrevista.
4. Se informará al denunciante de que tiene derecho a que un testigo o representante esté presente durante la entrevista y puede presentar cualquier documentación que considere pertinente para probar su denuncia.
5. Si COG ha asignado personal para ayudar con la investigación, el Gerente del Título VI ofrecerá la oportunidad de participar en la entrevista.
6. El presunto funcionario discriminatorio del servicio o programa tendrá la oportunidad de responder a todos los aspectos de las alegaciones del demandante.
7. El Gerente del Título VI determinará, en función de la relevancia o duplicación de pruebas, qué testigos serán contactados e interrogados.
8. La investigación también podrá incluir:
 - a. investigar los registros, políticas o procedimientos operativos del contratista;
 - b. revisar rutas, horarios y políticas de tarifas;
 - c. revisar las políticas y procedimientos operativos;
 - d. revisar los registros de programación y envío; y e. observar el comportamiento de la persona cuyas acciones fueron citadas en la queja.
9. Todos los pasos tomados y hallazgos en la investigación se documentarán por escrito y se incluirán en el archivo de queja.
10. El Gerente del Título VI se pondrá en contacto con el denunciante al concluir la investigación (pero antes de redactar el informe final) y le dará la oportunidad de dar una declaración de refutación al final del proceso de investigación.
11. Al concluir la investigación y dentro de los 60 días siguientes a la entrevista con el denunciante, el Gerente del Título VI preparará un informe que incluya una descripción narrativa del incidente, la identificación de las personas entrevistadas, los hallazgos y recomendaciones para su disposición. Este informe se proporcionará al Oficial de Autorización, COG y, si corresponde, a nuestro asesor legal.
12. El Gerente del Título VI enviará una carta al denunciante notificándole el resultado de la investigación **dentro de siete días**. Si la queja fue fundamentada, la carta indicará el curso de acción que se seguirá para corregir la situación. Si se determina que la queja es infundada, la carta explicará el razonamiento y remitirá al demandante al COG en caso de que el demandante desee apelar la determinación. Esta carta será copiada a COG.
13. Una reclamación podrá ser desestimada por los siguientes motivos:
 - a. el demandante solicita el retiro de la queja;
 - b. no se puede programar una entrevista con el demandante después de intentos razonables; y
 - c. El demandante no responde a las repetidas solicitudes de información adicional necesaria para procesar la queja.



Memo

To: CVTD Board of Directors

From: Jeff York – Director of Transportation

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 10

ITEM 10

Jeff York, Director of Transportation, is seeking consideration and approval of the revisions to the Title VI Complaint Procedures in both English and Spanish.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner



Concho Valley Transit

Title VI Plan

Title VI of the Civil Rights Act of 1964

Effective 2023 - 2025

Adopted date

February 2020



CONCHO VALLEY
COUNCIL OF GOVERNMENTS

I. Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds 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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

During the Obama Administration, the Federal Transit Administration (FTA) placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency (LEP).

Recipients of public transportation funding from FTA and the Concho Valley Council of Governments (CVCOG) are required to develop policies, programs, and practices that ensure federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Concho Valley Transit (CVT) incorporates nondiscrimination policies and practices in providing services to the public. Concho Valley Transit (CVT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

II. Overview of Services

Concho Valley Transit (CVT) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. CVT serves as a rural transit district (RTD) for 12 counties in central and western Texas, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green. In 2006, CVT took over the responsibility from the City of San Angelo to provide public transportation for the San Angelo urbanized area (UZA), and CVT serves as an urban transit district (UTD) as well.

As a RTD, CVT operates demand-response service in rural areas of Tom Green County and all of the rest 11 counties. CVT develops a fixed schedule for each county to provide regular out-of-county bus service. As a UTD, CVT operates fixed-route service and ADA paratransit service within the city limit of San Angelo, and for the San Angelo UZA outside the city limit. In addition, CVT contracts with American Medical Response to provide non-emergency medical transportation for eligible residents in the entire Concho Valley Region. CVT also partners with several local agencies and organizations, such as Foster Grandparents, Senior Companion and Area Agency on Aging, to provide transit services to their clients.

III. Policy Statement and Authorities

Title VI Policy Statement

Concho Valley Transit is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Concho Valley Transit’s Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

Signature of Authorizing Official

Date

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted);

U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCES TO COG

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when CVCOG submits its annual certifications and assurances to FTA.

As part of the Certifications and Assurances submitted to at the time of grant application and award, Concho Valley Transit submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination because of a disability (ADA).

In signing and submitting the assurance, Concho Valley Transit confirms to CVCOG our commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Concho Valley Transit's Title VI Implementation Plan 2020-2023. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of CVT's transportation services on the basis of race, color, or national origin, as protected by Title VI according to FTA Circular 4702.1B, Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

Signature of Authorizing Official

DATE

Judge Steve Smith, CVCOG Board Chairman

Concho Valley Transit

NOTE: ****Provide here**** a copy of meeting minutes, resolution, or other appropriate documentation showing that the board of directors or appropriate governing entity of official(s) responsible for policy decisions has reviewed and approved the Title VI Program.

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

Concho Valley Transit's Title VI Manager and be responsible for ensuring implementation of the agency's Title VI program. The specific areas of responsibility are described below.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Title VI Manager Responsibilities

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI Responsibilities of the Agency

The Title VI Manager is responsible for ensuring the aforementioned elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, CVT will maintain:

- A database or log of Title VI complaints received that tracks the investigation of and response to each complaint.

- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

Concho Valley Transit does not have subrecipients.

3. Annual Review of Title VI Program

Each year the Title VI Manager will review the agency's Title VI program to ensure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of Information Related to the Title VI Program

Information on CVT's Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document and according to federal and state laws/regulations. The Title VI program will be available in other languages when needed according to the LEP plan.

Title VI information shall be disseminated to CVT employees annually via the Employee Education form (Appendix A). This form reminds employees of the CVT policy statement and of their Title VI responsibilities in their daily work and duties.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (Appendix B).

Title VI information posters will be prominently and publicly displayed in the CVT Multi-Modal facility and on all revenue vehicles (Appendix C). The Title VI Plan will also be posted on CVT's website at www.cvtd.org.

5. Resolution of Complaints

Any individual may exercise his or her right to file a complaint if that person believes that he/she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. CVT will report the complaint to CVCOG within three (3) business days (per CVCOG requirements), and make a concerted effort to resolve complaints locally using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported to COG in the Quarterly Report (in addition to immediately).

6. Written Policies and Procedures

CVT's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal Education

CVT's employees will receive training on Title VI policies and procedures upon hiring and annually. This training will include requirements of Title VI, CVT's obligations under Title VI (LEP requirements included), required data that must be gathered and maintained. In addition, training will be provided when any Title VI related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of CVT's Transit Manager.

8. Title VI Clauses in Contracts

In all federal procurements requiring a written contract or Purchase Order (PO), CVT's contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Procurement Manager who is/are responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

REQUIREMENT TO PROVIDE A TITLE VI PUBLIC NOTICE

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, CVT shall disseminate this information to the public by: (the following is a sample of options for Title VI notice and should be updated to reflect your agency's practice)

- posting a Title VI notice on the agency's website
- posting a Title VI notice in public areas of the agency's office(s), including the reception desk meeting rooms
- posting a Title VI notice in federally-funded vehicles
- etc.

TITLE VI COMPLAINT PROCEDURES

REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Sample of Narrative

Any individual may exercise his or her right to file a complaint with CVT if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to CVCOG within three (3) business days (per CVCOG requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to CVCOG.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

CVT includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected

by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvtd.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within CVT's passenger policies/ride guide/Other brochure.

A copy of CVT's TITLE VI COMPLAINT FORM is attached as APPENDIX D.

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or COG, or if any Title VI lawsuits are filed against CVT, the agency will follow these:

Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
- b. The complainant shall be in writing and signed by the complainant(s).
- c. The complaint should include:
 - the complainant's name, address, and contact information (i.e., telephone number, email address, etc.);
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance);
 - a description of the alleged act of discrimination;
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate);
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin;
 - if known, the names and/or job titles of those individuals perceived as parties in the incident;
 - contact information for any witnesses; and
 - indication of any related complaint activity (i.e., was the complaint also submitted to COG or FTA?).
- d. The complaint shall be submitted to the Title VI Manager at 510 N. Chadbourne, San Angelo, TX 76903 and or cvtd.org.
- e. Complaints received by any other employee of CVT will be immediately forwarded to the Title VI Manager.
- f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Operations Manager will assist the complainant in converting the verbal allegations in writing.

2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify COG (no later than three (3) business days from receipt);
 - b. notify CVT Authorizing Official; and
 - c. ensure that the complaint is entered in the complaint database.
3. Within three (3) business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If COG has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures;
 - b. reviewing routes, schedules, and fare policies;
 - c. reviewing operating policies and procedures;
 - d. reviewing scheduling and dispatch records; and e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager shall prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, COG, and if appropriate our legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation **within seven business days**. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to COG in the event the complainant wishes to appeal the determination. This letter will be copied to COG.
13. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint;
 - b. an interview cannot be scheduled with the complainant after reasonable attempts; and
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

TRANSPORTATION-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to CVCOG every three years (3) and new information regarding complaints, lawsuits, or investigations shall be provided to CVCOG with the Annual Report.

SEE APPENDIX E – Investigations, Lawsuits, and Complaints Document

PUBLIC OUTREACH AND INVOLVEMENT

Public Participation Plan

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Concho Valley Transit (CVT) utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

CVT established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

CVT will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

A SAMPLE OF EFFECTIVE PUBLIC OUTREACH PRACTICES INCLUDES:

- a. Determining and identifying what meetings and program activities lend themselves to client public participation.**
- b. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.**
- c. Employing different meeting sizes and formats.**
- d. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.**

- e. **Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.**
- f. **Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.**

SEE APPENDIX F – Summary of Outreach Efforts.

VIII. ACCESS FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (“LEP”)

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program must meet the objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by CVT is based on FTA guidelines.

As required, CVT developed a written LEP Plan (below). Using 2010 and American Community Survey (ACS) Census data, CVT has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population (all subrecipients are required to do this)

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2013-2017)

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through www.census.gov for CVT’s service area. The agency’s service area includes a total of 11,861 (12.28%) of persons with Limited English Proficiency (those persons who indicated that they spoke English “less than very well,” in the 2013-2017 ACS Census).

Information from the 2013-2017 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. This data indicates the extent to which translations into other language are needed to meet the needs of LEP persons.

Table 1 – LEP Persons by Language Spoken at Home

Concho Valley Service Area			
Language	Number of LEP Population	Percent of Service Area Population Speaking Language	Percent of LEP Population Speaking Language
Spanish or Spanish Creole	11,132	7.64%	92.43%
Other Indo-European Languages	294	0.20%	2.44%
Other Pacific Island Languages	191	0.13%	1.59%
Chinese	93	0.06%	0.77%
Thai	57	0.04%	0.47%
Loatian	48	0.03%	0.40%
Korean	40	0.03%	0.33%
Vietnamese	33	0.02%	0.27%
Gujarati	24	0.02%	0.20%
German	20	0.01%	0.17%
French	20	0.01%	0.17%
Russian	17	0.01%	0.14%
French Creole	14	0.01%	0.12%
Other Slavic Languages	13	<0.01%	0.11%
Mon-Khmer (Cambodian)	13	<0.01%	0.11%
Hindu	12	<0.01%	0.10%
Italian	9	<0.01%	0.07%
Tagalog	5	<0.01%	0.04%
Urdu	5	<0.01%	0.04%
Other Indic Languages	4	<0.01%	0.03%
Total LEP Population	12,044	8.27%	
Total Service Area Population	145,672		

Spanish or Spanish Creole (11,132) is the most widely spoken language among LEP individuals in the Concho Valley Service Area. No other language group surpasses the Safe Harbor Provision.

Factor 2: Assessment of Frequency LEP Individuals Come into Contact with the Transit Services or System (applicable if Factor 1 identifies any languages that meet the threshold)

Concho Valley Transit reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have encountered these functions through one or more of the following channels:

- Contact with transit vehicle operators;
- Contact with transit station managers;
- Calls to CVT's customer service telephone line;
- Visits to the agency's headquarters;
- Access to the agency's website;
- Attendance at community meetings or public hearings hosted by Concho Valley Transit;
- Contact with the agency's ADA complementary para-transit system (including applying for eligibility, making reservations, and communicating with drivers).

Concho Valley Transit (CVT) found that there were a significant number of Spanish speaking passengers. To accommodate the Spanish speaking customers, we have all postings in both English and Spanish as well as utilizing Google Translator in the office when needed.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact.

To assist in language identification, we use a language identification flashcard based what was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)

Information from Community Organizations that Serve LEP Persons

To supplement the Census, education, and labor department data, CVT conducted community outreach to the following organizations that work with LEP populations.

- *State and local governments;*

Concho Valley Transit works with entities throughout the Concho Valley Service Area as requested to include public and transportation meetings that include various human service organizations.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Concho Valley Transit (CVT) provides the following programs, activities and services:

CVT provides public transportation which focuses on the needs for people throughout Concho Valley who have no or few transportation options as well as those who choose to ride public transit. CVT works closely with the local governments to identify transportation needs such as senior living and the LEP populations to ensure rides are provided to improve their quality of life. Stops are added along the Fixed Routes when new senior living housing is established to aid in this process as well. Specific needs include work, school, medical appointments, and shopping.

Based on past experience serving and communicating with LEP persons and interviews with community agencies, we learned that the following services/routes/programs are currently of particular importance to LEP persons in the community.

- CVT provides demand response service in each of the 12 counties listed: Coke, Concho, Crockett, Irion, McCulloch, Menard, Schleicher, Sterling, Sutton, & Tom Green.

The following are the most critical services provided by CVT for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services, including reduced fare application process
- ADA paratransit services, including eligibility certification process
- Other paratransit services
- Services targeted at low income persons

Factor 4: Assessment of the Resources Available to the Agency and Costs

Costs

The following language assistance measures are currently being provided by Concho Valley Transit:

- 20% of CVT's Administrative Staff speak fluent Spanish.
- Use of universal signage on vehicles
- Use of google translator

We anticipate that these activities and costs will increase over time and as new routes/stops are added.

Based on the analysis of demographic data and contact with community organizations and LEP persons, CVT has determined that no additional services are needed to provide meaningful access:

Resources

The available budget that could be currently devoted to additional language assistance expenses is \$. This amount is likely to be stable over time.

Concho Valley Transit has not requested additional grant funding for language assistance.

In-kind assistance may be available through community organizations, other city or county departments, other transit agencies who may be able to partner for language assistance services.

LEP Implementation Plan

Through the four-factor analysis, CVT has determined that the following types of language assistance are most needed and feasible:

- Translation of vital documents into Spanish. These documents include:
 - CVT Guidebook
 - All printed materials on ADA Paratransit
- Translation of vital documents into Brail. These documents include:
 - ADA Paratransit Guidebook
- Attempt to hire bilingual staff with competency in spoken and written (Spanish, as appropriate for your service area).
- In-person translation for ADA eligibility inquiries as needed.

Staff Access to Language Assistance Services:

Agency staff who come into contact with LEP persons can access language services by utilizing google translator, offering the individual a translated document on hand, or transferring a call to bilingual staff (if available). All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers as follows: Calls received from LEP persons are transferred to the appropriate language speaking person usually on staff or by utilizing google translator.

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons: Such communications are addressed and handled by an appropriate bi-lingual staff member for accuracy purposes.

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our customer service and administrative office: Communication via google translate to include a person from management as well as a bi-lingual staff member (if available) to meet the needs of the person.

