

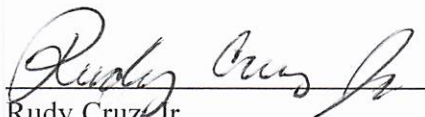
City of Socorro Title VI Program

Notifying the Public of Rights Under Title VI

THE CITY OF SOCORRO

- The City of Socorro operates its programs and services, including those receiving Federal financial assistance, in compliance with Title VI of the Civil Rights Act of 1964. No person shall be discriminated against on the basis of race, color, or national origin.
- Any person who believes they have been subjected to discrimination may file a complaint with the Title VI Coordinator, Carol Candelaria: 124 Horizon Blvd., Socorro, TX 79927; (915) 858-2915; hrdirector@costx.us
- For more information about the City's Title VI Program or to request Title VI-related documents, contact the Title VI Coordinator or visit <https://costx.us/human-resources/>
- Language assistance is available. If information is needed in another language, call (915) 858-2915.
- Hay asistencia lingüística disponible. Si necesita información en otro idioma, llame al (915) 858-2915.

This Title VI Program was approved and adopted by the City Council of the City of Socorro on March 5th, 2026.


Rudy Cruz, Jr.
Mayor


Carol Candelaria
Human Resources Director / Title VI Coordinator

Title VI Complaint Procedures

Any individual who believes they have been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint. Complaints must be submitted in writing and filed within 180 days of the alleged discriminatory act.

The complaint should include: the complainant's name and contact information, the date(s) of the alleged incident, a description of the incident, and the basis of discrimination claimed.

Complaints may be submitted to the Title VI Coordinator by mail, email, or in person. The City will acknowledge receipt, investigate the complaint, and issue a written response within 30 days.

A complainant may also file directly with the Federal Transit Administration, Office of Civil Rights, Washington, D.C.

**City of Socorro
Title VI Complaint Form**

SECTION I – COMPLAINANT INFORMATION

Name: _____ Phone: _____
Address: _____ Email: _____
Preferred method of contact (Phone/Email/Mail): _____ Accessible Format Needed (Large Print/Audio/TDD /Other): _____

SECTION II – COMPLAINT DETAILS

Basis of discrimination
(Race/Color/National Origin): _____
Date(s) of Incident: _____
Location of Incident: _____
City department/program/employee
involved: _____
Description of Incident: _____

SECTION III – WITNESSES

Witness Name: _____
Phone: _____
Address/Email: _____

SECTION IV – PREVIOUS ACTIONS

Previously filed with agency? (Yes/No): _____
If yes, list agency and dates: _____

[Proceed to second page]

City of Socorro
Title VI Complaint Form
(continued)

SECTION V – THIRD-PARTY FILINGS

Are you filing on behalf of another person? (Yes/No): _____

If yes, Name: _____

Relationship: _____

Permission obtained? (Yes/No): _____

SECTION VI – SIGNATURE

Signature: _____

Date: _____

Submit completed form to:

Carol Candelaria, Title VI Coordinator
City of Socorro
124 Horizon Blvd., Socorro, TX 79927
(915) 858-2915
Email: hrdirector@costx.us

[End]

List of Title VI Investigations, Complaints, and Lawsuits

As of the date of this program, the City of Socorro has no active or pending Title VI investigations, complaints, or lawsuits.

Public Participation Plan

The City of Socorro engages the public through accessible communication methods appropriate for a small provider with limited staffing. Methods include posting notices at City Hall, on the City website (www.costx.us), and providing printed materials upon request.

Outreach efforts target minority, low-income, and LEP populations to ensure inclusive participation. Public feedback opportunities are continuously incorporated into transit-related planning and decision-making activities.

Language Assistance Plan (LEP)

The City conducted a Four-Factor Analysis and determined that Spanish is the primary LEP language group within the service area. While resources are limited, the City provides language assistance upon request, including oral translation and translated vital documents when reasonable.

The City notifies the public of available language assistance through its Title VI Notice and will review LEP needs at least once every three years.

Non-Elected Committees and Councils

The City of Socorro does not utilize any transit-related non-elected committees or advisory councils. Therefore, no membership table is required.

Siting of Fixed Facilities

Currently, the City of Socorro does not construct or operate fixed transit facilities. If future fixed facilities are considered, the City will conduct an equity analysis as required.

