



**THE WOODLANDS TOWNSHIP
TITLE VI PROGRAM
CIVIL RIGHTS ACT OF 1964**

UPDATE – FEBRUARY 2023

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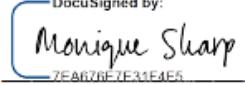
POLICY STATEMENT

It shall be the policy of “The Woodlands Township (the “Township”) that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 (42 USC 2000d, as amended), and in accordance with related Title VI regulations (49 CFR Part 21), the Policy Guidance concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087), and FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (collectively, the “Authorities”), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Township transit program or activity receiving federal financial assistance.

TITLE VI PROCEDURES

The Township has developed and revised this Title VI Program as a Federal Transit Administration (FTA) Grantee to address compliance with the Authorities and, specifically, Chapters III and IV of FTA Circular 4702.1B, including all necessary procedures, a complaint process, and a Title VI notice to the public. The Township’s Title VI Coordinator is responsible for initiating and monitoring Title VI activities and assuring the preparation of required reports.

The Township’s Board of Directors has approved this Title VI Program at their 03/29/2023 Board meeting, of which the meeting minutes are attached as **Appendix C** hereto.

DocuSigned by:

Monique Sharp
President / Chief Executive Officer
The Woodlands Township

5/9/2023
Date

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI (CHAPTER III-5):

The Township will post the following notice to the public on all FTA-funded transit vehicles, the offices of the Township, Park & Ride terminal buildings, and on the Township website.



Notifying the Public of Rights Under Title VI

THE WOODLANDS TOWNSHIP

- The Woodlands Township operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Woodlands Township.
- For more information on the Township's civil rights program, and the procedures to file a complaint, contact (281) 210-3800, email express@thewoodlandstowmship-tx.gov or visit our offices at 2801 Technology Forest Blvd, The Woodlands, TX 77381. For more information, visit www.thewoodlandstowmship-tx.gov.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, please contact (281) 210-3800.
- Si se necesita información en otro idioma, por favor póngase en contacto con (281) 210-3800.

A Spanish version of the Title VI program is also available:



Notificación al público de los derechos bajo el Título VI

MUNICIPIO DE LOS WOODLANDS

- El Municipio de Los Woodlands (Township) opera sus programas y servicios sin distinción de raza, color y origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Township.
- Para obtener más información sobre el programa de derechos civiles del municipio y los procedimientos para presentar una queja, comuníquese al (281) 210-3800, envíe un correo electrónico a express@thewoodlandstownship-tx.gov o visite nuestras oficinas en 2801 Technology Forest Blvd, The Woodlands, TX 77381. Para obtener más información, visite www.thewoodlandstownship-tx.gov.
- Un demandante puede presentar una queja directamente en la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- Si necesita información en otro idioma, comuníquese al (281) 210-3800.

TITLE VI COMPLAINT PROCEDURES AND FORM (CHAPTER III-6):

A process has been established for receiving and processing all complaints filed pursuant to the Authorities and relating to any transit program, activity or service receiving federal financial assistance administered by the Township or its sub-recipients and contractors. The necessary Complaint Form is attached as **Appendix A** hereto. The complaint procedures have been translated into Spanish and included in **Appendix B**.

This process is optional and does not affect the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. A person may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

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

FILING

Any individual, group of individuals or entity that believes he, she or it has been subjected to discrimination on the basis of race, color, or national origin by the Township may file a complaint with the Township's Title VI Coordinator. The complaint must be reduced to written form and filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complainant(s) must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s);
- b. Present the date of the alleged act of discrimination (or the date when the complainant(s) became aware of the alleged discrimination); and,
- c. Present a detailed description of the issues including name(s) and job title(s) of the person(s) committing the alleged act of discrimination.

Allegations received by fax or email will be acknowledged but will not be processed until the identity of the complainant(s) is (are) known and a signed copy of the complaint is submitted to the Township. Allegations received by telephone will be reduced to written form and provided to the complainant(s) for confirmation or revision before processing. A complaint form will be forwarded to the complainant(s) for completing, signing and return to the Township for processing. Complainants with limited English proficiency shall be provided an interpreter to assist in completing the complaint. The Township may engage an interpreter or an interpretation services contractor as necessary to assist with taking a complaint or completing the complaint process, as necessary.