The following procedures are followed by operators when an LEP person has a question on board a CVT vehicle: incidents regarding a driver are usually handled over a portable communication device with an appropriate bi-lingual staff member or a physical appearance from our supervisory team along with a language speaking staff member.

Staff Training

As noted previously, all CVT staff is provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely encounter customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

Sensitivity training is covered for all employees annually which covers LEP persons.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents;
- on our website, with the ability to translate vital documents in other languages;
- through signs posted on our vehicles and in our customer service and administrative offices;
- through ongoing outreach efforts to community organizations, schools, and religious organizations;

LEP persons will also be included in all community outreach efforts related to service and fare changes.

Monitoring/Updating the plan

This plan will be updated on a periodic basis (at least every three (3) years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, CVT will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic surveys, focus groups, community meetings, internal meetings with staff who assist LEP persons, review of updated Census data, formal studies of the adequacy and quality of the language assistance provided, and determine changes to LEP needs.

Based on the feedback received from community members and agency employees, CVT will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore CVT will attempt to identify the most cost-effective approaches. As the community grows and new LEP groups emerge, CVT will strive to address the needs for additional language assistance.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

(this section should be updated to reflect your agency’s preferred language and procedures) This section applies to agencies providing fixed route, public transit or other agencies that have Boards or Committees. It is an FTA requirement that such committees or boards should be representative of the population served. If this doesn’t apply to your agency, do not delete it but state the reason it is not applicable. Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” [Insert Agency Name] has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select. 1. Please provide a description of your selection process, including recruitment efforts made to encourage the participation of minorities on such committee(s). 2. Please provide a table(s) depicting the racial breakdown of the membership of those committees.

Record Keeping

The Title VI Coordinator, or his/her designee, will maintain permanent records, which include, but are not limited to, signed Acknowledgements of Receipt from employees indicating the receipt of the CVT Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, records of correspondence to and from complainants, and Title VI investigations.

Organization and Staffing – General

The Executive Director is responsible for ensuring the implementation of Concho Valley Transit’s Title VI program. The Title VI Coordinator or investigator is responsible for the overall management of the Title VI program. The day-to-day administration of the program lies with the Title VI Coordinator.

Title VI Coordinator Contact Information

Concho Valley Transit, Title VI Coordinator - (325) 947-8729

Program Administration and Title VI Coordinator's Responsibilities

As authorized by the Executive Director of the Concho Valley Transit (CVT), the Title VI Coordinator is responsible for initiating, monitoring, and ensuring CVT's compliance with Title VI requirements as follows:

1. Process, review and investigate Title VI complaints received by CVT in accordance with Complaint Procedures. If any individual believes that he or she or any other program beneficiaries have been subject to unequal treatment or discrimination as to the receipts of benefits and/or services, or on the grounds of race, color, national origin he or she may exercise their right to file a complaint with CVT. Every effort will be made to resolve complaints informally at the local and contractor level.
2. Review special emphasis program areas to determine the effectiveness of program area activities at all levels. In addition to the day to day monitoring, all special emphasis program areas will be reviewed annually to ensure effectiveness in their compliance of Title VI provisions. The Title VI Coordinator and program liaisons will coordinate efforts to ensure equal participation in their program areas and activities at all levels.
3. Conduct Title VI reviews when necessary of contractors and other recipients of federal aid funds.
4. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process, to prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.
5. Develop Title VI information for Public Dissemination and Limited English Proficiency. Ensure dissemination to the general public and, where appropriate, in languages other than English. CVT will disseminate Title VI Program information to CVT employees, contractors, subcontractors, consultants, and sub-consultants as well as the general public. Public dissemination will include posting of public statements (Appendix D) and inclusion of Title VI language in contracts. The Title VI Policy Statement will be published in newspapers having a general circulation in the vicinity of proposed projects and announcements of hearings and meetings in minority publications.
6. Prepare an Annual Title VI Update Report. The update will report on any accomplishments and changes to the program occurring during the preceding year.

7. Schedule training for Title VI related statutes for appropriate CVT employees. The training will provide comprehensive information on Title VI provisions, its application to program operations, identification of Title VI issues and resolution of complaints.

8. Identify and eliminate discrimination when found to exist. Work with CVT offices and departments to establish procedures for promptly resolving deficiencies. Procedures will be implemented to identify and eliminate discrimination when found to exist, including, but not limited to utilization of disadvantaged business enterprises, public involvement and property acquisition.

9. A list of all Title VI complaints, investigations and lawsuits received since the last Title VI Program submission will be provided to FTA in the triennial update (Appendix I).

10. Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary within a period not to exceed 90 days. The CVT 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 irregularities occur in the administration of the program's operation, procedures will be promptly implemented to resolve Title VI issues, and reducing to writing remedial action agreed necessary within a period not to exceed 90 days.

11. Maintain updated legislative and procedural information regarding CVT's Title VI Program. This will include federal laws, rules and regulations, local guidelines, CVT Plan and updates, and other resource information pertaining to Title VI issues.

Complaint Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 relating to any transportation or program or activity administered by CVT, as well as to sub-recipients, consultants, and contractors. These procedures apply to complaints filed against a program and/or activity funded by either the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), and other Federal offices.

The complainant may file a signed, written complaint up to one hundred eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

1. The complainant's name, mailing address, and contact information (i.e. telephone number, email address, etc.)
2. How, when, where, and why the complainant believes he/she was discriminated against. Include the location, names, and contact information of any witnesses.
3. Other information that deemed significant by the complainant.

The Title VI Complaint Form (Appendix E) may be used to submit the complaint information.

Title VI Complaints are to be filed in writing to:

Title VI Coordinator
Concho Valley Transit
5430 Link Road
San Angelo, TX 76904

Intimidation or retaliation of any kind is prohibited per Title 49, Code of Federal Regulations, Part 21.11(e).

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by CVT will be directly addressed by CVT. CVT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, CVT shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledgment of receipt of complaint (Appendix F) will be mailed within seven (7) days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination.

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

How will the complainant be notified of the outcome of the complaint?

CVT will send a final written response letter (Appendix G or H) to the complainant. In the letter notifying the complainant that the complaint is not substantiated (Appendix G), the complainant is also advised of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from CVT, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Title VI Emphasis in Transportation Planning Process

Intent of the Public Involvement Policy

CVT's policy is to be proactive in reaching out to the community and encouraging input from the public. The public involvement process should be an integral part of an agency's activities and its adequacy should be explicitly considered each time an agency makes major program changes, initiates new studies to identify solutions to transportation problems, and updates its plans. The Public Involvement Policy (PIP) is the official procedure document for CVT, to ensure that the transportation planning process includes input from the citizens, advisory committee, private transportation providers, agencies, and other interested parties.

Recognizing the importance of public involvement, CVT's goal is an effort which provides for:

- The public being informed fully about transportation issues throughout the process;
- The public has adequate opportunity to express opinions and concerns about public transportation issues in an orderly manner and appropriate forum; and
- Public transportation plans, policies, and decisions have public support.

The procedures for public participation are intended to allow for orderly public interaction with the CVT Board and staff. The PIP will include public involvement procedures for the planning documents and any other public transportation planning initiatives and/or studies that have a significant scope or impact.

The CVT relies on the San Angelo Metropolitan Planning Organizations public participation process to satisfy the requirements for the Program of Projects. The CVT and the San Angelo MPO coordinates in ensuring that the public participates in the TIP development process. However, the CVT has developed this document to guide its public participation efforts regarding fare changes, reduction of services, and major modifications of the fixed route system.

San Angelo Metropolitan Planning Organization (SAMPO) annually updates and coordinates CVT's future plans for transportation improvement programs and projects. The update also informs other CVT jurisdictions of the current planning direction for transportation needs. Projects included in the update are the result of evaluation and prioritization of needs in various transportation areas. The evaluation process includes input from local jurisdictions and organizations, citizen groups, and private individuals.

In addition, SAMPO utilizes a comprehensive transportation planning process which incorporates input from the public. The process further entails the monitoring and collection of varied data pertaining to transportation issues. SAMPO also coordinates the establishment of new transportation corridors within the district.

SAMPO has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public has been invited to participate in these activities:

Transportation Improvement Plan (TIP). The TIP is a fiscally constrained four-year planning document that addresses transportation project and programs including: federal, state and local highways, transit, ridesharing, bike paths and pedestrian facilities. The TIP process includes public hearings and public comment periods.

Regional Transportation Coordination

CVT is the lead agency for Regional Transportation Coordination in the Concho Valley Region. Coordination meetings are held quarterly with multiple stakeholders and other interested parties, with representatives from the following agencies/groups regularly attending: San Angelo Metropolitan Planning Organization, Workforce Development Center, Area Agency on Aging, San Angelo Health Foundation, Concho Valley Council of Governments, and the United Way of the Concho Valley.

CVT Board Meetings

The CVT Board shall meet at least four (4) times a calendar year, at least once each quarter or as often as the CVT Board desires to conduct the business of the CVT. The Board shall determine the time and place of such meetings.

The meetings of the CVT shall be subject to the Open Meetings Act of 1967 as amended (Article 6252-17c of Texas Vernon's civil statutes). **(Chapter 551 of the Texas Government Code)** Additionally any ad hoc or advisory committee formed under the auspices of the Board shall be subject to the same provisions.

Records of meetings of CVT are subject to the provisions of the Open Records Act, Texas Vernon's Civil Statutes Article 6252-17a as amended. **Texas Government Code Chapter 552.** The Board shall keep written minutes of each meeting, which shall include a record of members present and the votes on all motions.

The public shall be given an opportunity to participate at every public meeting by public comment periods. CVT staff is responsible for preparing the meeting agenda. CVT staff shall provide any technical assistance necessary during the meeting or will arrange for others to provide the technical assistance.

Notification will be provided through the following methods:

- CVT staff will post meetings at the Tom Green County Courthouse or on the CVCOG outdoor bulletin board and on the CVT website (<http://www.cvt.org>) a minimum of seventy-two (72) hours in advance.
- CVT staff will send notifications of meetings via e-mail or mail to all persons in the notification database.
- Texas Secretary of State website <http://www.sos.state.tx.us/texreg/index.shtml>
- Meetings will be held at handicap accessible locations. CVT will make available meeting minutes, roster of attendees, and relevant documents at the CVT office and on CVT's website.

Public Meetings

CVT will hold public hearings prior to a decrease in service or an increase in fares. Major modifications to the fixed route system that constitute a greater than 25% change will also require a public hearing. Scheduling public hearings will be in a manner that makes them accessible to the community. The date, time, location, and subject matter of the hearing will be published in the

local newspaper and on the CVT website at least seventy-two (72) hours in advance. The meetings dates will be a minimum of ten calendar days prior to the adoption of the plan.

CVT staff shall notify local government and the public access channel of public hearings. CVT will be responsible for preparing an agenda, distributing announcements, providing technical assistance, making presentations or arranging for others to make a presentation. This includes the rural counties in the Concho Valley Region and the Regional Coordination Planning Area.

Public Appearances

CVT will make every effort to comply with requests from civic or professional groups, organizations, or committee to present or discuss information related to the work of CVT. Organizations should contact CVT and allow ample time for CVT staff to arrange to attend.

Advisory Committee

To assist in soliciting public opinion and comment, and other issues affecting CVT and the community, the CVT Board may designate an Advisory Committee. The Advisory Committee will be a combination of volunteers from the community who are key public representatives and concerned citizens, and the Committee will seek comments from community groups. CVT staff will provide assistance for the Committee or will arrange for other assistance. Committee will serve at the discretion of the CVT Board.

Title VI Responsibilities

1. Ensure that all aspects of the transportation planning process comply with Title VI.
2. Ensure participation of a cross section of various social, economic, and ethnic interest groups are represented in the planning process by disseminating program information to minority media and ethnic organizations and participating in roundtable meetings in minority communities when applicable.
3. Assist the Title VI Coordinator in gathering and organizing information for internal annual Title VI Update Reports.
4. Review the Program Development work program and other directives to ensure compliance with Title VI program requirements.
5. Gather statistical data on program participation regarding race, color, and national origin.

Limited English Proficiency (LEP) Analysis and Assistance Plan

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient, or "LEP." According to the 2013 American Community Survey (ACS) and the 1990

and 2000 Decennial Census, LEP individuals accounted for 25.1 million, or 8.5 percent, of the US population over age 5. Between 1990 and 2013, the LEP population grew 80 percent from nearly 14 million to 25.1 million. The highest concentrations of LEP individuals were found in the six traditional-destination states – California, Texas, New York, Florida, Illinois, and New Jersey. These states each had 1 million or more LEP residents and together represented approximately two-thirds of the total LEP population.

Spanish-speaking LEP individuals accounted for 64 percent of the total US LEP population in 2013. The next two languages most commonly spoken were Chinese and Vietnamese, which accounted for 6 percent and three percent, respectively. While the predominance of Spanish eclipses other languages spoken by LEP individuals in terms of share and absolute number, the diversity of other LEP-spoken languages has important implications for government agencies, businesses, and communities in which LEP individuals reside, particularly when vital information must be communicated to all residents.

In 2013, five languages – Spanish, Chinese, Vietnamese, Korean, and Tagalog – were spoken by 80 percent of all LEP individuals. The six through tenth most common languages spoken by LEP individuals – Cambodian, Laotian, Russian, Armenian, and French Creole languages – were distributed roughly equally.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 11 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers.

Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: (1) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued; and (2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

Legal Basis for Language Assistance Requirements

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), 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. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The U.S. DOT requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

Evaluation

The Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by the recipient to people's lives; and (4) the resources available to the recipient and costs.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

1. Language Fluency – All Counties

Source: 2013-2017 American Community Survey 5-Year Estimates

	Language Spoken At Home	Population 5 Years and Over	English Only	Language other than English	Speak English less than "very well"	Spanish	Speak English less than "very well"	Other Indo-European languages	Speak English less than "very well"	Asian and Pacific Islander languages	Speak English less than "very well"	Other language	Speak English less than "very well"
Coke Estimates	#	3,154	2,801	353	146	342	144	2	2	0	0	0	0
	%		88.81%	11.19%	4.63%	10.84%	4.57%	0.06%	0.06%	0.00%	0.00%	0.00%	0.00%
Concho Estimates	#	3,754	2,506	1,248	835	1,182	835	18	0	0	0	5	0
	%		66.76%	33.24%	22.24%	31.49%	22.24%	0.48%	0.00%	0.00%	0.00%	0.13%	0.00%
Crockett Estimates	#	3,454	1,697	1,757	201	1,680	177	53	0	0	0	24	24
	%		49.13%	50.87%	5.82%	48.64%	5.12%	1.53%	0.00%	0.00%	0.00%	0.69%	0.69%
Irion Estimates	#	1,514	1,257	257	2	257	2	0	0	0	0	0	0
	%		83.03%	16.97%	0.13%	16.97%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kimble Estimates	#	4,177	3,436	741	269	718	269	0	0	0	0	0	0
	%		82.26%	17.74%	6.44%	17.19%	6.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Mason Estimates	#	3,889	3,036	853	274	703	236	0	0	20	0	130	38
	%		78.07%	21.93%	7.05%	18.08%	6.07%	0.00%	0.00%	0.51%	0.00%	3.34%	0.98%
McCulloch Estimates	#	7,664	6,149	1,515	433	1,492	433	0	0	0	0	23	0
	%		80.23%	19.77%	5.65%	19.47%	5.65%	0.00%	0.00%	0.00%	0.00%	0.30%	0.00%
Menard Estimates	#	2,076	1,586	490	159	490	159	0	0	0	0	0	0
	%		76.40%	23.60%	7.66%	23.60%	7.66%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Reagan Estimates	#	3,484	1,375	2,109	773	2,088	773	21	0	0	0	0	0
	%		39.47%	60.53%	22.19%	59.93%	22.19%	0.60%	0.00%	0.00%	0.00%	0.00%	0.00%
Schleicher Estimates	#	2,914	1,654	1,260	311	1,254	311	0	0	0	0	6	0
	%		56.76%	43.24%	10.67%	43.03%	10.67%	0.00%	0.00%	0.00%	0.00%	0.21%	0.00%
Sterling Estimates	#	1,026	737	289	46	289	46	0	0	0	0	0	0
	%		71.83%	28.17%	4.48%	28.17%	4.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sutton Estimates	#	3,711	1,851	1,860	373	1,790	373	0	0	0	0	70	0
	%		49.88%	50.12%	10.05%	48.23%	10.05%	0.00%	0.00%	0.00%	0.00%	1.89%	0.00%
Tom Green Estimates	#	108,887	80,694	28,193	6355	26,384	5,969	197	66	277	77	1335	243
	%		74.11%	25.89%	5.84%	24.23%	5.48%	0.18%	0.06%	0.25%	0.07%	1.23%	0.22%
Total – All Counties	#	149,704	108,779	40,925	10177	38,669	9,727	291	68	297	77	1,593	305
	%		72.66%	27.34%	6.80%	25.83%	6.50%	0.19%	0.05%	0.20%	0.05%	1.06%	0.20%

2. Language Spoken at Home – All Counties

Source: 2013-2017 American Community Survey 5-Year Estimates

	Coke	Concho	Crockett	Irion	Kimble	Mason	McCulloch	Menard	Reagan	Schleicher	Sterling	Sutton	Tom Green	Total
English Only	2,801	2,506	1,697	1,257	3,436	3,036	6,149	1,586	1,375	1,654	737	1,851	80,694	108,779
Spanish	342	1,182	1,680	257	718	703	1,492	490	2,088	1,254	289	1,790	26,384	38,669
French					4		8					29	138	179
French Creole		3												3
German	4	2			19	47				6		12	204	294
Russian							13						79	92
Other Slavic Languages		7												7
Persian		11												11
Other Indic Languages													7	7
Other Indo-European Languages	2	18	53						21				197	291
Chinese	5												60	65
Korean						14							229	243
Vietnamese		38				61							70	169
Other Asian Languages						20							277	297
Tagalog						7							194	201
Other Pacific Island Languages		5	24			1						29	412	471
Arabic							2						53	55
Urdu							24							24

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services

CVT has two primary types of transportation services that are provided to the general public, para-transit and fixed routes. All of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible to LEP populations, we would like to grow the number of LEP riders by making available materials, training, and outreach services that would help serve this population better. CVT has completed Spanish language translations of all vital documents and signage at the Multi-Modal Terminal and on all revenue vehicles.

Several of CVT's drivers, both para-transit and fixed route, three customer service representatives, one supervisor, and the administrative office full-time receptionist speak Spanish with proficiency. Their ability to speak with our LEP population has allowed us to continue to serve the needs of the majority of the LEP public. Though this helps us significantly, there are many obvious barriers of having only a limited number of people who can assist most of our LEP population such as, but not limited to, being tied up with other tasks, unavailable during breaks, taking days off, and being busy communicating with other customers.

In order to better determine CVT's current interactions with LEP populations, CVT will administer an internal survey of its employees' experiences with LEP populations. The findings of the survey will hopefully provide us with areas of needed improvement.

Factor 3: Assessing the Nature and Importance of Program, Activity, or Service to LEP Individuals

Both types of transportation that CVT provides are equally important to LEP individuals. Paratransit services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, and education. Additionally, para-transit services provide transportation to places that improve the quality of life, including friends, relatives, entertainment, and the arts. The five fixed routes in the City of San Angelo provide access to Angelo State University, Howard College, West Texas Training Center, Workforce Solution of the Concho Valley, and several branches of the Tom Green County Library system, all of which can assist in language and workforce education.

Factor 4: Resources Available to the Recipient and Costs

US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-

effective means of delivering competent and accurate language services before limiting services due to resource concerns.”

Based on this guidance, we have reviewed our resources and deemed that given the high concentration of LEP individuals in our service area, upon request we will translate our vital documents into the language requested to ensure accessibility.

With our limited funds chasing increasing demand, CVT is not able to allocate funds solely for the purpose of assisting LEP populations. At the current time, CVT does not have the technical assistance, experience, and funds to identify the total costs associated with fully implementing the necessary new or improved programs and services for LEP individuals.

Safe Harbor Stipulation

Federal law provides a “safe harbor” situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A “safe harbor” means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient’s written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% of 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

LEP Program Action Plan

Within the next three years, CVT will work at completing the following activities to further enhance its LEP Program as it relates to the provision of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.

2. Establish relations with more agencies and organizations serving LEP persons.
3. Get feedback from agencies regarding key languages being used in the service area.
4. Get feedback from agencies regarding language services needed.
5. Identify the resources agencies may have to assist CVT with LEP persons as it relates to provision of transportation services or transit-related benefits.
6. Explore the possibility of developing contracts or service relationships for language services.
7. Develop materials in alternate languages, as applicable.
8. Continue to provide training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
9. Continue to provide training for administrative and customer service staff including awareness of services available, how to respond to LEP individuals in person, to LEP callers, and to LEP correspondence.

Public Participation Plan

Concho Valley Transit System is the transit system providing public transportation for the San Angelo Metropolitan Service Area. Concho Valley Transit System uses the Public Participation Plan (PPP) developed and utilized by the San Angelo Metropolitan Planning Organization and works with the MPO to meet the standards and regulation within. The Public Participation Plan for CVT emphasizes the importance of early, on-going public involvement in the transit planning process. Early public involvement enables Concho Valley Transit System to make more informed decisions, improve quality through collaborative efforts, as well as build mutual understanding and trust between Concho Valley Transit System and the public.

It is the intent of the Concho Valley Transit System that the PPP provide the greatest possible involvement in the transit planning process. Moreover, the Concho Valley Transit System intends that the PPP be implemented in a continuous, proactive manner.

Public Participation Goals and Objectives

Concho Valley Transit System Goal: To develop and provide public transit services in the CVT Service Area by engaging in comprehensive planning activities to include public involvement and consultation with public officials.

The following objectives will enable Concho Valley Transit System to meet its overall goal for public participation:

1. Identify target audiences/stakeholders and encourage their involvement in the planning process. These include but are not limited to:
 - a. General Public/Citizens
 - b. Minorities (with consideration of LEP persons)
 - c. People who classify as lower-income
 - d. Private Businesses/Organizations

- e. State and Local Governmental entities
 - f. Publicly funded organizations and agencies
2. Provide notification of meetings and forums in languages understood by targeted audiences and at locations in which they frequent. This will include visual techniques such as charts, pictures, and maps when necessary.
 3. Follow the procedures and standards established in the CVT Transit System LEP Program in an effort to reach and communicate with persons speaking a language other than English.
 4. Establish meeting opportunities at times and locations that maximize public engagement and participation. Phone calls and emails are also encouraged for persons who are unable to attend a forum
 5. Continuously evaluate public involvement strategies and make changes as needed to improve the effectiveness of public participation.

All persons attending the public meetings will be asked to sign a roster that will be maintained by the MPO.

Public Participation Plan Elements

The Public Participation Plan is intended to provide direction for public involvement activities to be conducted by the Concho Valley Transit System and contains the goals, objectives, and techniques used by the Concho Valley Transit System for public engagement. In its public participation process, Concho Valley Transit System will:

- Provide timely information about transit issues, process, and plans to stakeholders, interested parties, and the general public.
- Give adequate public notice of participation activities and allow time for public review and comment at key decision points. If the final draft of any plan differs significantly from the one available for public comment and raises new material issues an additional opportunity for public comment on the revisions will be made available.
- Report (when significant written or oral comments are received ‘during the planning process as a result of public outreach and participation process) on the disposition of comments in the final plan.
- Solicit the needs and input of historically under-served individuals and agencies that provide services to the same.
- Provide a public comment period of 45 calendar days prior to the adoption of the MTP and the TIP; and a public comment period of at least 10 calendar days prior to the adoption of any formal amendments or updates.

Minutes of public meetings shall be maintained by the MPO (with whom Concho Valley Transit System works in conjunction) for a period of five (5) years. Current minutes of the public meetings will be maintained on the MPO website as shown below. The public will be given an opportunity to comment on or at every public meeting or forum.

This Public Participation Plan will be made available during regular business hours at:

Concho Valley Transit
510 N. Chadbourne Street
San Angelo, Texas 76903
www.cvtd.org

San Angelo MPO
510 N. Chadbourne Street
San Angelo, Texas 76903
www.sanangelompo.org

2018-2019 Regional Coordination Planning Committee Stakeholders

Disability Connections
MHMR
Tx Hunger Initiative
Workforce Solutions
CV Workforce
CV Community Action
United Way
Area Agency on Aging
Children's Advocacy Center
Sterling County Judge
Eldorado City Manager
San Angelo MPO
TxDOT
ASU
Adult Literacy Council
Menard Senior Center
City of Big Lake
Sutton County Senior Center
Crockett County Senior Center
Junction Senior Center

Minority Participation within the Planning and Advisory Bodies

Concho Valley Transit understands the importance of diverse representation on committees, councils and boards. The inclusion of minority participants on the Planning and Advisory Board results in adequate policies and procedures reflective of its entire population. As such, CVT encourages participation of all its citizens.

As vacancies on the Stakeholder's Committee become available, CVT will make efforts to encourage and promote diversity.

To encourage participation on this board, CVT will continue to reach out to communities and organizations to connect with all populations within the Concho Valley. In addition, CVT will

make participating realistic and reasonable. Accommodations will be made when available, such as: scheduling times so that all members can be present, transportation to and from the meeting site or providing meeting information via email or in person.

Construction Program Requirement

If CVT begins any construction projects, a Categorical Exclusion (CE) will be prepared for the NEPA requirement and the community disruption and environmental justice sections of FTA standard CE Checklist will be completed. CVT will also complete a Title VI Equity Analysis on the chosen location of the proposed property during the planning stages of construction. The analysis will ensure that the selection of the location does not result in adverse or disparate impact.

System-Wide Service Standards and Policies

1. Vehicle loads for the fixed route system set up by Concho Valley Transit has been studied and set up to efficiently and effectively serve the community of the City of San Angelo with peak time vehicle loads being 1.1 and off-peak time loads being 0.7. If vehicle peak time loads exceeds 1.25 the driver will notify Dispatch and a supervisor will be consulted to relieve the pressure on that route until the demand diminishes.
2. Headway for fixed route system is 60 minutes at this time with exception of the lunch hour from 11:30 a.m. to 12:30 p.m. During this hour the fixed route system will not run. If traffic, construction or passenger load creates a delay in Headway the driver will contact Dispatch and a supervisor will be consulted to determine if relief is needed to correct the headway issue.
3. On-time performance will be measured in early or delayed arrival at locations spelled out in the route schedule or arrival back at the main terminal. These performance standards will be maintained in order to efficiently and reliably serve the public citizenry of San Angelo. Early arrival at any destination or designated location is not permissible. Late arrival at any destination or designated location is allowable up to 5 minutes after the designated time. If Construction, traffic or other factors cause a route to run in excess of 5 minutes late the driver will notify Dispatch and a supervisor will be consulted to determine if relief is needed to correct the delays.
4. The Service availability of our fixed routes will be determined based on Census information and likely need to the areas of the community based on demographics of the city, needs of the portion of the community intended to be served in those areas and population increase or decrease as well. All fixed routes have designated pick up areas but are also set up as a flag down system. If a customer is not at a designated pick up location but flags the bus to stop the bus will stop at the nearest safe location to conveniently accommodate the customer.
5. Distribution of transit amenities for our fixed route system includes but is not limited to bus stop benches at some designated bus stops depending on ridership and needs of the community. Printed signs are available in the Multi-Modal Terminal lobby as well as outside the lobby in public display cases. Also, ample numbers of individual Route schedules with maps included are available at the Multi-Modal facility, in several locations around the city, and on CVT's website at www.cvtd.org.
6. Vehicle assignments are assigned each day a vehicle determination is made depending on vehicle availability and ridership on each route. Generally speaking each fixed route will be assigned a bus capable of carrying 23 passengers and a total of two wheel chairs at a minimum.

However, in the case where a bus of this size may not be available a smaller bus may be assigned to the Route with the lowest ridership and/or shortest route.

7. CVT fixed route will abide by the 49 CFR for the following ADA Fixed Route service requirements:
 - a. When wheelchair lifts are inoperable, the CVT driver can deploy the ramp manually, or call a supervisor for assistance in an alternative transportation.
 - b. Drivers will allow adequate time for persons with disabilities to board and deboard the vehicle.
 - c. Drivers will make stop announcements at major intersections and landmarks, or as requested by a passenger.
 - d. Route numbers will be visible and will be announced upon request.

Appendix A
Employee Annual Education Form
Title VI Policy

No person shall, on the grounds 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.

All employees of Concho Valley Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them, without regard to race, color or national origin.

Appendix B Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the Concho Valley Transit Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

Employee Signature

Print Name

Date

Appendix C

Concho Valley Transit Title VI Notice to Public

Concho Valley Transit (CVT) hereby gives public notice that it is CVT's policy to assure full compliance with Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States 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" (42 U.S.C. Section 2000d).

CVT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you feel you are being denied participation in or being denied benefits of the transit services provided by CVT, or otherwise being discriminated against because of your race, color, or national origin, you may contact our Title VI Coordinator at (325) 947-8729. Any such complaint must be in writing and filed with the Concho Valley Transit Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from this office at no cost to the complainant by calling (325)947-8729 or on our website www.cvtd.org.

For additional information on CVT's nondiscrimination policies and procedures, or to file a complaint, please visit the website at cvtd.org or contact Concho Valley Transit, 510 N. Chadbourne St., San Angelo, TX 76903, Phone: 325.947.8729.

This notice is to be posted in the office of CVT, in the CVT Multi-Modal Terminal, on the CVT website, and on all revenue vehicles.



Concho Valley Transit Título VI Aviso Público

Concho Valley Transit (CVT) se da aviso público que es política de CVT para asegurar la completa conformidad con el título VI de la ley de derechos civiles de 1964. Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación por raza, color u origen nacional en programas y actividades que reciben asistencia financiera Federal. En concreto, título VI establece que "ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional, se excluirá de la participación en, ser negada los beneficios de o ser sujeta a discriminación bajo cualquier programa o actividad recibir Asistencia financiera federal"(42 U.S.C. sección 2000 d).

CVT se compromete a garantizar que ninguna persona es excluida de la participación en, o negada los beneficios de sus servicios de transporte sobre la base de raza, color u origen nacional, como protegido por el título VI en tránsito Federal administración (FTA) 4702.1.B Circular. Si usted siente que se les niega participación en o se les niega los beneficios de los servicios de transporte prestados por CVT o de lo contrario ser discriminadas debido a su raza, color, origen nacional, puede comunicarse con nuestro título VI Coordinador en (325) 947-8729. Cualquier denuncia debe ser por escrito y ante el Coordinador del Concho Valley Transit título VI dentro de ciento ochenta 180 días siguientes a la fecha de la supuesta ocurrencia discriminatoria. Título VI formularios de queja de discriminación puede obtenerse de esta oficina sin costo alguno al demandante, llamando al (325)947-8729 o en nuestro sitio web www.cvtd.org.

