



Title VI Plan

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Several other federal legal authorities supplement Title VI by extending protections based on age, sex, and disability. In addition, the Civil Rights Restoration Act of 1987 clarified Title VI enforcement by mandating that Title VI requirements apply to *all* programs and activities of federal-aid recipients regardless of whether any particular program or activity involves federal funds. Taken together, these laws require recipients and subrecipients of federal funds to ensure all programs and services are delivered to the public without discrimination.

City of Pharr, Texas, as a recipient of federal financial assistance, will ensure full compliance with Title VI of the Civil Rights Act of 1964; 49 C.F.R. Part 21 (Department of Transportation Regulations for the Implementation of Title VI of the Civil Rights Act of 1964); 49 C.F.R. Part 21; and related statutes and regulations. City of Pharr, Texas acknowledges it is subject to and will comply with Federal Highway Administration Title VI Assurances.

This plan explains how City of Pharr, Texas incorporates the requirements of Title VI and related legal authorities into its operations. The plan will be used as a reference for City of Pharr, Texas and an informational resource for the public. The plan will be updated every 3 years to reflect changes in Title VI compliance operations.

Discrimination under Title VI

It is the responsibility of every City of Pharr, Texas employee to prevent, minimize, and eradicate any form of discrimination. There are two types of discrimination prohibited under Title VI and its related statutes: (1) disparate treatment that alleges similarly situated persons are treated differently because of their race, color, or national origin (*i.e.*, intentional discrimination); and (2) disparate impact/effects when a facially neutral policy, procedure, or practice results in different or inferior services or benefits to members of a protected group. The focus of disparate impact is on the consequences of a decision, policy, or practice rather than the intent.

Prohibited forms of discrimination may include, but not be limited to, the following:

- The denial of services, financial aid, or other benefits provided under a program;
- Distinctions in the quality, quantity, or manner in which a benefit is provided;
- Segregation or separation of persons in any part of the program;
- Restriction in the enjoyment of any advantages, privileges, or other benefits provided to others;
- Differing standards or requirements for participation;
- Methods of administration that directly or indirectly, or through contractual relationships would defeat or impair the accomplishment of effective nondiscrimination; or
- Discrimination in any activities or services related to a highway, infrastructure or facility built or repaired in whole or in part with federal funds.

City of Pharr, Texas, efforts to prevent such discrimination must address, but not be limited to, how a program or activity:

- Impacts the public;
- Provides accessibility;
- Provides equal access to benefits;
- Encourages participation;
- Provides services equitably;
- Initiates contracting and training opportunities;
- Investigates complaints;
- Allocates funding; and
- Prioritizes projects.

Authorities

The authorities applicable to City of Pharr, Texas Title VI/Nondiscrimination Program include:

- **Title VI of the Civil Rights Act of 1964** (42 U.S.C. §2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- **49 CFR Part 21** (entitled *Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of The Civil Rights Act of 1964*);
- **23 CFR Part 200** (FHWA's Title VI/Nondiscrimination Regulation);
- **28 CFR Part 50.3** (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964); and,
- **Texas Administrative Code** §9.4, Civil Rights – Title VI Compliance Title VI Policy Statement

It is the policy of City of Pharr, Texas that 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 in any operation of City of Pharr, Texas as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of City of Pharr, Texas, including its contractors and anyone who acts on behalf of City of Pharr, Texas. This policy also applies to the operations of any department or agency to which City of Pharr, Texas extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

The nondiscrimination statement signed by City of Pharr, Texas City Manager Dr. Jonathan Flores, is included as **Attachment 1**.

Standard DOT Assurances

The U.S. DOT requires that federal financial assistance be provided on the condition that the recipient provides an assurance that its programs and activities will be conducted in compliance with Title VI of the Civil Rights Act of 1964. The requirement is located at 49 CFR 21.7(a). To support the implementation of this requirement, the U.S. DOT provided an assurances agreement in U.S. DOT Order 1050.2A that federal fund recipients and subrecipients must sign as a condition of receiving federal financial assistance.