PROCESSING

The Township will promptly process all complaints that are fully and timely completed and submitted. Once the complaint is received, the Township will review it to determine whether:

- a. The Township has jurisdiction;
- b. The allegations involve discrimination based on race, color, or national origin;
- c. The allegations involve a federally funded transit program or activity of the Township, or a sub-recipient or contractor of the Township;
- d. The complaint is administratively complete; and,
- e. The complaint is timely.

DISMISSAL

A complaint may be dismissed if:

- a. The complainant(s) request(s) withdrawal of the complaint;
- b. The complainant(s) fail(s) to respond to repeated requests for additional information needed to process complaint;
- c. The complainant(s) cannot be located after reasonable attempts; and/or,
- d. The Township determines that the complaint does not meet the requirements for filing and processing stated above.

The complainant will be notified in writing of the ground(s) for dismissal.

INVESTIGATION

If the Township determines that jurisdiction is proper and that the complaint is administratively complete, timely and in proper form, the complainant(s) and the respondent(s) will be promptly notified in writing of such determination. The complaint will then receive a case number and be logged into the Township's records identifying its basis (race, color, or national origin) and the alleged harm.

In cases where the Township determines to investigate the complaint, the Title VI Coordinator will promptly commence investigation of the complaint and provide the respondent(s) with the opportunity to respond to the allegations in writing. The respondent(s) will have twenty (20) calendar days from the date of the Township's written notification of its determination to furnish a written response to the allegations.

The Title VI Coordinator will use all reasonable efforts to resolve the complaint at the lowest level possible. The Title VI Investigator will make every reasonable effort to pursue a timely resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities. Within thirty (30) calendar days after the due date for the response(s) of the respondent(s), the Title VI Coordinator will prepare an investigative report including a narrative description of the incident, the identification of person(s) interviewed, any findings of fact, and any recommendations for disposition, and will review such draft report with Township legal staff.

FINAL REPORT

If the complaint is not resolved to the mutual satisfaction of the complainant(s) and the respondent(s) within sixty (60) days after the Township's determination, the Township Title VI

Coordinator's final investigative report shall be filed and recorded as hereinafter provided, and the Township will notify the parties of its findings.

RECORDING AND REPORTING OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (CHAPTER III-7):

The Title VI Coordinator shall maintain a written record of all transit-related Title VI complaints (including complaints not accepted for investigation), investigations and related Title VI litigation in substantially the form shown below. Such records shall be reported to FTA or other appropriate governmental agencies having jurisdiction when requested or when otherwise required by the Authorities.

	Date (Month, Day, Year)	Summary (Included basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Complaints				
1	None			
2				
3				
Investigations				
1	None			
2				
3				
Lawsuits				
1	None			
2				
3				

PROMOTING INCLUSIVE PUBLIC PARTICIPATION (CHAPTER III-8):

The Township will maintain a public participation process for all transit planning and/or construction projects. The objectives of the public participation process will be consistent with Houston-Galveston Area Council's (H-GAC) Public Participation Plan. Those objectives include:

- a. Presenting opportunities for citizens and stakeholders to provide public feedback for all transit planning and/or construction projects through an open public comment process;
- b. Providing opportunity for comment from identifiable stakeholder groups in the Township, such as low-income, elderly, disabled, racial or language minorities, and other community groups; and
- c. Providing educational information on projects to stakeholders in a variety of formats and languages, as needed.

PUBLIC MEETINGS

Transit-related meetings of the Board of Directors of the Township at which a deliberation by the Board for the purpose of arriving at a decision or action on a proposed transit-related project shall be open to the public to ensure a greater opportunity for involvement from concerned stakeholders. Proposed federally funded transit projects shall be discussed in detail at one or more public meetings during the planning process and before construction begins. The Township will utilize multiple media outlets to advertise significant transit-related meetings, including newspapers and website notices. Meeting informational materials can be made available in Spanish upon advance request by an affected citizen or group. If requested by an affected citizen or groups, at least seven (7) days in advance, the Township will have an individual who is bilingual at each such meeting to translate. Oral comments can be translated upon request.

For transit projects, the Conroe-The Woodlands Urbanized Area Mobility Committee discusses planning, service delivery, administration, and oversight for the provision of public transportation services and related programs in the Conroe-The Woodlands Urbanized Area. Elected representatives from the City of Conroe, The Woodlands Township, and other municipalities advise and consult on the expenditure of transit formula grant funding related to planning, service delivery, administration, and oversight duties for the provision of public transportation services and related programs in the Conroe-The Woodlands Urbanized Area (UZA) while assuring an impartial and equitable approach to meeting the transit needs of all stakeholders of the UZA. These meetings are open to the public and held at least once per year.