Este aviso debe ser publicada en la oficina de CVT en la Terminal multimodal de CVT, en el sitio web de la CVT y en todos los vehículos de ingresos.



Concho Valley Transit
 510 N. Chadbourne
 San Angelo, TX 76903
 Phone: 325.947.8729 Fax: 325.227.6852
 Email : cvtinfo@cvcog.org
 Web site: www.cvtd.org

Appendix D

Title VI Complaint Form

Complaint Form Instructions: If you would like to submit a Title VI complaint to Concho Valley Transit (CVT), please fill out the form below and send it to: Concho Valley Transit, Attn: Title VI Coordinator, 5430 Link Road, San Angelo, Texas 76904. For questions or a full copy of CVT's Title VI policy and complaint procedures call 325-947-8729

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person (s) if known:	6. Date of incident:
7. Discrimination because of: <input type="checkbox"/> Race <input type="checkbox"/> Other <input type="checkbox"/> Color <input type="checkbox"/> National Origin	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	



Concho Valley Transit

510 N. Chadbourne

San Angelo, TX 76903

Phone : 325.947.8729 Fax : 325.227.6852

Email : cvtinfo@cvcog.org

Web site: www.cvtd.org

Forma de Queja de Discriminación de Título VI

Enviar forma firmada: Concho Valley Transit, Attn: Title VI Coordinator, 5430 Link Road, San Angelo, Texas 76904 o por fax al 325-944-9925

Apellido:		Nombre:	
Teléfono:		Dirección:	
Ciudad:	Estado:	Código Postal:	
Correo Electrónico:		Teléfono Alternativo:	
Indica por favor la(s) base(s) de su queja: <input type="checkbox"/> Raza <input type="checkbox"/> Otra <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha y lugar de la(s) presunta(s) acción(es) discriminatoria(s). Favor de incluir la primera fecha de la presunta discriminación y la fecha más reciente de la presunta discriminación.			
Como se discrimino contra usted relacionado a transportación pública? Describa la naturaleza de la acción decisión a las circunstancias de la presunta discriminación. Explique, de la manera más clara posible, que sucedió y porque cree usted que su status protegido fue un factor en la discriminación. Incluya como otras personas fueron tratadas de distinta manera que usted. (Adjunte hojas adicionales de ser necesario).			
La ley prohíbe intimidación o represalias contra cualquier persona ya sea por tomar acción o por participar en la toma de acción para asegurar los derechos protegidos por estas leyes. Si usted siente que se han tornado represalias en su contra, aparte dela presunta discriminación mencionada anteriormente, favor de explicar las circunstancias a continuación. Explique la acción que usted tomo que cree sea la causa de la presunta represalia.			

Nombre de los individuos responsables de la(s) acción(es) discriminatoria(s):		
Nombre de personas (testigos, compañeros de trabajo, supervisores u otros) a quienes podamos contactar para obtener información adicional para respaldar o aclarar su queja: (adjunte hojas adicionales de ser necesario).		
Nombre:	Dirección:	Teléfono:
<p>Alguna vez ha presentado, o tiene la intención de presentar, una queja con respecto a esta situación con cualquiera de las organizaciones que se mencionan a continuación? De ser así, favor de proporcionar las fechas en que se presentaron. Marque todas las que apliquen.</p> <p><input type="checkbox"/> Departamento de Transporte de los EE.UU. _____</p> <p><input type="checkbox"/> Administración Federal de Carreteras de los EE.UU. _____</p> <p><input type="checkbox"/> Administración de Transporte Federal de los EE.UU. _____</p> <p><input type="checkbox"/> Oficina de Programas de Cumplimiento de Contratos, Federales de los EE.UU. _____</p> <p><input type="checkbox"/> Comisión para la Igualdad de Oportunidades en el Empleo de los EE.UU. _____</p> <p><input type="checkbox"/> Tribunal Federal O Estatal de los EE.UU. _____</p> <p><input type="checkbox"/> Otros _____</p>		
Ha hablado sobre la queja con algún representante de CVT ? De ser así, favor de proporcionar el nombre y puesto de la persona y la fecha en la que tuvo la conversación.		
Explique brevemente que remedio, o acción está usted buscando por la presunta discriminación.		
Favor de proporcionar cualquier información adicional y/o fotografías, si son pertinentes, que usted crea ayudaran el la investigación.		
No podemos aceptar una queja sin firma. Favor de incluir su firma y la fecha a continuación:		
Firma del Demandante: _____		
Fecha: _____		

Appendix E

Investigations, Lawsuits, and Complaints Document

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) taken
Investigations				
1	None			
Lawsuits				
1	None			
Complaints				
1	None			

Appendix F

Summary of Outreach Efforts

CVT's Public Outreach Efforts

- IX. Determine and identify what meetings and program activities lend themselves to client public participation.
- Foster Grandparents
 - Senior Companion
 - Area Agency on Aging
 - Angelo State University
 - Howard College
 - Goodfellow Air Force Base
 - Shannon Medical Center
 - Concho Valley Workforce Solutions
 - HEB Feast of Sharing
 - Disability Connections
 - West Texas Lighthouse for the Blind
- X. Schedule meetings and times that are convenient and accessible for minority and LEP communities. Offer transportation when having meetings at the CVT Depot Annex building.
- XI. Employing different meeting sizes and formats.
- XII. Coordinate with community organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- XIII. Consider social media, television, or radio ads and publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- XIV. Provide opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.



Memo

To: CVTD Board of Directors

From: Jeff York – Director of Transportation

Date: 1/10/2024

Re: CONSIDER AND TAKE APPROPRIATE ACTION – ITEM 11

ITEM 11

Jeff York, Director of Transportation, is seeking consideration and approval of the revisions to the Title VI Plan.

Approved at the CVTD Board Meeting on January 10, 2024.

Chairman – Councilman Harry Thomas

Vice-chairman – Judge Molly Criner

CVTD
Balance Sheet - CVTD Balance Sheet
As of 10/31/2023

	Current Period Balance	
Assets		
First Financial Transit District Bank Acct	881,023.00	1115000
First Financial ICB Bank Acct	25,777.49	1119000
Petty Cash	150.00	1198000
FTA/TxDOT Urban AR	532,590.00	1241000
TxDOT Rural	264,839.00	1242000
TxDOT ED-5310-Mobility Mngt	19,144.00	1251000
TXDOT RPTCP Receivable	7,081.00	1281000
Account Receivable-AMR	8,405.00	1300000
Accounts Receivable - SafeRide	31,032.42	1306000
AR - CV Council of Governments	1,527.50	1311000
Concho County	10,599.12	1371000
West Texas Counseling and Guidance	1,800.00	1381000
Sutton County	3,141.33	1384000
Angelo State University	7,132.26	1387000
CV Area Agency on Aging	5,870.00	1389000
CV Foster Grandparent	495.00	1390000
Accounts Receivable-General	4,921.47	1391000
CV Senior Companion	100.50	1393000
CV Economic Development District	46,658.00	1394000
Charter Services Receivable	675.00	1395000
Bus Passes Receivable	1,230.00	1396000
Other Assets - Project Equipment	4,092,908.69	1811000
Other Assets - Land Chadbourne	353,098.80	1812000
Other Assets - Building Chadbourne	4,661,734.41	1813000
Other Assets - Land Link Road	396,000.00	1814000
Other Assets - Building Link Road	<u>3,448,031.56</u>	1815000
Total Assets	<u>14,805,965.55</u>	
Liabilities		
AP	128,461.37	2111000
AP Owed to CVCOG	341,147.70	2112000
AP Clearing Account	5,254.25	2115000
Unearned Revenue- Charter Payments	675.00	2914000
Unearned Revenue- Insurance Payments	15,507.13	2915000
Unearned Revenue - County Membership Dues	54,480.22	2917000
Unearned Revenue-AMR	4,051.00	2919000
Unearned Revenue- Bus Passes	1,230.00	2920000
Unearned Revenue- SafeRide	493.81	2922000
Unearned Revenue- CVCOG	<u>5,833.34</u>	2927000
Total Liabilities	<u>557,133.82</u>	
Fund Balance		
Unassigned General Fund	1,262,446.50	3101000
Investment - Capital Assets	12,951,773.46	3110000
Restricted - Insurance Payments	<u>34,146.80</u>	3603000
Total Fund Balance	<u>14,248,366.76</u>	
Excess Revenue over Expenditures	464.97	

CVTD
Balance Sheet - CVTD Balance Sheet
As of 10/31/2023

Total Liabilities and Fund Balance	<u>14,805,965.55</u>
------------------------------------	----------------------

CVTD
Statement of Revenues and Expenditures
From 9/1/2023 Through 10/31/2023

		<u>Current Period Actual</u>
Revenue		
4147000	Grant 800, FTA TX-2020-096-00 CARES ACT	579,990.00
4152000	FTA TX-2023-005-01 Y495 CFDA 20.507	245,971.00
4207000	TXDOT RPTCP CFDA 20.505	5,950.00
4276000	TXDOT 5311-2022-CVTD-00100	101,352.00
4276100	TXDOT 5311-2023-CVTD-00031	21,232.00
4284000	TxDOT 5310-ED-Mobility Mngt, CFDA 20.513	11,088.00
4306000	TXDOT State-R-2022-CVTD-00131	13,955.00
4306100	TXDOT State-R-2023-CVTD-00032	5,308.00
4307100	TXDOT State-U-2023-CVTD-00036	87,782.00
4412000	Transportation Toll Credits	3,408.00
4521000	Organization Program Income	3,955.00
4522000	Program Income	18,140.43
4523000	Local Revenue	24,827.85
4524000	Greyhound Lines Pass-Thru	3,621.36
4525000	Transit Charter Fees	6,212.50
4526000	Building Lease	875.00
4756000	Revenue County Cash Match	91,064.32
4757000	SafeRide Medical Transportation	58,731.59
4759000	AMR Medical Transportation	41,817.65
4760000	CVEDD Vendor Contract	48,413.00
4762000	FGP Vendor Contract	771.00
4763000	Transp Aging Vendor Cont	10,617.50
4764000	SCP Vendor Contract	314.50
4916000	Facility Management Allocation	<u>65,299.02</u>
	Total Revenue	<u>1,450,696.72</u>
Expenditures		
5110000	General Wages	126,144.28
5118000	General Overtime Wages	59.19
5150000	Vacation Time Allocation	26,935.74
5151000	Medicare Tax	5,603.10
5172000	Workers Comp Insurance	22,842.14
5173000	SUTA	50.71
5174000	Health Insurance Benefit	80,848.50
5175000	Dental Insurance Benefit	2,871.47
5176000	Life Insurance Benefits	2,503.32
5177000	HSA Insurance Benefit	1,859.35
5181000	Retirement	43,282.61
5199000	Management and Administration Indirect	39,403.83
5203000	Uniforms	266.12
5204000	Greyhound Pass-Thru	4,344.50
5206000	HR Service Center	17,886.68
5207000	Procurement Service Center	3,085.25
5208000	Information Technology Service Center	19,539.80
5210000	Driver Wages	236,806.18
5217000	Dispatch/Customer Service Wages	14,443.37
5218000	Driver Overtime Wages	19,190.10
5219000	Dispatch/Customer Service Overtime Wages	1,424.94
5222000	Driver Double Time	283.02
5291000	Contract Services	26,827.66
5309000	Travel-In Region	87.12
5310000	Travel-Out of Region	415.00

CVTD
Statement of Revenues and Expenditures
From 9/1/2023 Through 10/31/2023

		Current Period Actual
5312000	Meals	717.54
5351000	Fuel	42,648.67
5352000	Lubricant, Oil, Other Fluids(except Fuel)	2,551.51
5361000	Vehicle Maintenance	32,782.60
5363000	Tires	6,245.88
5366000	Non-Vehicle Maintenance	398.45
5431000	Utilities	8,138.80
5448000	Link Road Building Maintenance	3,960.68
5451000	Facility Allocation	2,076.17
5510000	Supplies	1,418.60
5516000	Supplies - Bus/Service Vehicles	1,129.69
5520000	Parts Supplies	5,502.53
5622000	Computers/Software	15,344.69
5626000	Capital-Bus <30 ft	579,990.00
5629000	Tools	1,097.44
5632000	Copier	166.28
5711000	Insurance	18,680.18
5712000	Communications - Bus	6,523.13
5713000	Cell Phones	124.69
5721000	Printing	2,749.64
5753000	Dues and fees	1,077.32
5754000	Vehicle Registration	43.50
5762000	Postage/freight	195.07
5792000	Coffee Expense	109.34
5793000	Physicals	270.00
5796000	Safety	1,209.55
5810000	Multi-Modal Supplies	629.16
5811000	Multi-Modal Insurance	2,877.25
5814000	Multi-Modal Internet	1,277.99
5831000	Multi-Modal Utilities	2,578.96
5851000	Multi-Modal Building Maintenance	355.77
5861000	Multi-Modal Communications	969.70
5876000	Shop Christoval Rd Utilities	145.65
5901000	Link Road Amortization	5,833.34
6999000	Transportation Toll Credits	3,408.00
	Total Expenditures	1,450,231.75
	Excess Revenue over Expenditures	464.97

CVTD
Expenditure Journal
From 9/1/2023 Through 10/31/2023

Grant Code	Grant Title	General Ledger Expenditure	Account Payable Expenditures	Total
010	ICB Program	4,344.50	0.00	4,344.50
018	Extended Medical Transp Program	21,722.45	0.00	21,722.45
800	Grant 800, CVTD Urban CARES ACT	0.00	579,990.00	579,990.00
K01	Grant K01, Head Start Maintenance	0.00	0.00	0.00
K02	Grant K02, Head Start Maintenance FY23-24	893.59	0.00	893.59
L02	Program L02, Link Road Facility FY 22-23	0.00	0.00	0.00
L03	Program L03, Link Road Facility FY 23-24	61,392.79	4,138.25	65,531.04
M06	Grant M06, Mobility Rural 5310-2023-00049	14,063.26	0.00	14,063.26
P03	Grant P03, RPTCP 2024-CVTD-00015	7,140.47	0.00	7,140.47
R03	Grant R03, CVTD Rural FY 22-23	(41,645.80)	41,645.80	0.00
R04	Grant R04, CVTD Rural FY 23-24	213,704.35	49,624.70	263,329.05
U03	Grant U03, CVTD Urban FY 22-23	(67,482.97)	67,482.97	0.00
U04	Grant U04, CVTD Urban FY 23-24	<u>404,509.25</u>	<u>88,708.14</u>	<u>493,217.39</u>
Report Total		<u>618,641.89</u>	<u>831,589.86</u>	<u>1,450,231.75</u>

CVTD
Reconcile Cash Accounts
Summary

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Bank Balance	886,106.38
Less Outstanding Checks/Vouchers	5,083.38
Plus Deposits in Transit	0.00
Plus or Minus Other Cash Items	0.00
Plus or Minus Suspense Items	0.00
Reconciled Bank Balance	<hr/> 881,023.00
Balance Per Books	881,023.00
Unreconciled Difference	<hr/> <hr/> 0.00

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Outstanding Checks/Vouchers

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Payee</u>
25696	9/12/2023	System Generated Check/Voucher	2,000.00	Double Barrel Fabrication Inc
25717	9/26/2023	System Generated Check/Voucher	496.62	Black Plumbing Serivces, LLC
25769	10/24/2023	System Generated Check/Voucher	1,167.00	HOME MOTORS, INC.
25770	10/24/2023	System Generated Check/Voucher	191.25	MELODY'S SOUTHWEST CONSORTIUM
25771	10/24/2023	System Generated Check/Voucher	1,118.51	O'REILLY'S AUTO PARTS, INC.
25772	10/24/2023	System Generated Check/Voucher	60.00	SAV-A-LIFE SKILLS
25776	10/31/2023	System Generated Check/Voucher	50.00	AUTOMATIC FIRE PROTECTION, INC.
Outstanding Checks/Vouchers			<u>5,083.38</u>	