The assurances agreement provides specific non-discrimination language, City of Pharr, Texas, is required to include in bid solicitations or requests for proposal, contracts, and real estate agreements. City of Pharr, Texas is committed to ensuring the necessary language is used as prescribed in the assurances agreement.

In accordance with this requirement, City of Pharr, Texas has signed the U.S. DOT Standard Title VI/Non-Discrimination Assurances and Appendices. The documents are attached as **Attachment 2 and Attachment 3**.

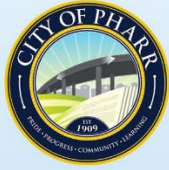
Organization and Staffing

City Manager Dr. Jonathan Flores *is* ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 C.F.R. Part 200 and 49 C.F.R. Part 21.

City of Pharr, Texas has assigned Laura Parra, Human Resources Director, to perform the duties of the Title VI Coordinator and ensure implementation of the agency's Title VI program. The position of Human Resources Director is located within Human Resources.

The Title VI Coordinator is responsible for:

- Maintaining and updating the Title VI plan on the agency's behalf;
- Ensuring relevant agency staff receive necessary Title VI training;
- Ensuring prompt processing of Title VI complaints and referral to Texas Department of Transportation;
- Developing procedures for the collection and analysis of statistical data;
- Developing a program to conduct Title VI reviews of program areas; and
- Developing Title VI information for dissemination internally and externally;



CITY OF PHARR Organizational Chart



Primary Program Area Descriptions & Review Procedures

The City of Pharr, Texas engages in the following program areas:

Program Area and General Description	Title VI/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
Right of Way: Issues public right of way permits for construction, transportation, business, and other activities. Coordinates relocation of citizens whose property has been acquired for a right of way.	Public right of way permits and relocations should not create unfair burdens. Collecting demographic data from property owners who may be subject to right of way activities. Ensuring property owners impacted by right of way activities are made aware of their right to be free from discrimination on the basis of race, color, or national origin under Title IV of the Civil Rights Act of 1964.	Reviewing permits and relocations to ensure nondiscrimination. Ensure demographic data is part of necessary right of way templates or forms. Ensure Title IV notice is consistently provided to property owners impacted by right of way activities.
Contracting: Develops and manages contracts and contracting opportunities, including specifications, bidding process, and contract execution.	Maintaining an open and fair bidding process for all contracts. Ensure Title VI Assurances appendices are included in contracts as specified within the assurances document.	Reviewing contracts for necessary Title VI language. Reviewing any available data on contract recipients to ensure nondiscrimination in contracting. Reviewing bidding procedures to ensure nondiscrimination and equal opportunity.
Planning: Short-term and long-term planning of transportation projects	Ensuring comprehensive public participation to ensure all stakeholders have a chance to voice their opinions. Collecting demographic data from public engagement activities regarding demographics of public participants. Providing language access as needed.	Review planning decisions to ensure nondiscrimination. Reviewing public engagement activities periodically to determine whether engagement opportunities were offered to all communities. Documenting language access requests.
Public Engagement: Coordinates public engagement activities for planning and project development, as well as relationship-building engagement activities.	Comprehensive public participation to ensure all stakeholders have an opportunity to voice their opinions. Collecting demographic data from public engagement activities regarding demographics of public participants. Providing language access as needed. Disseminating Title VI information to the public to ensure they are aware	Reviewing public engagement activities periodically to determine whether engagement opportunities were offered to all communities. Reviewing public engagement activities periodically to determine whether engagement opportunities were offered to all communities. Documenting language access requests.

	of their rights to be free from discrimination.	
Maintenance: Services roadways and right of ways, including, but not limited to, providing: Repair Signage Drainage Snow and ice removal	Ensuring no communities are subject to a disparate lack of maintenance services based on a protected class.	Reviewing resources provided to the community and determining whether any protected class communities have disproportionately benefited or been harmed by the delivery of maintenance services.