When planning for operations or transit capital projects, public meetings shall be held in a facility in the geographic area impacted by the construction and served by the transit facility.

RECENT SURVEYS

The Township contracted with HDR in February 2020 to conduct an Origin/Destination (O/D) survey is to provide information about transit passengers' travel patterns, demographics, and opinions of the Woodlands Express and Trolley transit services (available upon request). The data collected from origin-destination surveys was also used for computer travel demand modeling, long range planning, and as a tool for Title VI purposes. For the Woodlands Express, 0.6% of surveyed individuals stated that they speak English "not well" or "not at all." For the Woodlands Trolley, 4.2% of surveyed individuals stated that they speak English "not well" or "not at all". This result falls in line with the demographics discovered through the Limited English Proficiency (LEP) Four Factor Analysis.

Another survey was conducted of the Woodlands Express Park and Ride in 2022 to understand rider patterns and usage. Over 500 commuter riders were surveyed and provided with the option for translated surveys. No one requested a translated survey to complete.

OUTREACH METHODS

The Township provides updates on the transit system through social media including Twitter. Events and news items are posted on the page and open to the public. Other outreach materials include Talk of the Township eNewsletter, Woodlands Transit alerts, and other alert notifications. On the website, the Township provides information for Transportation Resources, including Transit Projects, and demand response services available in the area. Online resources have translations or a Google translation link for the site itself.

For the transit program, the Township has reached out to the following organizations for various public notices, procurement information, and other information in the past: the Montgomery County Hispanic Chamber of Commerce, Hindu Temple of The Woodlands, National Association of Minority Contractors - Houston Chapter, Houston Minority Supplier Diversity Council, Houston Minority Business Development Agency, Native American Chamber of Commerce, and Houston Hispanic Chamber of Commerce.

FOUR FACTOR ANALYSIS (CHAPTER III-9):

FACTOR 1: THE NUMBER OR PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY THE PROGRAM OR RECIPIENT.

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

When addressing this factor, the Township first examined prior experiences with LEP individuals by examining several sources of data and information. Surveys, interviews, and field visits were conducted with fixed-route operators (the agency representatives the public most directly engages with), paratransit operators, customer service representatives, and community partners.

Based on the surveys listed in the public participation section, it is obvious very few of the Township transit customers (<5%) have limited English proficiency. For the O-D survey, of the 589 questionnaires, only one individual used a Spanish-translated survey. For the 2022 Commuter survey, no one used or requested a Spanish-translated survey.

(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;
According to the American Community Survey 2015 data, 4.54% of the Township speaks "English Less than Well." Spanish-speaking individuals who reported that they "Speak English Less than Well" is 3.05% and over 3,000 individuals of the total area population. Under the Safe Harbor Provision, the Township will provide "written translation of vital documents for each eligible LEP language group constitutes five percent (5%) or 1,000 persons, whichever is less." Spanish falls under the Safe Harbor Provision.