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Checks/Vouchers

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Payee</u>
25676	8/29/2023	System Generated Check/Voucher	190.00	HEART OF TEXAS HEALTHCARE SYSTEM
25703	9/12/2023	System Generated Check/Voucher	1,266.00	OFFICE FURNITURE DISCOUNTERS
25716	9/26/2023	System Generated Check/Voucher	1,230.77	AT&T MOBILITY
25720	9/26/2023	System Generated Check/Voucher	580,407.92	Model 1 Commercial Vehicles dba Creative Bus Sales
25722	9/26/2023	System Generated Check/Voucher	7,502.79	ENGINE PRO MACHINE LLC
25723	9/26/2023	System Generated Check/Voucher	475.42	FLORES TIRE & AUTO
25724	9/26/2023	System Generated Check/Voucher	2,225.29	G&G AUTOMOTIVE
25727	9/26/2023	System Generated Check/Voucher	5.29	O'REILLY'S AUTO PARTS, INC.
25729	9/26/2023	System Generated Check/Voucher	5,053.98	Sportworks Northwest Inc
25730	9/26/2023	System Generated Check/Voucher	8.00	TEXAS DEPARTMENT OF PUBLIC SAFETY
25732	9/26/2023	System Generated Check/Voucher	70.60	Unifirst Holding Inc
25734	9/26/2023	System Generated Check/Voucher	580.00	WEST TEXAS REHABILITATION CENTER
25735	10/3/2023	System Generated Check/Voucher	325.98	Alpha Batteries Plus, LLC
25736	10/3/2023	System Generated Check/Voucher	50.00	AUTOMATIC FIRE PROTECTION, INC.
25737	10/3/2023	System Generated Check/Voucher	976.00	CONSTANCIO TIRE AND FLEET
25738	10/3/2023	System Generated Check/Voucher	994.98	Model 1 Commercial Vehicles dba Creative Bus Sales
25739	10/3/2023	System Generated Check/Voucher	145.20	CTWP
25740	10/3/2023	System Generated Check/Voucher	2,524.98	ENGINE PRO MACHINE LLC
25741	10/3/2023	System Generated Check/Voucher	395.30	JIM BASS FORD, INC.
25742	10/3/2023	System Generated Check/Voucher	304.72	Napa Auto Parts
25743	10/3/2023	System Generated Check/Voucher	1,375.57	O'REILLY'S AUTO PARTS, INC.
25744	10/3/2023	System Generated Check/Voucher	60.00	SAV-A-LIFE SKILLS
25745	10/3/2023	System Generated Check/Voucher	69.10	Unifirst Holding Inc
25746	10/10/2023	System Generated Check/Voucher	162.99	Alpha Batteries Plus, LLC
25747	10/10/2023	System Generated Check/Voucher	114.05	ATMOS ENERGY
25748	10/10/2023	System Generated Check/Voucher	111.75	ATMOS ENERGY

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Checks/Vouchers

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Payee</u>
25749	10/10/2023	System Generated Check/Voucher	45.00	BUG EXPRESS
25750	10/10/2023	System Generated Check/Voucher	2,151.13	Caddo Street Wheel Alignment & Brake Shop Inc.
25751	10/10/2023	System Generated Check/Voucher	1,463.00	CONSTANCIO TIRE AND FLEET
25752	10/10/2023	System Generated Check/Voucher	1,099.95	E&P Tools LLC/ Distributor of Matco Tools
25753	10/10/2023	System Generated Check/Voucher	130.00	ENGINE PRO MACHINE LLC
25754	10/10/2023	System Generated Check/Voucher	596.49	G&G AUTOMOTIVE
25755	10/10/2023	System Generated Check/Voucher	3,870.00	HHH VAC INC dba HHH Heating and Cooling
25756	10/10/2023	System Generated Check/Voucher	155.00	HOME MOTORS, INC.
25757	10/10/2023	System Generated Check/Voucher	40.16	JIM BASS FORD, INC.
25758	10/10/2023	System Generated Check/Voucher	299.33	O'REILLY'S AUTO PARTS, INC.
25759	10/10/2023	System Generated Check/Voucher	20,976.71	WEX BANK
25760	10/10/2023	System Generated Check/Voucher	8,687.23	TML INTERGOVERNMENTAL RISK POOL
25761	10/10/2023	System Generated Check/Voucher	472.31	TXU ENERGY RETAILS COMPANY LLC
25762	10/10/2023	System Generated Check/Voucher	1,480.60	TXU ENERGY RETAILS COMPANY LLC
25763	10/10/2023	System Generated Check/Voucher	234.18	Unifirst Holding Inc
25764	10/24/2023	System Generated Check/Voucher	50.00	ANGELO AUTO GLASS
25765	10/24/2023	System Generated Check/Voucher	1,000.00	CONCHO CHRISTMAS CELEBRATION
25766	10/24/2023	System Generated Check/Voucher	1,460.00	CONSTANCIO TIRE AND FLEET
25767	10/24/2023	System Generated Check/Voucher	1,132.00	ENGINE PRO MACHINE LLC
25768	10/24/2023	System Generated Check/Voucher	4,821.37	G&G AUTOMOTIVE
25773	10/24/2023	System Generated Check/Voucher	639.00	Spherion Staffing, LLC
25774	10/24/2023	System Generated Check/Voucher	69.30	Unifirst Holding Inc
25775	10/24/2023	System Generated Check/Voucher	270.00	WEST TEXAS REHABILITATION CENTER
Cleared Checks/Vouchers			657,769.44	

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Deposits

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Deposit Number</u>
CRT12212142	10/2/2023	ASU ACH !0055238 additional svc Walmart 8/17-8/21 2023 Ram Tram 10/02/2023	968.52	
CRT12212143	10/2/2023	Class of 58 ck#60521 & Scheenman charter cash 10/02/2023	500.00	
CRT12212144	10/2/2023	Bag Adjustment 10/02/2023	4.90	
CRT12212145	10/2/2023	Bus Fare 10/02/2023	491.66	
CRT12212147	10/3/2023	Token Transit 10/03/2023	341.00	
CRT12212149	10/3/2023	Catholic Outreach Services CK# 1905 bus passes 10/03/023	185.00	
CRT12212150	10/3/2023	Bag Adjustment 10/03/2023	1.00	
CRT12212151	10/3/2023	Bus Fare 10/03/2023	587.28	
CRT43951057	10/3/2023	AMR EMSC 2023-10-03	2,146.25	
CRT12212153	10/4/2023	Bus Fare 10/04/2023	613.31	
CRT12212156	10/5/2023	Bus Fare 10/05/2023	368.37	
CRT43951058	10/5/2023	AMR EMSC 2023-10-05	5,192.10	
CRT12212165	10/6/2023	Bus Fare 10/06/2023	277.99	
CRT12212167	10/6/2023	Remote Depsoti 10/06/2023	10,387.23	
CRT12212169	10/10/2023	Token Transit 10/10/2023	359.00	
CRT12212170	10/10/2023	West TX lighthouse for the blind CK# 10572 bus passes 10/10/2023	800.00	
CRT12212171	10/10/2023	Bus Fare 10/10/2023	638.75	
CRT43951059	10/10/2023	AMR EMSC 2023-10-10	1,067.65	
CRT12212174	10/11/2023	Bus Fare 10/11/2023	632.79	
CRT12212175	10/11/2023	Wood charter money order 22-044648816 10/11/2023	750.00	
CRT43951065	10/11/2023	SAFERIDE EMSC 2023-10-11	6,683.46	
CRT12212178	10/12/2023	Bus Fare 10/12/2023	275.85	
CRT43951060	10/12/2023	AMR EMSC 2023-10-12	4,100.55	
CRT12212182	10/13/2023	Remote deposit 10/13/2023	17,799.12	
CRT12212185	10/16/2023	Bus Fare 10/16/2023	558.10	
CRT43951066	10/16/2023	SAFERIDE EMSC 2023-10-16	6,632.73	
CRT12212184	10/17/2023	Token Transit 10/17/2023	345.00	
CRT12212188	10/17/2023	Bus Fare 10/17/2023	381.01	
CRT43951061	10/17/2023	AMR EMSC 2023-10-17	1,879.10	
CRT12212187	10/18/2023	FTA Echo Pmt 3290139134 Grant 800 10/18/2023	90.00	
CRT12212192	10/18/2023	Bus Fare 10/18/2023	132.23	
CRT12212200	10/19/2023	Bus Fare 10/19/2023	244.78	
CRT12212205	10/19/2023	Remote Deposit 10/19/2023	78,922.69	
CRT43951062	10/19/2023	AMR EMSC 2023-10-19	7,429.55	
CRT12212209	10/20/2023	Bus Fare 10/20/2023	216.12	
CRT12212210	10/23/2023	Bus Fare 10/23/2023	176.67	
CRT12212213	10/23/2023	Bronte charter ck# 16451 10/23/2023	1,625.00	
CRT43951067	10/23/2023	SAFERIDE EMSC 2023-10-23	9,724.25	
CRT12212211	10/24/2023	Token Transit 10/24/2023	402.00	
CRT12212218	10/24/2023	Bus Fare 10/24/2023	228.77	

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Deposits

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Deposit Number</u>
CRT43951063	10/24/2023	AMR EMSC 2023-10-24	1,795.55	
CRT12212220	10/25/2023	Bus Fare 10/25/2023	120.22	
CRT12212266	10/25/2023	Saferide 10/25/2023	0.01	
CRT12212222	10/26/2023	ASU ACH 10055640 Sept 2023 Ram Tram 10/26/2023	8,031.62	
CRT12212224	10/26/2023	TG detention center CK# 4714 bus passes 10/26/2023	150.00	
CRT12212225	10/26/2023	Bus Fare 10/26/2023	393.30	
CRT12212228	10/26/2023	Remote Deposit 10/26/2023	14,209.13	
CRT43951064	10/26/2023	AMR EMSC 2023-10-26	4,000.45	
CRT12212229	10/27/2023	Bus Fare 10/27/2023	324.78	
CRT43951068	10/27/2023	SAFERIDE EMSC 2023-10-27	3,067.75	
CRT12212235	10/30/2023	Minority Alliance network ck# 88-112/111361 annex rental 10/30/2023	(150.00)	
CRT12212236	10/30/2023	Bus Fare 10/30/2023	215.87	
CRT12212237	10/30/2023	CV Community Action CK# 080679 bus passes 10/30/2023	375.00	
CRT12212239	10/31/2023	Token Transit 10/31/2023	336.00	
CRT12212243	10/31/2023	Bus Fare 10/31/2023	308.49	
CRT12212244	10/31/2023	COSA Developement Corp charter ck# 6013 10/31/2023	250.00	
CRT43951069	10/31/2023	AMR EMSC 2023-10-31	1,681.55	
CRT43951070	10/31/2023	SR CHECK 10312023	373.81	
Cleared Deposits			199,643.31	

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1115000 First Financial Transit District Bank Acct
Reconciliation ID: CVTD Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Other Cash Items

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>
JVT12212435	10/12/2023	Record funds transferred to CVCOG for August 2023 expenses	(17,126.97)
JVT12212491	10/23/2023	Record funds transferred to CVCOG for September 2023 expenses	(305,732.13)
JVT12212536	10/30/2023	CRT12212235 recorded backwards	300.00
Cleared Other Cash Items			<u>(322,559.10)</u>

CVTD
Reconcile Cash Accounts
Summary

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Bank Balance	27,495.87
Less Outstanding Checks/Vouchers	0.00
Plus Deposits in Transit	0.00
Plus or Minus Other Cash Items	0.00
Plus or Minus Suspense Items	0.00
Reconciled Bank Balance	<hr/> 27,495.87
Balance Per Books	27,495.87
Unreconciled Difference	<hr/> <hr/> 0.00

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Deposits

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>	<u>Deposit Number</u>
CRT12212146	10/2/2023	ICB Deposit 10/02/2023	248.66	
CRT12212152	10/4/2023	ICB Deposit 10/04/2023	31.98	
CRT12212157	10/5/2023	ICB Deposit 10/05/2023	312.80	
CRT12212166	10/6/2023	ICB Deposit 10/06/2023	37.98	
CRT12212173	10/11/2023	ICB Deposit 10/11/2023	167.97	
CRT12212189	10/17/2023	ICB Deposit 10/17/2023	65.96	
CRT12212193	10/18/2023	ICB Deposit 10/18/2023	71.97	
CRT12212201	10/19/2023	ICB Deposit 10/19/2023	138.97	
CRT12212208	10/20/2023	ICB Deposit 10/20/2023	38.00	
CRT12212212	10/23/2023	ICB Deposit 10/23/2023	461.43	
CRT12212219	10/24/2023	ICB Deposit 10/24/2023	153.97	
CRT12212221	10/26/2023	ICB Deposit 10/26/2023	168.27	
CRT12212238	10/30/2023	ICB Deposit 10/30/2023	187.93	
CRT12212245	10/31/2023	ICB Deposit 10/31/2023	194.51	
Cleared Deposits			<u>2,280.40</u>	

CVTD
Reconcile Cash Accounts
Detail

Cash Account: 1119000 First Financial ICB Bank Acct
Reconciliation ID: ICB Reconciliation October 2023
Statement Ending Date: 10/31/2023
Status: Open

Cleared Other Cash Items

<u>Document Number</u>	<u>Document Date</u>	<u>Document Description</u>	<u>Document Amount</u>
JVT43911900	10/20/2023	Record Flix ACH for monthly invoice Sep-23	(1,949.60)
Cleared Other Cash Items			<u>(1,949.60)</u>

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Petty Cash
Account 1198

Description	Amount
Greyhound Box Petty Cash Added 7/27/18	100.00 JVT42363399
Fare Box Petty Cash Added 4/30/19	50.00 JVT11942499
	<u>150.00</u> *

*Funds for petty cash account is to remain at \$150 at all times
(Petty Cash box is reconciled every Monday. Reconciliation forms are scanned
to the trans drive titled "petty cash safe logs")

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Accounts Receivable, FTA/TxDOT Urban
 Account 1241

Description	Amount			
	-			
FTA 2021-100-01 Y446	<u>-</u>			
Record Billing Aug-23 Billing	198,837.00	JVT43951458	Pd 11/14/23	CRT12142301
Record Billing Sept-23 Billing	108,343.00	JVT43951499	Pd 12/4/23	CRT12212325
Record Billing Oct-23 Billing	<u>137,628.00</u>	JVT43951512	Pd 12/21/23	CRT12212392
FTA 2023-005-01 Y495	<u>444,808.00</u>			
Record Billing Sept-23, submitted 12/1/23	81,308.00	JVT43912004		
Record Billing Oct-23	<u>6,474.00</u>	JVT43951514		
Total Urban State-2023-00036	<u>87,782.00</u>			
	<u>532,590.00</u>			
Total	<u><u>532,590.00</u></u>			

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Accounts Receivable, TXDOT Rural
 Account 1242