Data Collection and Analysis

Program Area	Type of Data Collected & Process for Collecting	Purpose for Collecting the Data)
Right of Way	Collecting demographic data from property owners who may be subject to right of way activities by including inputs for demographic data on the field title report form.	Ensuring right of way activities do not disproportionately affect individuals or groups based on a protected class status.
Contracting	Identifying contractors who are a: Disadvantaged Business Enterprise (DBE) Historically Underutilized Business (HUB) Small Business Enterprise (SBE)	Ensuring equal opportunity in contracting to all individuals and groups.
Planning	Reviewing data from the U.S. Census Bureau and other credible sources to determine demographic make-up of the local community.	Ensuring project impacts do not disproportionately impact any individuals or groups based on a protected class status.
Public Engagement	Reviewing data from the U.S. Census Bureau and other credible sources to determine demographic make-up of the local community. Providing demographic questionnaires to public engagement participants and including demographic questions in public surveys.	Ensuring communications and interactions with the public sufficiently reach all local demographics.
Maintenance	Reviewing maintenance activities by geography and demographic makeup of communities receiving the maintenance services	Ensuring no communities are subject to a disparate lack of maintenance services based on a protected class.

Potential sources of data and analysis tools include:

- Census Data
- American Community Survey
- School Districts
- Forms or Surveys from the public
- Field Observations

Title VI Complaint Procedures

Scope of Title VI Complaints

No person or groups of persons shall, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by City of Pharr, Texas, and its contractors on the grounds of race, color, or national origin. The scope of Title VI covers all internal and external activities of City of Pharr, Texas.

The following types of actions are prohibited under Title VI protections (See [49 C.F.R. 21.5](#)):

- Excluding individuals or groups from participation in programs or activities
- Denying program services or benefits to individuals or groups Providing a different service or benefit or providing them in a manner different from what is provided to others
- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program
- Retaliation for making a complaint or otherwise participating in any manner in an investigation or proceeding related to Title VI of the Civil Rights Act of 1964

How to File a Formal Title VI Complaint

Any person(s) or organization(s) believing they have been discriminated against on the basis of the protected classes stated above by City of Pharr, Texas or its contractors may file a Title VI complaint.

Discrimination complaints **must be received no more than 180 days after the alleged incident** unless the time for filing is extended by the processing agency.

Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. A complaint should contain the following information:

- A written explanation of the alleged discriminatory actions;
- The complainant's contact information, including, if available: full name, postal address, phone number, and email address;
- The basis of the complaint (e.g., race, color, national origin, etc.);
- The names of specific persons and respondents (e.g., agencies/organizations) alleged to have discriminated;
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is on-going.

Complainants are encouraged to submit complaints directly to the Texas Department of Transportation (TxDOT).

Complaints can also be filed by completing and submitting City of Pharr, Texas's Title VI Complaint

Form available at <https://pharr-tx.gov/government/departments/human-resources/> or by sending an email or letter with the necessary information to:

City of Pharr, Texas

Mailing Address: [118 S. Cage Blvd., Pharr, TX 78577](#)

Phone: [956-402-2600](#)

If necessary, the complainant may call the phone number above and provide the allegations by telephone. The Title VI Coordinator will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature.

Complaints can also be filed directly with the following agencies:

Federal Highway Administration
U.S. Department of Transportation Office of Civil Rights
HCR-20, Room E81-320
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov

Texas Department of Transportation
Civil Rights Division
Attn: Title VI Program Manager
125 E. 11th Street Austin, Texas 78701

After submitting a complaint, the complainant will receive correspondence informing them of the status of the complaint within ten (10) business days from City of Pharr, Texas or other agency receiving the complaint.

Complaints received by City of Pharr, Texas Title VI Coordinator are forwarded to the TxDOT Office of Civil Rights (OCR). TxDOT OCR will forward the complaint to the FHWA Texas Division Office, along with a preliminary processing recommendation. The FHWA Texas Division Office will forward the complaint to FHWA Headquarters Office of Civil Rights (HCR).