2015 American Community Survey Data							
The Woodlands Township							
Limited English Proficiency							
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total		
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
Total population					98,598		
Speak only English					81,202	82.36%	
Spanish or Spanish Creole	7,613	71.69%	3,006	28.31%	10,619	10.77%	3.05%
French (incl. Patois, Cajun)	397	96.83%	13	3.17%	410	0.42%	0.01%
French Creole	10	43.48%	13	56.52%	23	0.02%	0.01%
Italian	147	80.77%	35	19.23%	182	0.18%	0.04%
Portuguese or Portuguese Creole	382	0.00%	31	0.00%	413	0.42%	0.03%
German	623	90.03%	69	9.97%	692	0.70%	0.07%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	101	94.39%	6	5.61%	107	0.11%	0.01%
Scandinavian languages	70	100.00%	0	0.00%	70	0.07%	0.00%
Greek	10	100.00%	0	0.00%	10	0.01%	0.00%
Russian	143	77.72%	41	22.28%	184	0.19%	0.04%
Polish	22	100.00%	0	0.00%	22	0.02%	0.00%
Serbo-Croatian	0	0.00%	20	100.00%	20	0.02%	0.02%
Other Slavic languages	37	100.00%	0	0.00%	37	0.04%	0.00%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	350	86.85%	53	13.15%	403	0.41%	0.05%
Gujarati	38	32.20%	80	67.80%	118	0.12%	0.08%
Hindi	113	84.33%	21	15.67%	134	0.14%	0.02%
Urdu	192	100.00%	0	0.00%	192	0.19%	0.00%
Other Indic languages	65	76.47%	20	23.53%	85	0.09%	0.02%
Other Indo-European languages	44	100.00%	0	0.00%	44	0.04%	0.00%
Chinese	680	62.16%	414	37.84%	1094	1.11%	0.42%
Japanese	55	67.90%	26	32.10%	81	0.08%	0.03%
Korean	279	67.39%	135	32.61%	414	0.42%	0.14%
Mon-Khmer, Cambodian	12	30.77%	27	69.23%	39	0.04%	0.03%
Hmong	0	0.00%	0	0.00%	0	0.00%	0.00%
Thai	0	0.00%	0	0.00%	0	0.00%	0.00%
Laotian	0	0.00%	0	0.00%	0	0.00%	0.00%
Vietnamese	184	62.37%	111	37.63%	295	0.30%	0.11%
Other Asian languages	506	83.64%	99	16.36%	605	0.61%	0.10%
Tagalog	161	90.96%	16	9.04%	177	0.18%	0.02%
Other Pacific Island languages	228	77.03%	68	22.97%	296	0.30%	0.07%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American	0	0.00%	0	0.00%	0	0.00%	0.00%
Hungarian	98	59.76%	66	40.24%	164	0.17%	0.07%
Arabic	186	65.72%	97	34.28%	283	0.29%	0.10%
Hebrew	28	100.00%	0	0.00%	28	0.03%	0.00%
African languages	126	91.30%	12	8.70%	138	0.14%	0.01%
Other and unspecified languages	17	100.00%	0	0.00%	17	0.02%	0.00%
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER Survey/Program: American Community Survey Universe: Population 5 years and over Year: 2015 Estimates: 5-Year Place: The Woodlands, CDP Table ID:							

This table has not been updated in several years and no other US Census data provides the breakdown for the language spoken at home. The Township also reviewed the 2021 American Community Survey Table S1601, Language Spoken at Home for more updated information. While

Spanish is documented separately, Indo-European and Asian and Pacific Island languages are not broken down separately, so only Spanish hits the Safe Harbor threshold.

2021 American Community Survey Data - Limited English Proficiency						
The Woodlands Township						
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total	
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group
Total population					110,240	
Speak only English					76,128	69.06%
Spanish or Spanish Creole	15,035	75.89%	4,776	24.11%	19,811	17.97%
Other Indo-European Languages	7,823	84.34%	1,453	15.66%	9,276	8.41%
Asian and Pacific Island Languages	3,499	76.51%	1,074	23.49%	4,573	4.15%
Other languages	452	100.00%	0	0.00%	452	0.41%
LANGUAGE SPOKEN AT HOME Survey/Program: American Community Survey Universe: Population 5 years and over Year: 2021 Estimates: 5-Year Place: The Woodlands, CDP Table ID: S1601						

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

The Township has not monitored the literacy rates of LEP populations in their native languages; however, the Township provides both written and spoken translations in order to serve the LEP population effectively. The Township will continue to provide written translations in Spanish but will document when requested to translate information orally. For the documented surveys, no one requested an alternative format or an oral translation to complete the survey. Requests for oral translations in any languages will be documented as well.

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

Presently, there are no known language barriers that cause LEP persons to be underserved. The Township will notify LEP persons of their rights and will monitor complaints about barriers.

FACTOR 2: EXAMINE THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME INTO CONTACT WITH THE PUBLIC TRANSPORTATION SERVICES, PROGRAMS, AND ACTIVITIES OF THE TOWNSHIP

The greater the frequency with which LEP individuals from different language groups come into contact with the programs, activities, or services of the Township, the more likely it is that enhanced language services will be needed. Because the Township is a transit service provider, there is a greater chance of contact with LEP individuals. People with limited English proficiency may use the Township fixed-route bus service and in doing so come into contact with the Township operators as well as signage, timetables, and other materials. The Township paratransit services also may serve people who do not speak English or speak it as a second language. LEP individuals may also be encountered during system planning and programs where public outreach or public involvement is central to the mission.