Description	Amount	
Record Billing Oct-23	<u>21,232.00</u>	
Total State Federal - 5311-2023-CVTD-00031	<u>21,232.00</u>	
Record Billing Aug-23, submitted 12/1/23	102,420.00	JVT43911998
Record Billing Sept-23, submitted 12/5/23	50,497.00	JVT43912009
Record Billing Oct-23	<u>50,855.00</u>	
Total State Federal - 5311-2022-CVTD-00100	<u>203,772.00</u>	
Record Billing Aug-23, submitted 12/1/23	20,572.00	JVT43911997
Record Billing Sept-23, submitted 12/5/23	13,955.00	JVT43912008
Record Billing Oct-23	<u>5,308.00</u>	
Total Rural State-2022-CVTD-00131	<u>39,835.00</u>	
Total	<u><u>264,839.00</u></u>	

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Accounts Receivable, TXDOT Mobility 5310
Account 1251

Description	Amount		
Record Aug-23 billing, Urban	8,056.00	JVT43911891	Pd 11/2/23 CRT12212248
Total 5310-2021-CVTD-50027	<u>8,056.00</u>		
Record Sept-23 billing, Urban, submitted 12/1/23	4,248.00	JVT43911994	
Record Oct-23 billing, Urban, submitted 12/26/23	6,840.00	JVT43951536	
Total 5310-2023-CVTD-00031	<u>11,088.00</u>		
Total	<u><u>19,144.00</u></u>		

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Accounts Receivable, TXDOT Regional Planning RPTCP
 Account 1281

	Description	Amount			
Record Aug-23 billing		1,131.00	JVT43911892	Pd 11/2/23	CRT12212247
	RCTP-2022-CVTD-00021	<u>1,131.00</u>			
Record Sept-23 billing		3,618.00	JVT43911993/2005		
Record Oct-23 billing		2,332.00	JVT43951533		
	RCTP-2022-CVTD-00021	<u>5,950.00</u>			
	Total	<u><u>7,081.00</u></u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Accounts Receivable AMR Medical Transportation
Account 1300

Description	Amount	
Record AMR Invoice# 10162023	320.60	Paid: 735.65 10/19, 1938.75 10/26
Record AMR Invoice# 10242023	3,297.60	Paid: 279.45 10/31
Record AMR Invoice# 10262023	669.95	Paid: 1402.10 10/31
Record AMR Invoice# 10312023	4,116.85	

Total 8,405.00

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Accounts Receivable Saferide Medical Transportation
Account 1306

Description	Amount
Record SARERIDE Inv Last of August	168.81 Paid: 931.15 9/18, 10785.14 9/22
Record SARERIDE Inv 09-22-2023A	2592.48
Record SARERIDE Inv 09-22-2023C	608.80
Record SARERIDE Inv 09-29-2023A	407.84
Record SARERIDE Inv 09-29-2023B	166.02
Record SARERIDE Inv 10-06-2023	448.68 Paid: 3067.75 10/27
Record SARERIDE Inv 10-13-2023	7469.24
Record SARERIDE Inv 10-13-2023 A	765.41
Record SARERIDE Inv 10-13-2023 B	658.90
Record SARERIDE Inv 10-13-2023 C	239.52
Record SARERIDE Inv 10-23-2023	5974.65
Record SARERIDE Inv 10-23-2023 A	1832.85
Record SARERIDE Inv 10-23-2023 B	1054.41
Record SARERIDE Inv 10-26-2023	6668.83
Record SARERIDE Inv 10-26-2023 A	1893.76
Record SARERIDE Inv 10-26-2023 B	82.22
Total	<u>31,032.42</u>

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

AR - CV Council of Governments
Account 1311

Description	Amount			
Head Start Maintenance Sep-23	552.50	JVT43911935	Pd 11-02-2023	CRT12212251
Head Start Maintenance Oct-23	975.00	JVT43911944	Pd 11-16-2023	CRT12212279
Total Amount	<u>1,527.50</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Concho County
Account 1371

Description	Amount			
Record Yearly Membership FY 23-24	10,599.12	JVT43911091	*pd 10/26/23	CRT12212228
	-			
Total	<u>10,599.12</u>			

Note:
Concho County & City of Eden will split the membership dues

*Concho County paid \$10,599.13

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

West Texas Counseling and Guidance
Account 1381

Description	Amount			
Record inv WTCG Sep-23	875.00	JVT43911879	Pd 11-02-2023	CRT12212251
Record inv WTCG Oct-23	925.00	JVT43911940	Pd 11-16-2023	CRT12212279
	<u>1,800.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
9/31/2023

Sutton County
Account 1384

Description	Amount			
Record Monthly Membership Oct-23	<u>3,141.33</u>	JVT43911858	Pd 11-16-23	CRT12212279
Total	<u>3,141.33</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Angelo State University
Account 1387

Description	Amount			
Record Invoice# ASU Addtl Svcs 10-02-23	161.42	JVT43911872	Pd 11-03-23	CRT12212142
Record Ram -Tram October 2023 Invoice	6,970.84	JVT43911947	Pd 11-21-23	CRT12212222
Total	<u>7,132.26</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Accounts Receivable-General
Account 1391

Description	Amount		
Record Invoice# Sept-23 SMC	984.05	JVT43911882	
Record Invoice# Oct-23 BGCSA	1,615.00	JVT43911938	Pd 11-21-2023 CRT12212295
Record Invoice# Oct-23 SMC	2,122.42	JVT43911939	
Record Annex Invoice# October 18 2023-Annex	200.00	JVT43911884	

Total 4,921.47

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Area Agency on Aging
Account 1389

Description	Amount			
Record Oct-23 AAA Invoice	5,870.00	JVT43911929	Pd 11-30-23	CRT12212319

Total 5,870.00

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

CV Foster Grandparent
Account 1390

Description	Amount			
Record Oct-23 FGP Invoice	495.00	JVT43911941	Pd 14/16/2023	CRT12212279
Total	<u>495.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Accounts Receivable-General
Account 1391

Description	Amount		
Record Invoice# Sept-23 SMC	984.05	JVT43911882	
Record Invoice# Oct-23 BGCSA	1,615.00	JVT43911938	Pd 11-21-2023 CRT12212295
Record Invoice# Oct-23 SMC	2,122.42	JVT43911939	
Record Annex Invoice# October 18 2023-Annex	200.00	JVT43911884	

Total 4,921.47

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

CV Senior Companion
Account 1393

Description	Amount			
Record SCP Billing Oct-23	100.50	JVT43911942	Pd 11/16/23	CRT12212279
Total	<u>100.50</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

CV Economic Development
Account 1394

Description	Amount			
Record U-5310 Rural Billing Oct-23	29,120.00	JVT43911959	Pd 11-30-2023	CRT12212319
Record R-5310 Rural Billing Oct-23	17,538.00	JVT43911960	Pd 11-30-2023	CRT12212319
Total	<u>46,658.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
9/31/2023

Charter Services
Account 1395

Description	Amount			
Record Charter Invoice# Goodfellow Community Tour 10-19-23	375.00	JVT43911896		
Record Charter Invoice# Downtown Stroll 10-26-23	300.00	JVT43911906	Pd 11-02-23	CRT12212251
Total	<u>675.00</u>			

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Bus Passes Receivable
 Account 1396

Description	Amount			
Record Bus Pass Invoice# July 05 2023-SER	30.00	JVT43911698	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 10 2023-SER	30.00	JVT43911761	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 14 2023-SER	30.00	JVT43911769	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 16 2023-SER	30.00	JVT43911776	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 17 2023-SER	30.00	JVT43911777	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# October 04 2023-FS	95.00	JVT43911913		
Record Bus Pass Invoice# October 09 2023-MHMR	300.00	JVT43911889	Pd 11/16/2023	CRT12212279
Record Bus Pass Invoice# October 16 2023-OARC	75.00	JVT43911910	Pd 11/8/2023	CRT12142300
Record Bus Pass Invoice# October 23 2023-PHS	225.00	JVT43911903	Pd 11/16/2023	CRT12212279
Record Bus Pass Invoice# October 23 2023-TDFPS	210.00	JVT43911904	Pd 11/02/2023	CRT12212251
Record Bus Pass Invoice# October 25 2023-ADACCV	45.00	JVT43911908	Pd 11/10/2023	CRT12142299
Record Bus Pass Invoice# October 26 2023-ADACCV	30.00	JVT43911912	Pd 11/10/2023	CRT12142299
Record Bus Pass Invoice# October 31 2023-CVCAA	100.00	JVT43911927	Pd 11/20/2023	CRT12212288

Total 1,230.00

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Alpha Batteries Plus, LLC	00891	78.92	0.00	0.00	0.00	0.00	78.92	R04
		<u>100.45</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>100.45</u>	U04
Total Alpha Batteries Plus, LLC		179.37	0.00	0.00	0.00	0.00	179.37	
AT&T MOBILITY	287302174969X100323	2,097.92	0.00	0.00	0.00	0.00	2,097.92	R03
		7,010.96	0.00	0.00	0.00	0.00	7,010.96	R04
		2,628.94	0.00	0.00	0.00	0.00	2,628.94	U03
		<u>7,341.55</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>7,341.55</u>	U04
Total AT&T MOBILITY		19,079.37	0.00	0.00	0.00	0.00	19,079.37	
ATMOS ENERGY	3043372857 09-23	49.55	0.00	0.00	0.00	0.00	49.55	R04
		63.07	0.00	0.00	0.00	0.00	63.07	U04
	4019946371 09-23	49.17	0.00	0.00	0.00	0.00	49.17	R04
		<u>62.58</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>62.58</u>	U04
Total ATMOS ENERGY		224.37	0.00	0.00	0.00	0.00	224.37	
BUG EXPRESS	76391	19.80	0.00	0.00	0.00	0.00	19.80	R04
		<u>25.20</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>25.20</u>	U04
Total BUG EXPRESS		45.00	0.00	0.00	0.00	0.00	45.00	

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
City of San Angelo-Transit	60806	28,911.68	0.00	0.00	0.00	0.00	28,911.68	U04
Total City of San Angelo-Transit		28,911.68	0.00	0.00	0.00	0.00	28,911.68	
CONSTANCIO TIRE AND FLEET	206851							U04
	206854	251.00	0.00	0.00	0.00	0.00	251.00	U04
	326383	235.00	0.00	0.00	0.00	0.00	235.00	U04
	326395	235.00	0.00	0.00	0.00	0.00	235.00	U04
	326396	35.00	0.00	0.00	0.00	0.00	35.00	U04
	326398	35.00	0.00	0.00	0.00	0.00	35.00	U04
	715501	235.00	0.00	0.00	0.00	0.00	235.00	U04
	715515	286.00	0.00	0.00	0.00	0.00	286.00	R04
	715530	35.00	0.00	0.00	0.00	0.00	35.00	R04
	715531	235.00	0.00	0.00	0.00	0.00	235.00	R04
	715535	35.00	0.00	0.00	0.00	0.00	35.00	R04
	715541	235.00	0.00	0.00	0.00	0.00	235.00	U04
Total CONSTANCIO TIRE AND FLEET		2,138.00	0.00	0.00	0.00	0.00	2,138.00	
CTWP	1507214							R04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		31.94	0.00	0.00	0.00	0.00	31.94	
		<u>40.66</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>40.66</u>	U04
Total CTWP		72.60	0.00	0.00	0.00	0.00	72.60	
ENGINE PRO MACHINE LLC	17873	1,383.55	0.00	0.00	0.00	0.00	1,383.55	R03
		5,925.21	0.00	0.00	0.00	0.00	5,925.21	U03
	17880	2,595.47	0.00	0.00	0.00	0.00	2,595.47	U04
	17934	2,860.00	0.00	0.00	0.00	0.00	2,860.00	R04
	17940	2,403.43	0.00	0.00	0.00	0.00	2,403.43	U04
	17941	325.00	0.00	0.00	0.00	0.00	325.00	U04
	17943	696.72	0.00	0.00	0.00	0.00	696.72	R04
	17947	2,867.32	0.00	0.00	0.00	0.00	2,867.32	U04
	17960	2,134.52	0.00	0.00	0.00	0.00	2,134.52	R04
	17968	780.00	0.00	0.00	0.00	0.00	780.00	U04
	17976	2,307.48	0.00	0.00	0.00	0.00	2,307.48	U04
	17989	228.56	0.00	0.00	0.00	0.00	228.56	R04
	17991	<u>796.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>796.00</u>	R04
Total ENGINE PRO MACHINE LLC		25,303.26	0.00	0.00	0.00	0.00	25,303.26	

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
FLORES TIRE & AUTO	21090	1,000.96	0.00	0.00	0.00	0.00	1,000.96	R04
Total FLORES TIRE & AUTO		1,000.96	0.00	0.00	0.00	0.00	1,000.96	
HOUSE OF CHEMICALS	1020226	91.17	0.00	0.00	0.00	0.00	91.17	R04
		116.03	0.00	0.00	0.00	0.00	116.03	U04
Total HOUSE OF CHEMICALS		207.20	0.00	0.00	0.00	0.00	207.20	
MELODY'S SOUTHWEST CONSORTIUM	2024075	120.00	0.00	0.00	0.00	0.00	120.00	R03
		300.00	0.00	0.00	0.00	0.00	300.00	U03
Total MELODY'S SOUTHWEST CONSORTIUM		420.00	0.00	0.00	0.00	0.00	420.00	
O'REILLY'S AUTO PARTS, INC.	1613-187900	48.80	0.00	0.00	0.00	0.00	48.80	R04
	1613-191172	58.28	0.00	0.00	0.00	0.00	58.28	R04
	1613-192047	40.53	0.00	0.00	0.00	0.00	40.53	R04
	1613-192365	10.56	0.00	0.00	0.00	0.00	10.56	R04
		528.11	0.00	0.00	0.00	0.00	528.11	U04
	1613-192782	47.33	0.00	0.00	0.00	0.00	47.33	R04
	1613-192850	7.49	0.00	0.00	0.00	0.00	7.49	U04
	1613-192876							U04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
	1613-193051	5.69	0.00	0.00	0.00	0.00	5.69	R04
		30.09	0.00	0.00	0.00	0.00	30.09	U04
	1613-193053	57.28	0.00	0.00	0.00	0.00	57.28	U04
	1613-193128	278.20	0.00	0.00	0.00	0.00	278.20	U04
	1613-193151	(20.00)	0.00	0.00	0.00	0.00	(20.00)	U04
		<u>150.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>150.00</u>	
Total O'REILLY'S AUTO PARTS, INC.		1,242.36	0.00	0.00	0.00	0.00	1,242.36	
Q's PRINTING & DESIGN, INC.	62826							R04
		1,104.06	0.00	0.00	0.00	0.00	1,104.06	U04
	62827	1,405.17	0.00	0.00	0.00	0.00	1,405.17	U04
		<u>228.42</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>228.42</u>	
Total Q's PRINTING & DESIGN, INC.		2,737.65	0.00	0.00	0.00	0.00	2,737.65	
Remix Technologies LLC	INV031-1135							R04
		3,355.00	0.00	0.00	0.00	0.00	3,355.00	U04
		<u>4,270.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>4,270.00</u>	
Total Remix Technologies LLC		7,625.00	0.00	0.00	0.00	0.00	7,625.00	
SAV-A-LIFE SKILLS	101623							U04
		<u>60.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>60.00</u>	