FHWA HCR is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints. There are four potential outcomes for processing complaints:

- **Accept:** if a complaint is timely filed, contains sufficient information to support a claim under Title VI, and concerns matters under the FHWA's jurisdiction, then HCR will send to the complainant, the respondent agency, and the FHWA Texas Division Office a written notice that it has accepted the complaint for investigation.
- **Preliminary review:** if it is unclear whether the complaint allegations are sufficient to support a claim under Title VI, then HCR may (1) dismiss it or (2) engage in a preliminary review to acquire additional information from the complainant and/or respondent before deciding whether to accept, dismiss, or refer the complaint.

- **Procedural Dismissal:** if a complaint is not timely filed, is not in writing and signed, or features other procedural/practical defects, then HCR will send the complainant, respondent, and FHWA Texas Division Office a written notice that it is dismissing the complaint.
- **Referral\Dismissal:** if the complaint is procedurally sufficient but FHWA (1) lacks jurisdiction over the subject matter or (2) lacks jurisdiction over the respondent entity, then HCR will either dismiss the complaint or refer it to another agency that does have jurisdiction. If HCR dismisses the complaint, it will send the complainant, respondent, and FHWA Division Office a copy of the written dismissal notice. For referrals, FHWA will send a written referral notice with a copy of the complaint to the proper Federal agency and a copy to the USDOT Departmental Office of Civil Rights.

Complaints are not investigated by City of Pharr, Texas. FHWA HCR is responsible for investigating all complaints. FHWA HCR may also delegate the investigation to TxDOT OCR, who would then conduct all data requests, interviews, and analysis and create a Report of Investigation (ROI). TxDOT OCR will have sixty (60) business days from the date the investigation is delegated to prepare the ROI and send it to HCR. HCR will review the ROI and compose a Letter of Finding based on the ROI.

For further information about the FHWA investigation process and potential complaint outcomes, please visit the [Questions and Answers for Complaints Alleging Violations of Title VI of the Civil Rights Act of 1964](#).

Complaint Log

City of Pharr, Texas maintains a complaint log to document all activity related to the complaint. Information captured includes:

- Complainant's name, and if provided, race, color, and national origin;
- Respondent's name;
- Basis(es) of the discrimination complaint;
- Allegation(s)/Issue(s) surrounding the discrimination complaint;
- Date the discrimination complaint was filed; Date the investigation was complete;
- Disposition;
- Disposition date; and
- Other pertinent information.

Notice of Rights

In accordance with 23 CFR 200.9(a)(12), City of Pharr, Texas is required to develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English. Notice of City of Pharr, Texas Title VI policies and procedures are listed in many places such as Public Notice Board outside of City Hall, Public Notice Board inside lobby of City Hall, and City of Pharr, Texas website.

Notification to Beneficiaries

City of Pharr, Texas website is continuously updated to ensure Title VI information is readily accessible to the public. The website informs the public of their rights under Title VI and provides information on how to file a complaint. Title VI information available on City of Pharr, Texas Website includes:

- City of Pharr, Texas Title VI/Nondiscrimination Plan
- Title VI and Related Statutes Nondiscrimination Statement (English and Spanish)
- Title VI Nondiscrimination Assurances
- TxDOT's External Discrimination Complaint Form (English and Spanish)
- Title VI Poster
- City of Pharr, Texas Language Assistance Plan

Public Involvement

It is the goal of City of Pharr, Texas to provide continuous, effective and transparent access to all stakeholders. City of Pharr, Texas strives to inform all stakeholders about proposed plans and projects and seeks input when appropriate. City of Pharr, Texas utilizes the following methods to communicate information regarding upcoming activities and opportunities for public and stakeholder participation in the planning process:

- NEWSLETTER/MAILINGS
- EMAIL BLASTS
- ONLINE ENGAGEMENT PLATFORMS
- MEDIA RELEASES
- NOTICES PUBLISHED IN THE TEXAS REGISTER
- VISUALIZATION PRESENTATIONS/TECHNIQUES
- LOCAL COMMUNITY PUBLIC MEETINGS
- STATEWIDE PUBLIC HEARINGS
- CITY OF PHARR, TEXAS WEB SITE

Traditionally underserved communities can find it more difficult to engage with decision making entities due to scheduling conflicts, lack of transportation to public involvement events, language barriers, lack of childcare, etc. Genuine public involvement takes place at all levels and so City of Pharr, Texas aims to identify communities that may be affected by a project in order to plan appropriately

and effectively for the potentially impacted groups. Sources of data used were listed above in the Data Gathering section. City of Pharr, Texas specifically uses the following sources to identify minority and populations with limited English proficiency.