LEP individuals currently have infrequent and unpredictable contact with the Township transit services with minimal request for translations or used of translated forms. To further examine the frequency of contact with which LEP individuals engage the public transportation services of the Township, a survey was administered to agency employees and stakeholders. The survey instruments and the responses received can be provided upon request.

Two survey instruments were prepared, one for the service providers and one for potential LEP population. The service providers were composed of First Class Tours, which provides the commuter service, Brazos Transit District, which previously operated the Town Center Trolley, and the Township staff that now operates the Town Center Trolley, manages the service providers, and receives customer service calls. The second survey instrument for affected LEP individuals was distributed to the Montgomery County Hispanic Chamber of Commerce (MCHCC), which has a strong contingent from The Woodlands. Efforts were made to contact the Hindu Temple of The Woodlands to solicit their participation in the survey, but no interest was indicated. Only one response was received from a member of the MCHCC.

The Township staff is the point of contact for all transit services and fields calls from the transit users. As such, they deal with LEP individuals more frequently than any of the service providers, except possibly the drivers. The results of the Title VI survey with the service providers show that Spanish is the only non-English language they encounter and that they deal with Spanish-speaking customers one to two times a week. When dealing with Spanish-speaking customers they either transfer the call to a Spanish-speaking coworker or attempt to respond with their own Spanish capabilities.

For all public participation efforts, the Township will look at the results of Factors 1 and 2 above to help determine the areas where public outreach should be targeted and the languages into which flyers, other announcements, and meeting materials should be translated. Factors 1 and 2 will also be used to determine the meeting locations at which language interpreters may be needed and for what languages.

FACTOR 3: DETERMINE THE IMPORTANCE OF PUBLIC TRANSPORTATION PROGRAMS, ACTIVITIES, OR SERVICES PROVIDED BY THE TOWNSHIP TO LEP PERSONS AND POPULATIONS

The more important the activity, information, service, or program, or the greater the possible consequences of the contact with the LEP individuals, the more likely it is that language services are needed. Importance is based on whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

Very few community organizations who serve and represent limited English proficiency populations participate in the programs and activities provided by the Township's transit service. These community organizations include the following:

- Montgomery County Hispanic Chamber of Commerce.
- Hindu Temple of the Township

The Township contacted these organizations as a means of disseminating information about city programs, activities, services, and important announcements, but the Township received little to no interest.

As a commitment to the public, the Township will continue to identify documents and evaluate the importance of each program, activity, and service as to whether or not language assistance is necessary. The Township will continue to solicit input from people with limited English proficiency and from organizations which represent people with limited English proficiency concerning the importance of the programs and activities it offers in order to assess the level of language assistance required. The Township will evaluate documents for translation according to the guidance provided by the U.S. Department of Justice:

"It is important to ensure that written materials routinely provided in English also are provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits or is required by law. Vital documents include, for example: applications, consent, and complaint forms; notices of rights and disciplinary action; notices advising LEP persons of the availability of free language assistance; prison rulebooks; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services. Advertisements of federal agency tours and copies of testimony presented to Congress that are available for information purposes would be considered non-vital information.

Vital documents must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety."

In general, the documents considered vital are those related to operation of transit services (such as maps, schedules and rider's guides), the explanation of civil rights and associated complaint procedures, and certain legal correspondence. Also considered vital are public process activities, which makes it important to translate related materials such as meeting notices and materials, project updates, and informational brochures. Website information is also an important avenue for obtaining general and specific information about transportation decision-making. When items are not fully translated into Spanish, the Township always states that the any information can be translated upon request.

FACTOR 4: SURVEY THE RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS

The level of resources and the costs imposed by providing language assistance may have an impact on the extent to which meaningful access can be provided for LEP persons. The Township already has a number of language assistance measures in place. These existing measures along with proposed additional services will form The Woodland's Language Assistance Program (LAP).