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Total SAV-A-LIFE SKILLS		60.00	0.00	0.00	0.00	0.00	60.00	
SNIDER TECHNOLOGY SERVICES LLC	33952	9,727.98	0.00	0.00	0.00	0.00	9,727.98	R03
		<u>12,381.07</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>12,381.07</u>	U03
Total SNIDER TECHNOLOGY SERVICES LLC		22,109.05	0.00	0.00	0.00	0.00	22,109.05	
Spherion Staffing, LLC	RL3023235	1,537.54	0.00	0.00	0.00	0.00	1,537.54	R04
		<u>1,956.86</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>1,956.86</u>	U04
Total Spherion Staffing, LLC		3,494.40	0.00	0.00	0.00	0.00	3,494.40	
TML INTERGOVERNMENTAL RISK POOL	1479 10012023	2,179.72	0.00	0.00	0.00	0.00	2,179.72	L03
		3,076.13	0.00	0.00	0.00	0.00	3,076.13	R04
		<u>6,471.16</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>6,471.16</u>	U04
Total TML INTERGOVERNMENTAL RISK POOL		11,727.01	0.00	0.00	0.00	0.00	11,727.01	
TXU ENERGY RETAILS COMPANY LLC	054653254826	122.50	0.00	0.00	0.00	0.00	122.50	R04
		155.91	0.00	0.00	0.00	0.00	155.91	U04
	055703069932							R04

CVTD
Aged Payables by Due Date
Aging Date - 9/1/2022
From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
		462.52	0.00	0.00	0.00	0.00	462.52	U04
		<u>588.67</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>588.67</u>	
Total TXU ENERGY RETAILS COMPANY LLC		1,329.60	0.00	0.00	0.00	0.00	1,329.60	
Unifirst Holding Inc	2910021448	70.45	0.00	0.00	0.00	0.00	70.45	L03
		26.21	0.00	0.00	0.00	0.00	26.21	R04
		33.37	0.00	0.00	0.00	0.00	33.37	U04
	2910021813	7.30	0.00	0.00	0.00	0.00	7.30	L03
		27.28	0.00	0.00	0.00	0.00	27.28	R04
		34.72	0.00	0.00	0.00	0.00	34.72	U04
	2910022218	7.39	0.00	0.00	0.00	0.00	7.39	L03
		27.62	0.00	0.00	0.00	0.00	27.62	R04
		<u>35.15</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>35.15</u>	U04
Total Unifirst Holding Inc		269.49	0.00	0.00	0.00	0.00	269.49	
VGI Technology	1122974	125.40	0.00	0.00	0.00	0.00	125.40	R03
		<u>159.60</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>159.60</u>	U03
Total VGI Technology		285.00	0.00	0.00	0.00	0.00	285.00	

CVTD
 Aged Payables by Due Date
 Aging Date - 9/1/2022
 From 9/1/2023 Through 10/31/2023

Vendor Name	Invoice Number	Current	1 - 30 Days Past Due	31 - 60 Days Past Due	61 - 90 Days Past Due	Over 90 Days Past Due	Total	Acc... Code
Report Total		128,461.37	0.00	0.00	0.00	0.00	128,461.37	

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

AP Owed to CVCOG
 Account 2112

<u>Date</u>	<u>Description</u>	<u>\$ Amount</u>
10/1/2023	Beginning Balance	305,732.13
10/23/2023	Less Payment Received	(305,732.13)
	Less Link Road Allocation	(36,135.23)
	Less accrued expenses	(3,355.37)
	Grant 010-Expenses paid by CVCOG	-
	Grant 018-Expenses paid by CVCOG	11,767.56
	Grant 825-Expenses paid by CVCOG	-
	Grant K02-Expenses paid by CVCOG	550.19
	Grant L03-Expenses paid by CVCOG	31,110.30
	Grant M05-Expenses paid by CVCOG	
	Grant M06-Expenses paid by CVCOG	7,332.82
	Grant P03-Expenses paid by CVCOG	2,332.46
	Grant R04-Expenses paid by CVCOG	113,124.83
	Grant U04-Expenses paid by CVCOG	214,420.14
	Total Amount owed to CVCOG	<u>341,147.70</u>
	MIP	<u>341,147.70</u>
	Variance	<u>-</u>

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

AP Clearing Account
 Account 2115

<u>Description</u>	<u>Document Number</u>	<u>Amount</u>
2306- Wndw tint front dr vent & eyebrow	5663	6.53
2306- Wndw tint front dr vent & eyebrow	5663	299.65
2306- Wndw tint front dr vent & eyebrow	5663	13.82
2305- window and eyebrow tinting	5668	320.00
2303- window and eyebrow tinting	5669	6.20
2303- window and eyebrow tinting	5669	55.23
2303- window and eyebrow tinting	5669	228.42
2303- window and eyebrow tinting	5669	15.62
2303- window and eyebrow tinting	5669	14.53
2304- Wndw tint front dr vent & eyebrow	5683	317.41
2304- Wndw tint front dr vent & eyebrow	5683	2.59
1309-scan & dgns trnsnm shift issues R&R fluid tem	68187	63.48
1309-scan & dgns trnsnm shift issues R&R fluid tem	68187	3,317.05
Accrue FY-22-23 expenses	JVT43951506	74.40
Accrue FY-22-23 expenses	JVT43951506	(21.28)
Accrue FY-22-23 expenses	JVT43951506	60.00
Accrue FY-22-23 expenses	JVT43951506	105.60
Reclass CRT12212139 over payment Sept-23	JVT43911977	375.00
	Total	5,254.25

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Unearned Revenue -Charter Payments
Account 2914

<u>Description</u>	<u>\$ Amount</u>			
Record Charter Invoice# Goodfellow Community Tour 10-19-23	375.00	JVT43911896		
Record Charter Invoice# Downtown Stroll 10-26-23	300.00	JVT43911906	Pd 11-02-23	CRT12212251
Total	<u>675.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Unearned Revenue - Insurance Payments
Account 2915

<u>Date</u>	<u>Description</u>	<u>\$ Amount</u>	<u>VIN #</u>	<u>CR#</u>
9/14/2023	TML ck 09082954 AU200065	7,622.02	2690	CRT12212084
		-		
	Balance remaining on Vehicle 15-14	<u>7,622.02</u>		
9/27/2023	TML ck09083873 AU199942	7,885.11	2614	CRT12212117
		-		
	Balance remaining on Vehicle 17-10	<u>7,885.11</u>		
		-		
		<u>-</u>		
		<u>-</u>		
	Total for Vehicles	<u>15,507.13</u>		

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Unearned Revenue County Membership Dues
 Account 2917

Description	Amount	
Coke County	5,961.34	pay mo
Concho County	21,198.25	annual pymnt
Crockett County	7,429.12	pay mo
Irion County	3,166.02	pay mo
Kimble County	3,025.34	pay mo
McCulloch County	9,525.36	pay mo
Menard County	15,324.23	annual pymnt
Reagan County	10,012.70	pay mo
Schleicher County	6,859.46	pay mo
Sterling County	2,279.84	pay mo
Sutton County	6,282.66	pay mo
Funds Recognized as Revenue	<u>(91,064.32)</u>	
Total Rural Program	<u>-</u>	
Tom Green County	54,480.22	
Funds Recognized as Revenue	<u>-</u>	
Total Urban Program	<u>54,480.22</u>	
Grand Total Dues Reserved	<u><u>54,480.22</u></u>	

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Unearned Revenue - AMR
Account 2919

Description	Amount
Recorded AMR invoices as of Sept-23	45,868.65
Write-off YTD	-
Overpayments	-
Total AMR	<u>45,868.65</u>
Funds Recognized as Revenue	<u>(41,817.65)</u>
Total Funds Recognized	<u>(41,817.65)</u>
Grant Total Unearned Revenue	<u><u>4,051.00</u></u>

Concho Valley Transit District
 Balance Sheet Reconciliation
 October 31, 2023

Unearned Revenue -Bus Passes
 Account 2920

Description	Amount			
Record Bus Pass Invoice# July 05 2023-SER	30.00	JVT43911698	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 10 2023-SER	30.00	JVT43911761	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 14 2023-SER	30.00	JVT43911769	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 16 2023-SER	30.00	JVT43911776	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# August 17 2023-SER	30.00	JVT43911777	Pd 11-16-2023	CRT12212279
Record Bus Pass Invoice# October 04 2023-FS	95.00	JVT43911913		
Record Bus Pass Invoice# October 09 2023-MHMR	300.00	JVT43911889	Pd 11/16/2023	CRT12212279
Record Bus Pass Invoice# October 16 2023-OARC	75.00	JVT43911910	Pd 11/8/2023	CRT12142300
Record Bus Pass Invoice# October 23 2023-PHS	225.00	JVT43911903	Pd 11/16/2023	CRT12212279
Record Bus Pass Invoice# October 23 2023-TDFPS	210.00	JVT43911904	Pd 11/02/2023	CRT12212251
Record Bus Pass Invoice# October 25 2023-ADACCV	45.00	JVT43911908	Pd 11/10/2023	CRT12142299
Record Bus Pass Invoice# October 26 2023-ADACCV	30.00	JVT43911912	Pd 11/10/2023	CRT12142299
Record Bus Pass Invoice# October 31 2023-CVCAA	100.00	JVT43911927	Pd 11/20/2023	CRT12212288
Total	<u>1,230.00</u>			

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Unearned Revenue - Saferide Medical Transportation
Account 2922

Description	Amount
Recorded Saferide invoices as of Sept-23	<u>59,345.39</u>
Total Saferide	<u>59,345.39</u>
Funds Recognized as Revenue	<u>(58,851.58)</u>
Total Funds Recognized	<u>(58,851.58)</u>
Grant Total Unearned Revenue	<u><u>493.81</u></u>

Concho Valley Transit District
Balance Sheet Reconciliation
October 31, 2023

Unearned Revenue - CVCOG Link Rd
Account 2927

Description	Amount
Record YTD CVCOG invoice	5,833.34
Total	<u>5,833.34</u>
Funds Recognized as Revenue	<u> </u>
Total Funds Recognized	<u> </u>
Grant Total Unearned Revenue	<u><u>5,833.34</u></u>

SCHEDULE OF REVENUES BY SOURCE
September 1, 2023 - August 31, 2024
CV Transit District

Grant No	Grant Name	Federal	ARP and CARES	State Administered		Toll Credits	Program Income	Transit Charter	Transit Medical	Sale of Equipment	CVEDD Vendor	Pass Thru	FGP/SCP/Aging Vendor	TML Ins	Local Revenue	COSA & Counties	Total Revenue	Total Expenditures	Excess Revenue over Expenditures	Notes
				Federal	State															
010	ICB Program	-	-	-	-	-	786.22	-	-	-	-	3,621.36	-	-	-	-	4,407.58	4,344.50	63.08	Owed to Fliv Greyhound
018	Extended Medical Transp Program	-	-	-	-	-	-	-	21,722.45	-	-	-	-	-	-	-	21,722.45	21,722.45	-	
800	CVTD Urban CARES ACT FY 19-20	579,990.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	579,990.00	579,990.00	-	
K02	Grant K01, Head Start Maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,527.50	1,527.50	893.59	633.91	excess revenue
L03	Link Road Facility	-	-	-	-	-	-	-	-	-	-	-	-	-	65,299.02	-	65,299.02	65,531.04	(232.02)	Set to bill in Nov
M06	Mobility Rural S310-2023-00049	-	-	11,088.00	-	2,218.00	-	-	757.26	-	-	-	-	-	-	-	14,063.26	14,063.26	-	
P03	Grant P03, RPICP 2024-CVTD-00015	-	-	5,950.00	-	1,190.00	-	-	0.47	-	-	-	-	-	-	-	7,140.47	7,140.47	-	
R03	CVTD Rural FY 23-23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00	-	
R04	CVTD Rural FY 23-24	-	-	122,584.00	19,263.00	-	-	1,625.00	9,737.73	-	18,537.00	-	133.00	-	385.00	91,064.32	263,329.05	263,329.05	-	
U03	CVTD Urban FY 23-23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00	-	
U04	CVTD Urban FY 23-24	245,971.00	-	-	87,782.00	-	21,309.21	4,587.50	68,331.33	-	29,876.00	-	11,570.00	-	23,790.35	-	493,217.39	493,217.39	-	excess revenue
		825,961.00	-	11,088.00	107,045.00	3,408.00	22,095.43	6,212.50	100,549.24	-	48,413.00	3,621.36	11,703.00	-	91,001.87	91,064.32	1,450,696.72	1,450,231.75	464.97	

- Rural verification with Grant Detail
- Urban verification with Grant Detail
464.97 Local verification with Grant Detail
464.97

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

URBAN PROGRAM		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Request	BUDGET	Variance
TOTAL EXPENSE		211,760.89	281,456.50	-	-	-	-	-	-	-	-	-	-	493,217.39	-	4,703,132.82	4,209,915.43
Urban - 5307	Grant U04																
	FED																
	STATE																
STATE-J-2023-00036	URB 1901 (07)																
	Period 9/1/23 thru 08/31/2024																
Preventative Maint	11,7A.00	2,365.00	2,608.00	-	-	-	-	-	-	-	-	-	-	4,973.00	-	60,362.00	55,389.00
Operating	30.09.01	78,943.00	3,866.00	-	-	-	-	-	-	-	-	-	-	82,809.00	-	315,947.00	233,138.00
TOTAL		81,308.00	6,474.00	-	-	-	-	-	-	-	-	-	-	87,782.00	-	376,309.00	288,527.00
	Grant U04																
	FED																
FTA TX-2020-175-00 Y403	Grant Award started September 2019																
Operations	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	853,147.00	853,147.00	-
ADA	11.7C.00	-	-	-	-	-	-	-	-	-	-	-	-	-	270,171.00	270,171.00	-
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	212,629.00	212,629.00	-
Lease Yards	11.4E.05	-	-	-	-	-	-	-	-	-	-	-	-	-	96,000.00	96,000.00	-
Acquire Mobile Surv/Security Equip	11.4E.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bus Support Equip/Facilities Engineer & Design	11.4I.02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	200,000.00	200,000.00
TOTAL	CFDA 28.507	-	-	-	-	-	-	-	-	-	-	-	-	-	1,431,947.00	1,631,947.00	200,000.00
	Grant U04																
	FED																
FTA TX-2021-100-01	Grant Award started September 2021																
Operations	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	900,000.00	900,000.00	-
ADA	11.7C.00	-	-	-	-	-	-	-	-	-	-	-	-	-	120,000.00	120,000.00	-
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	351,813.00	351,813.00	-
Lease Yards	11.4E.05	-	-	-	-	-	-	-	-	-	-	-	-	-	53,760.00	53,760.00	-
Acquire Bus Passenger Shelters	11.3E.10	-	-	-	-	-	-	-	-	-	-	-	-	-	29,010.00	62,520.00	33,510.00
Eng/Design Yards & Shops	11.4I.05	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14,713.00	14,713.00
TOTAL	CFDA 28.507	-	-	-	-	-	-	-	-	-	-	-	-	-	1,454,901.00	1,503,124.00	48,223.00
	Grant U04																
	FED																
FTA TX-2023-005-01	Grant Award started September 2022																
Operations	30.09.01	65,921.00	100,187.00	-	-	-	-	-	-	-	-	-	-	166,108.00	838,284.00	1,149,309.00	144,917.00
ADA	11.7C.00	32,960.00	27,008.00	-	-	-	-	-	-	-	-	-	-	59,968.00	313,802.00	395,875.00	22,105.00
Prev Maint	11.7A.00	9,462.00	10,433.00	-	-	-	-	-	-	-	-	-	-	19,895.00	154,311.00	347,200.00	172,994.00
Lease Yards	11.4E.05	-	-	-	-	-	-	-	-	-	-	-	-	-	53,760.00	67,200.00	13,440.00
Acquire Mobile Surv/Security Equip	11.4E.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19,793.00	19,793.00
TOTAL	CFDA 28.507	108,343.00	137,628.00	-	-	-	-	-	-	-	-	-	-	245,971.00	1,360,157.00	1,979,377.00	373,249.00
	Grant U04																
	FED																
FTA TX-2023	Grant Award started September 2023																
Operations	30.09.01	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,439,757.00	1,439,757.00
ADA	11.7C.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	210,053.00	210,053.00
Prev Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	346,951.00	346,951.00
Lease Yards	11.4E.05	-	-	-	-	-	-	-	-	-	-	-	-	-	-	53,760.00	53,760.00
Acquire Bus Passenger Shelters	11.3E.10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	29,010.00	29,010.00
Acquire Mobile Surv/Security Equip	11.4E.09	-	-	-	-	-	-	-	-	-	-	-	-	-	-	21,005.00	21,005.00
TOTAL	CFDA 28.507	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,100,536.00	2,100,536.00
Total Government Funding		189,651.00	144,102.00	-	-	-	-	-	-	-	-	-	-	333,753.00	4,247,005.00	7,591,293.00	3,010,535.00
OTHER REVENUE		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organization Program Revenue		1,155.00	2,650.00	-	-	-	-	-	-	-	-	-	-	3,805.00	-	15,000.00	11,195.00
Program Revenue		8,378.97	8,975.24	-	-	-	-	-	-	-	-	-	-	17,354.21	-	95,000.00	77,645.79
Charter		3,087.50	1,500.00	-	-	-	-	-	-	-	-	-	-	4,587.50	-	40,000.00	35,412.50
Building Lease		56.00	434.00	-	-	-	-	-	-	-	-	-	-	490.00	-	600.00	110.00
Sale of Equipment		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TML Insurance		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ram Tram		8,031.62	7,132.26	-	-	-	-	-	-	-	-	-	-	15,163.88	-	65,000.00	49,836.12
Advertising		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
County Rev Match		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other/Local		3,474.05	4,662.42	-	-	-	-	-	-	-	-	-	-	8,136.47	-	39,000.00	30,863.53
Tom Green		-	-	-	-	-	-	-	-	-	-	-	-	-	-	54,480.22	54,480.22
COSA Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	400,964.60	400,964.60
Medical		-	68,481.33	-	-	-	-	-	-	-	-	-	-	68,481.33	-	390,000.00	321,518.67
CVEDD		796.00	29,120.00	-	-	-	-	-	-	-	-	-	-	29,876.00	-	210,000.00	180,124.00
FCP		272.00	490.00	-	-	-	-	-	-	-	-	-	-	762.00	-	2,500.00	1,738.00
Area Agency on Aging		4,747.50	5,870.00	-	-	-	-	-	-	-	-	-	-	10,617.50	-	45,000.00	34,382.50
SCP		110.00	80.50	-	-	-	-	-	-	-	-	-	-	190.50	-	1,000.00	1,109.50
TOTAL OTHER REVENUE		30,068.64	129,395.75	-	-	-	-	-	-	-	-	-	-	159,464.39	-	1,358,844.82	1,199,380.43
Total Urban Excess/(Shortage)		7,958.75	(7,958.75)	-	-	0	-	-	-	-	-	-	-	-	-	-	-
MATCH		-	-	-	-	-	-	-	-	-	-	-	-	100%	-	Match Required	Excess Available