- US CENSUS TABLE P9 – HISPANIC OR LATINO AND NOT HISPANIC OR LATINO BY RACE
- ACS TABLE B16001 – LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

City of Pharr, Texas will use the following techniques to ensure that all members of the community have the opportunity to participate in the decision-making process:

- HOLDING MEETINGS AT DIFFERENT TIMES OR ON THE WEEKEND
- HOLDING MEETINGS AT LOCATIONS IN NEIGHBORHOOD LIKE SCHOOLS OR PARKS
- PROVIDING VIRTUAL OPTIONS
- TRANSLATING DOCUMENTS INTO LANGUAGES OTHER THAN ENGLISH
- PROVIDING CHILD CARE AT MEETINGS
- HOLDING EVENTS ACCESSIBLE BY PUBLIC TRANSPORTATION

Language Assistance and Limited English

Proficiency

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

Per USDOT LEP guidance, as outlined on FHWA’s Civil Rights website, recipients of federal funds 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.

Four-Factor Analysis

Factor 1: Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered

The City of Pharr, Texas, is located in Hidalgo County and serves a diverse population with a significant number of residents whose primary language is Spanish. According to recent U.S. Census Bureau and American Community Survey (ACS) estimates, Pharr has a population exceeding 79,000 residents, with approximately 90 percent identifying as Hispanic or Latino.

Because of the City's demographic composition, Spanish is the predominant language spoken other than English. A substantial portion of residents age five and older speak Spanish at home, and many report speaking English less than "very well." As a result, Spanish-speaking individuals represent the largest LEP population likely to interact with City programs, services, public meetings, transportation projects, public notices, and community outreach activities.

The City recognizes that language barriers may limit access to government services and public participation opportunities. Therefore, the City routinely evaluates the need for language assistance and strives to provide meaningful access to individuals with Limited English Proficiency.

Based on available demographic information, the primary language groups encountered within the City include:

Language	Estimated Prevalence
Spanish	Predominant LEP Language
English	Primary Language
Other Languages	Minimal Representation

Given the high concentration of Spanish-speaking residents, the City of Pharr considers Spanish translation and interpretation services to be essential components of its Title VI compliance efforts.

The City will periodically review updated Census and ACS data to monitor demographic trends and ensure language assistance services continue to meet community needs.

United States[®]
Census
Bureau

Pharr city, Texas c16001

All **Tables** Maps Charts Profiles Pag

C16001 | Language Spoken at Home for the Population 5 Years and Over

American Community Survey | Universe: Population 5 years and over | 2024: ACS 5-Year Estimates Detailed...

Notes | Download | Cite | Share | API

View important guidance for comparing ACS data over time or to other sources [here](#).

Label	Pharr city, Texas	
	Estimate	Margin of Error
▼ Total:	74,069	±734
Speak only English	12,272	±1,586
▼ Spanish:	61,291	±1,765
Speak English "very well"	37,803	±1,580
Speak English less than "very well"	23,488	±1,637
▼ French, Haitian, or Cajun:	159	±252
Speak English "very well"	159	±252
Speak English less than "very well"	0	±35
▼ German or other West Germanic languages:	0	±35
Speak English "very well"	0	±35
Speak English less than "very well"	0	±35
▼ Russian, Polish, or other Slavic languages:	0	±35
Speak English "very well"	0	±35
Speak English less than "very well"	0	±35
▼ Other Indo-European languages:	48	±66
Speak English "very well"	46	±66
Speak English less than "very well"	2	±5

Designation of Vital Documents

The City of Pharr, Texas designates the following documents as vital documents and will make them available in both English and Spanish:

- Title VI Policy Statement
- Title VI Complaint Form
- Title VI Complaint Procedures
- Notices of Nondiscrimination
- Public Participation Notices for Major Transportation Projects
- Language Assistance Notices
- Public Hearing and Public Meeting Announcements related to federally funded projects
- Any additional documents determined to be critical for participation in federally funded programs and services

The City of Pharr, Texas will periodically review demographic data and update its language assistance measures as necessary to ensure continued compliance with Title VI requirements.