- **Printed and Electronic Materials:** Basic public communication materials have been translated into languages commonly spoken in the Township service area. These materials include:
 - The Woodlands Township website
 - Bus route maps and schedules
 - Origin-Destination survey questionnaires
- **Public Outreach Services:** When the Township conducts public outreach concerning proposed service changes, fare adjustments, or for other programs or services, it provides or offers translated descriptions of the proposals and questionnaires, offers interpretation at public meetings, works with community organizations that can assist the Township in communicating with people who do not speak English well, and may provide telephone comment lines for non-English-speakers.
- **Public Signage:** Language assistance is provided on Township's website. A variety of language translations are available via this link:

<http://translate.google.com/translate?js=n&sl=auto&tl=es&u=http://thewoodlandstow nship-tx.gov/>

Also, the Township's Title VI Program is available through the Transportation web page at <https://www.thewoodlandstowndownship-tx.gov/96/Transportation>.

To enhance The Woodland's efforts to communicate with LEP individuals The Woodland's will implement the following services as part of its LAP.

- **Notice of Title VI Obligations:** The Township will post placards inside all of its coaches notifying customers that the Township does not discriminate in the provision of service

on the basis of race, color, and national origin, and informing them of how they can complain if they feel the Township has discriminated against them. The placards will also be in Spanish.

- **Spanish-speaking point of contact:** The Township and its service providers shall make available a staff member to serve as a point of contact for Spanish-speaking customers, upon request.
- **Call log:** The Township and its transit service providers shall keep a log of the Title VI related calls received regarding the Township transit service and document the date, caller, purpose of the call.

Based upon requests for language assistance in connection with other non-transit related community services provided by the Township, the following cost estimates for translation services and documentation have been developed:

Public meeting notices:	6/year @ \$800 each = \$4,800/year
Project Newsletters:	4/year @ \$800 each = \$3,200/year
<u>Public meetings:</u>	<u>10/year @ \$200 each = \$2,000/year</u>
	Total = \$10,000/year

The actual number of meetings, notices, and newsletters could vary and these costs are absorbed into the budget of the transportation department.

LANGUAGE ASSISTANCE PLAN (CHAPTER III-9)

The Township updated its LAP upon completion of the Four Factor Analysis. The Township's LAP includes the following elements:

*Task 1 - Results of the Four Factor Analysis, including a description of the LEP population(s) served
Number or Proportion of LEP Persons served or Encountered in Eligible Service Population*
According to the American Community Survey 2015 data, 4.54% of the Township speaks "English Less than Well." Spanish-speaking individuals who reported that they "Speak English Less than Well" is 3.05% and over 3,000 individuals of the total area population. Under the Safe Harbor Provision, the Township will provide "written translation of vital documents for each eligible LEP language group constitutes five percent (5%) or 1,000 persons, whichever is less." Spanish falls under the Safe Harbor Provision.

2015 American Community Survey Data							
The Woodlands Township							
Limited English Proficiency							
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total		
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group	Speaking Less than Well Percent of Total Population
Total population					98,598		
Speak only English					81,202	82.36%	
Spanish or Spanish Creole	7,613	71.69%	3,006	28.31%	10,619	10.77%	3.05%
French (incl. Patois, Cajun)	397	96.83%	13	3.17%	410	0.42%	0.01%
French Creole	10	43.48%	13	56.52%	23	0.02%	0.01%
Italian	147	80.77%	35	19.23%	182	0.18%	0.04%
Portuguese or Portuguese Creole	382	0.00%	31	0.00%	413	0.42%	0.03%
German	623	90.03%	69	9.97%	692	0.70%	0.07%
Yiddish	0	0.00%	0	0.00%	0	0.00%	0.00%
Other West Germanic languages	101	94.39%	6	5.61%	107	0.11%	0.01%
Scandinavian languages	70	100.00%	0	0.00%	70	0.07%	0.00%
Greek	10	100.00%	0	0.00%	10	0.01%	0.00%
Russian	143	77.72%	41	22.28%	184	0.19%	0.04%
Polish	22	100.00%	0	0.00%	22	0.02%	0.00%
Serbo-Croatian	0	0.00%	20	100.00%	20	0.02%	0.02%
Other Slavic languages	37	100.00%	0	0.00%	37	0.04%	0.00%
Armenian	0	0.00%	0	0.00%	0	0.00%	0.00%
Persian	350	86.85%	53	13.15%	403	0.41%	0.05%
Gujarati	38	32.20%	80	67.80%	118	0.12%	0.08%
Hindi	113	84.33%	21	15.67%	134	0.14%	0.02%
Urdu	192	100.00%	0	0.00%	192	0.19%	0.00%
Other Indic languages	65	76.47%	20	23.53%	85	0.09%	0.02%
Other Indo-European languages	44	100.00%	0	0.00%	44	0.04%	0.00%
Chinese	680	62.16%	414	37.84%	1094	1.11%	0.42%
Japanese	55	67.90%	26	32.10%	81	0.08%	0.03%
Korean	279	67.39%	135	32.61%	414	0.42%	0.14%
Mon-Khmer, Cambodian	12	30.77%	27	69.23%	39	0.04%	0.03%
Hmong	0	0.00%	0	0.00%	0	0.00%	0.00%
Thai	0	0.00%	0	0.00%	0	0.00%	0.00%
Laotian	0	0.00%	0	0.00%	0	0.00%	0.00%
Vietnamese	184	62.37%	111	37.63%	295	0.30%	0.11%
Other Asian languages	506	83.64%	99	16.36%	605	0.61%	0.10%
Tagalog	161	90.96%	16	9.04%	177	0.18%	0.02%
Other Pacific Island languages	228	77.03%	68	22.97%	296	0.30%	0.07%
Navajo	0	0.00%	0	0.00%	0	0.00%	0.00%
Other Native North American	0	0.00%	0	0.00%	0	0.00%	0.00%
Hungarian	98	59.76%	66	40.24%	164	0.17%	0.07%
Arabic	186	65.72%	97	34.28%	283	0.29%	0.10%
Hebrew	28	100.00%	0	0.00%	28	0.03%	0.00%
African languages	126	91.30%	12	8.70%	138	0.14%	0.01%
Other and unspecified languages	17	100.00%	0	0.00%	17	0.02%	0.00%
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER Survey/Program: American Community Survey Universe: Population 5 years and over Year: 2015 Estimates: 5-Year Place: The Woodlands, CDP Table ID: B16001							