Title VI Coordinator Information

Title VI Coordinator: Carol Candelaria, Human Resources Director
Address: 124 Horizon Blvd., Socorro, TX 79927
Phone: 915-858-2915
Email: hrdirector@costx.us

Appendix A

Four Factor Analysis

The following Four Factor Analysis was prepared following guidance from FTA Circular 4702.1B. This Four Factor Analysis is used to determine the specific language services that are appropriate for the City to provide for individuals who are limited-English Proficient (LEP).

(1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. This population will be program-specific. In addition to the number or proportion of LEP persons served, the recipient's analysis should, at a minimum, identify:

(a) How LEP persons interact with the recipient's agency;

Response:

City of Socorro's transit service is **demand-response only**, with no fixed routes, no schedules, and no fareboxes.

The proportion of LEP persons served through this program is expected to be 84% of all transit riders.

LEP interaction occurs through:

- Phone calls to request service
- Transit driver interactions during transit service delivery
- City website information (service details, Title VI notices)
- Occasional in-person interactions at City Hall
- Participation in public meetings for transportation planning (e.g., Transit Development Plan public meetings)

(b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;

Response:

According to 2020 Census Data,

- **84%** speak a non-English language at home, mostly Spanish (83.6%).
- The city is **95.2% Hispanic/Latino**, strengthening the likelihood of Spanish-speaking LEP individuals.
- According to Census data, in Socorro, there are no other languages spoken at home with a percentage higher than 1% of those who speak a language other than English at home
- <https://www.census.gov/quickfacts/fact/table/socorrocitytexas/POP010220#POP010220>

(c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and

Response:

High levels of Spanish-speaking households and lower educational attainment (70.6% high-school graduates vs. state/national norms) may indicate lower literacy rates in both English and Spanish.

Therefore, oral interpretation and simple-language Spanish materials may be more effective than dense translations.

<https://www.census.gov/quickfacts/fact/table/socorrocitytexas/POP010220#POP010220>

(d) Whether LEP persons are underserved by the recipient due to language barriers.

Response:

Given:

- High LEP population
- Free, demand-response transit
- Phone-based scheduling

There is no evidence that LEP persons are underserved *solely* due to language. However, improving Spanish-language notices and call-in scripts will further strengthen meaningful access.

(2) The frequency with which LEP persons come into contact with the program. Recipients should survey key program areas and assess major points of contact with the public, such as:

(a) Use of bus and rail service;

Response:

Our transit service is demand response only, meaning no designated transit routes. Therefore, LEP individuals do not have interactions with bus or rail services under this program

(b) Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;

Response:

Transit service is fare-free, no fees or tickets needed, therefore, LEP individuals do not have interactions with vending machines, outlets, websites, and over the phone to purchase passes or tickets.

(c) Participation in public meetings;

Response:

To date, the only public meetings are those associated with the Transit Development Plan. Public engagement interactions are detailed in the plan available online at: https://costx.us/wp-content/uploads/2025/10/Socorro_Avanzando_TDP_05.29.2025-1.pdf

(d) Customer service interactions;

Response:

LEP persons interact with this program daily to schedule demand-response service and to request information; many are expected to be LEP Spanish speakers. Therefore, the frequency with which LEP persons come into contact with the program is high.

(e) Ridership surveys;

Response:

LEP persons may interact with ridership surveys at least once annually. Ridership surveys are deployed in English and Spanish.

(f) Operator surveys.

Response:

None conducted

(3) The nature and importance of the program, activity, or service provided by the program to people's lives. Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. An MPO's regional planning activities will impact every person in a region. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.

Response:

The nature and importance of this program and service are detailed in the Transit Development Plan (TDP). The TDP describes the public engagement process, how this process incorporated accommodations for LEP individuals, and the feedback secured through this process.

In Socorro:

- Demand-response transit may be the **primary mobility option** for many residents lacking a personal vehicle.
- Lower-income, elderly, disabled, and foreign-born residents (32.3% foreign-born) rely more on public transit. [[census.gov](https://www.census.gov)]
- LEP persons often overlap with populations that depend on transit, as recognized in FTA Title VI guidance.

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

Available Resources

- Bilingual staff (common in Socorro due to 95% Hispanic population) [[census.gov](https://www.census.gov)]
- Ability to translate essential documents into Spanish at low or no cost
- Ability to update the program website with Spanish information
- Telephone interpretation not typically required due to bilingual workforce

Cost-Reduction Opportunities (per FTA)

- Use of bilingual front-line staff

- Posting Spanish language notices online
- Simple bilingual scripts for ride requests

Given the small size of the system and its fare-free, demand-response model, the cost of LEP accommodations is minimal and manageable.