Factor 2: Frequency with Which LEP Individuals Come in Contact with the City

The City of Pharr, Texas routinely interacts with Limited English Proficiency individuals, particularly Spanish-speaking residents, through its daily operations, public services, community outreach activities, and federally funded programs.

Departments that frequently encounter LEP individuals include:

- Public Works
- Utility Billing
- Municipal Court
- Parks and Recreation
- Public Health
- Human Resources
- Police Department
- Fire Department
- Emergency Management
- Development Services and Planning
- City Administration

Given the demographic composition of the community, Spanish-speaking residents regularly access City services, attend public meetings, participate in community events, and engage with City staff. As a result, language assistance is often necessary to ensure meaningful access to information and services.

To better evaluate language assistance needs, the City of Pharr will implement an annual review process coordinated by the Title VI Coordinator. Departments will be asked to:

- Track requests for language assistance.
- Document the use of translation and interpretation services.
- Identify public meetings or events requiring bilingual support.
- Report emerging language access needs.

The information collected will be reviewed annually and used to improve language access planning, outreach efforts, and resource allocation.

Factor 3: Nature and Importance of City Programs, Activities, and Services

The programs, services, and activities provided by the City of Pharr are critical to the health, safety, welfare, and quality of life of residents.

Many City of Pharr, Texas services involve matters that directly affect an individual's ability to receive essential services, understand public safety information, access employment opportunities, participate in public decision-making, and benefit from federally funded programs.

Examples include:

- Public transportation and transportation improvement projects
- Emergency preparedness and disaster response communications
- Public health programs and services
- Water and utility services
- Housing and community development initiatives
- Public safety services
- Employment and workforce development opportunities
- Public meetings and hearings

- Parks, recreation, and community programs

Failure to provide meaningful access to LEP individuals could limit participation in important public processes and reduce access to critical services. Therefore, the City places a high priority on ensuring that language barriers do not prevent residents from accessing programs, services, and benefits.

Each federally funded project, program, or public engagement activity will be evaluated individually to determine the appropriate level of language assistance required.

Factor 4: Language Assistance Resources Available to the City of Pharr

The City of Pharr has several resources available to provide language assistance to LEP individuals. These resources include:

- Bilingual English-Spanish City employees across multiple departments.
- Translation of vital Title VI documents into Spanish.
- Bilingual public notices, outreach materials, and meeting announcements when appropriate.
- Spanish-speaking staff available during public meetings and community events.

Because Spanish is the predominant LEP language within the City of Pharr, Texas, bilingual communication is integrated into many daily operations. When necessary, departments may request additional interpretation or translation support to ensure meaningful access.

While this Four-Factor Analysis provides a general framework for language access planning, the City of Pharr, Texas recognizes that language assistance needs may vary depending on the nature of a specific project, program, meeting, or public outreach effort. Therefore, a project-specific assessment will be conducted when appropriate to determine the most effective means of providing meaningful access to LEP individuals.

Training

City of Pharr, Texas will ensure that its staff understand Title VI of the Civil Rights Act of 1964 and how it may apply to their work. The following options are available for providing training:

Review of the City of Pharr, Texas Title VI Plan

- Attendance at any available Title VI trainings provided by the Texas Department of Transportation, U.S. Department of Transportation or its applicable operating administrations, or the U.S. Department of Justice.
- Viewing the video [Title VI at TxDOT](#) produced by TxDOT. This training provides a general Title VI overview as well as TxDOT specific information.
- Viewing the video [Understanding and Abiding by Title VI of the Civil Rights Act of 1964](#) produced by the U.S. Department of Justice

City of Pharr, Texas will maintain records indicating that staff have received sufficient training on a periodic basis.