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

ED PROJECTS			SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
5310-2023-00107	Grant M05	Suffix	Period: 9/11/2023 thru 8/31/2024															
Mobility Management-U	11.7L.00	A2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84,000.00	84,000.00
TD Credits	TDCs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19,900.00	19,900.00
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4,580.97	4,580.97
TOTAL	CFDA 20.513	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	123,380.97	123,380.97
5310-2023-00049	Grant M05	Suffix	Period: 09/1/2023 thru 8/31/2024															
Mobility Management-Rural	11.7L.00	A1	4,438.00	6,650.00	-	-	-	-	-	-	-	-	-	-	11,088.00	-	66,000.00	54,912.00
TD Credits	TDCs	-	888.00	1,330.00	-	-	-	-	-	-	-	-	-	-	2,218.00	-	13,200.00	10,982.00
Medical Funds		-	74.44	682.82	-	-	-	-	-	-	-	-	-	-	757.26	-	4,284.00	3,526.74
TOTAL	CFDA 20.513	-	5,400.44	8,662.82	-	-	-	-	-	-	-	-	-	-	14,063.26	-	83,484.00	69,420.74
Total Medical Funds Required			74.44	682.82	-	-	-	-	-	-	-	-	-	-	757.26	-	8,864.97	8,107.71

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

PLANNING PROJECTS		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Request	-	Variance
	5304	-	-														
RCTCP-2024-CVTD-00015	Grant P03	Period: 9/1/23 thru 08/31/2024															
Regional Planning	44,24.00	3,618.00	2,332.00	-	-	-	-	-	-	-	-	-	-	5,950.00	-	40,000.00	34,050.00
TD Credits	TDCs	724.00	466.00	-	-	-	-	-	-	-	-	-	-	1,190.00	-	8,000.00	6,810.00
Medical Funds		0.01	0.46	-	-	-	-	-	-	-	-	-	-	0.47	-	5.00	4.53
TOTAL	CFDA 20.506	4,342.01	2,798.46	-	-	-	-	-	-	-	-	-	-	7,140.47	-	48,005.00	40,864.53
Total Medical Funds Required		0.01	0.46	-	-	-	-	-	-	-	-	-	-	0.47	-	5.00	4.53

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

CAPITAL PROJECTS		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
	Grant 803																
	Rural																
BBF 5339-D-2022-00069		Period: 4/10/2023 thru 3/31/2025															
Replace Vans	11.12.15															227,192.00	227,192.00
TD Credits	TDCs															45,438.00	45,438.00
Medical Funds																	
TOTAL	CFDA 20.526															272,630.00	272,630.00
	Grant 804																
	Rural																
BBF 5339-D-2022-00178		Period: 11/6/2023 thru 8/31/2025															
Construction Maintenance Facility	11.43.02															900,000.00	900,000.00
Construction Maintenance Facility	11.43.02															3,600,000.00	3,600,000.00
Medical Funds																	
TOTAL	CFDA 20.526															4,500,000.00	4,500,000.00
	Grant 797																
	Urban																
TX-2020-068-00		Period: 5/10/2020 thru 12/31/2024															
Bus-Rolling Stock	11.12.03															399,202.00	399,202.00
TD Credits	TDCs															79,841.00	79,841.00
Medical Funds																	
TOTAL	CFDA 20.526															479,043.00	479,043.00
	Grant 802																
	Urban																
TX-2022-053-00		Period: 7/29/2022 thru 12/31/2024															
Bus Replacement	11.12.03															500,616.00	500,616.00
TD Credits	TDCs															75,093.00	75,093.00
Medical Funds																	
TOTAL	CFDA 20.526															575,709.00	575,709.00
	TDCs															24,133.00	24,133.00
	CFDA 20.526															599,842.00	599,842.00
Total Medical Funds Required																	

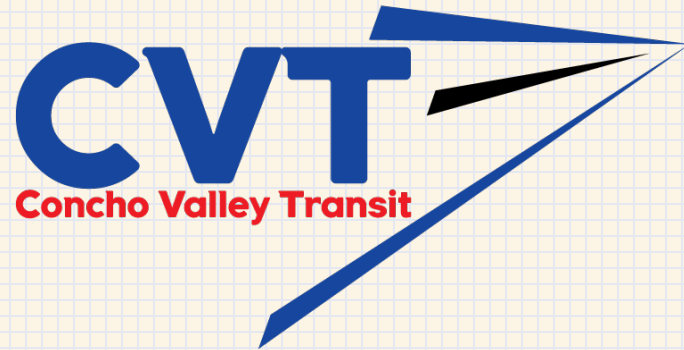


CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

ADDITIONAL SERVICES		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
GREYHOUND SERVICES																	
	MIP 010	-															
	Local	-															
		Period: 09/01/2023 thru 08/31/2024															
ICB																	
Services Program Income		426.24	359.98	-	-	-	-	-	-	-	-	-	-	786.22	-	5,000.00	4,213.78
Greyhound Lines Pass-Thru		1,700.94	1,920.42	-	-	-	-	-	-	-	-	-	-	3,621.36	-	50,000.00	46,378.64
Medical Funds		-	-	-	-	-	-	-	-	-	-	-	-	-	-	39,576.95	39,576.95
TOTAL		2,127.18	2,280.40	-	-	-	-	-	-	-	-	-	-	4,407.58	-	94,576.95	90,169.37
Extended Medicaid Transportation																	
	MIP 018	-															
	Local	-															
		Period: 09/01/2023 thru 08/31/2024															
Revenue Co Cash Match		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical Funds		9,954.89	11,767.56	-	-	-	-	-	-	-	-	-	-	21,722.45	-	107,061.79	85,339.34
TOTAL		9,954.89	11,767.56	-	-	-	-	-	-	-	-	-	-	21,722.45	-	107,061.79	85,339.34
Link Road Facility																	
	MIP L03	-															
	Local	-															
		Period: 09/01/2023 thru 08/31/2024															
Link Road Facility		29,163.79	36,135.23	-	-	-	-	-	-	-	-	-	-	65,299.02	-	501,348.00	436,048.98
TOTAL		29,163.79	36,135.23	-	-	-	-	-	-	-	-	-	-	65,299.02	-	501,348.00	436,048.98
HeadStart Maintenance																	
	MIP K02	-															
	Local	-															
		Period: 09/01/2023 thru 08/31/2024															
HeadStart Maintenance		552.50	975.00	-	-	-	-	-	-	-	-	-	-	1,527.50	-	20,712.00	19,184.50
TOTAL		552.50	975.00	-	-	-	-	-	-	-	-	-	-	1,527.50	-	20,712.00	19,184.50

CONCHO VALLEY TRANSIT DISTRICT
September 2023 through August 2024

CARES ACT PROJECTS		SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	TOTAL	Less Previous Request	BUDGET	Variance
TX-2020-096-00 Y364 CARES ACT	Grant 000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	FED	-	Grant Award started June 2020	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement >30ft	11.12.03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	949,900.00	949,900.00
Replacement <30ft	11.12.04	-	590,990.00	-	-	-	-	-	-	-	-	-	-	590,990.00	-	597,700.00	6,710.00
Replacement trolley	11.12.09	-	-	-	-	-	-	-	-	-	-	-	-	-	427,400.00	427,400.00	-
Acquire mobile surv/security	11.42.09	-	-	-	-	-	-	-	-	-	-	-	-	-	188,905.00	287,696.00	98,791.00
Acquire mobile surv/security	11.42.11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Acquire misc support equip	11.42.20	-	-	-	-	-	-	-	-	-	-	-	-	-	99,805.00	100,000.00	195.00
Acquire misc support equip	11.42.20	-	-	-	-	-	-	-	-	-	-	-	-	-	5,539.00	5,539.00	-
Preventative Maint	11.7A.00	-	-	-	-	-	-	-	-	-	-	-	-	-	185,891.00	185,891.00	-
Operations	30.09.08	-	-	-	-	-	-	-	-	-	-	-	-	-	1,684,686.00	1,684,686.00	-
Charter Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,125.00	2,125.00	-
Medical Funds (to cover rounding)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,151.90	1,151.90	-
TOTAL	CFDA 20.507	-	-	-	-	-	-	-	-	-	-	-	-	590,990.00	2,595,502.90	4,242,088.90	1,055,596.00



Concho Valley Transit District Director's Report

DECEMBER 2023

Director of Transit – Jeff York



Statistics - December

- Fixed Route Passengers: **15,609** (Up 5% from Dec 2022)
- ASU Ridership: **498** (Up 22% from Dec 2022)
- Goodfellow Ridership: **190** (Up 57% from Dec 2022)
- Rural Passengers: **1,773** (Up 1% from Dec 2022)
- Rural On Time Performance: **90%**
- Demand Response Passengers: **4,753** (Down 9% from Dec 2022)
- Boys & Girls Club Ridership: **317**
- Demand Response On Time Performance: **91%**



Rural Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	1842
October	1738
November	1544
December	1455
January	1282
February	1325
March	2049
April	1685
May	1692
June	1904
July	1627
August	2066
Total	20209

FY 2022-2023	
Month	# of Passengers
September	1934
October	2083
November	1906
December	1752
January	1808
February	1674
March	2339
April	2213
May	2275
June	1888
July	1705
August	2170
Total	23747

FY 2023-2024	
Month	# of Passengers
September	1790
October	2046
November	1919
December	1773
January	
February	
March	
April	
May	
June	
July	
August	
Total	7528

County Ridership Statistics - December

- Coke County: **99 Trips, 4,299 miles**
- Concho County: **110 Trips, 3,280 miles**
- Crockett County: **87 Trips, 6,963 miles**
- Irion County: **76 Trips, 2,267 miles**
- Kimble County: **59 Trips, 534 miles**
- Menard County: **52 Trips, 2,309 miles**
- McCulloch County: **668 Trips, 22,584 miles**
- McCulloch **On Demand**: **94 Trips**
- Reagan County: **91 Trips, 7,724 miles**
- Schleicher County: **53 Trips, 2,434 miles**
- Sterling County: **33 Trips, 2,165 miles**
- Sutton County: **81 Trips, 5,647 miles**
- Tom Green County (Rural): **256 Trips, 6,709 miles**

McCulloch County On Demand

FY 2023-2024	
Month	# of Passengers
September	45
October	93
November	75
December	94
January	
February	
March	
April	
May	
June	
July	
August	
Total	307

Urban Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	2638
October	2957
November	3129
December	3949
January	2993
February	2771
March	3546
April	4469
May	3410
June	4108
July	3306
August	4644
Total	41920

FY 2022-2023	
Month	# of Passengers
September	4045
October	4667
November	4414
December	5591
January	4487
February	4624
March	4787
April	4976
May	4265
June	4011
July	3781
August	4452
Total	54100

FY 2023-2024	
Month	# of Passengers
September	6338
October	4920
November	4448
December	5070
January	
February	
March	
April	
May	
June	
July	
August	
Total	20776

Fixed Route Comparison- December

FY 2021-2022

December			
Route #	AM Ridership	PM Ridership	Totals
Route 1	1164	1002	2166
Route 2	1030	870	1900
Route 3	1090	834	1924
Route 4	1483	1461	2944
Route 5	1438	1190	2628
Route 7	427	387	814
Total	6632	5744	12376

FY 2022-2023

December			
Route #	AM Ridership	PM Ridership	Totals
Route 1	1721	1453	3174
Route 2	1833	957	2790
Route 3	1391	1096	2487
Route 4	1564	1653	3217
Route 5	1513	1301	2814
Route 7	453		453
Total	8475	6460	14935

FY 2023-2024

December			
Route #	AM Ridership	PM Ridership	Totals
Route 1	1743	1410	3153
Route 2	1749	1083	2832
Route 3	1338	1242	2580
Route 4	1815	1750	3565
Route 5	1648	1432	3080
Route 7	399		399
Total	8692	6917	15609



Fixed Route Ridership Comparison

FY 2021-2022	
Month	# of Passengers
September	12588
October	12431
November	12180
December	12376
January	10723
February	10764
March	13378
April	13631
May	12480
June	13983
July	13510
August	15831
Total	153875

FY 2022-2023	
Month	# of Passengers
September	14942
October	17469
December	15069
December	15463
January	14205
February	14161
March	16613
April	15793
May	17029
June	15118
July	14603
December	17905
Total	188370

FY 2023-2024	
Month	# of Passengers
September	18260
October	18469
November	17874
December	16297
January	
February	
March	
April	
May	
June	
July	
August	
Total	70900





Safety - December

- At Fault Accidents: **1**
- Not At Fault Accidents: **1**
- Employee Injuries: **1**

- Safety Topics
 - January- Accidents/Incidents & Drug Free Workplace