This table has not been updated in several years and no other US Census data provides the breakdown for the language spoken at home. The Township also reviewed the 2021 American Community Survey Table S1601, Language Spoken at Home for more updated information. While

Spanish is documented separately, Indo-European and Asian and Pacific Island languages are not broken down separately, so only Spanish hits the Safe Harbor threshold.

2021 American Community Survey Data - Limited English Proficiency						
The Woodlands Township						
Language Spoken at Home	Speak English "very well"		Speak English "less than well"		Total	
	Number "very well"	Percent	Number "less than well"	Percent	Total Number	Percent of Total Language Sub-Group
Total population					110,240	
Speak only English					76,128	69.06%
Spanish or Spanish Creole	15,035	75.89%	4,776	24.11%	19,811	17.97%
Other Indo-European Languages	7,823	84.34%	1,453	15.66%	9,276	8.41%
Asian and Pacific Island Languages	3,499	76.51%	1,074	23.49%	4,573	4.15%
Other languages	452	100.00%	0	0.00%	452	0.41%
LANGUAGE SPOKEN AT HOME Survey/Program: American Community Survey Universe: Population 5 years and over Year: 2021 Estimates: 5-Year Place: The Woodlands, CDP Table ID: S1601						

Frequency with Which LEP Individuals Come Into Contact with your Programs, Activities and Services

The Township will utilize FTA funds in order to operate transit service and develop transit and pedestrian infrastructure that facilitates access to the transit services. As stated in the Four Factor Analysis, LEP individuals would come in contact with the Township and its representatives when riding the commuter bus or trolley services through the driver; when scheduling and riding the Americans with Disabilities Act (ADA) paratransit services; when calling the Township for transit information; and when meeting during the planning, procurement, and construction of federally approved transit and pedestrian capital projects.

The Township will make the fact known during all public involvement programs, procurement, advertising, and other instances regarding transit that documents, instructions, and other important materials can be translated into Spanish at no cost to the user. Very rarely does any of the construction require any detours or significant changes to accessing public transportation, so there would be minimal disruption for transit users. In the instance where there are disruptions, the Township will address any concerns with appropriate measures.

The results of the Title VI survey with the service providers show that Spanish is the only non-English language they encounter and that they deal with Spanish-speaking customers one to two times a week. When dealing with Spanish-speaking customers they either transfer the call to a Spanish-speaking coworker or attempt to respond with their own Spanish capabilities.

Task 2 - Describe how the recipient provides language assistance services by language

- The Township shall maintain Spanish speaking staff during normal business hours to provide translation and interpretation services free of charge. Requests for such services can be made by calling 281-210-3800 during normal business hours.

- b. Vital public documents related to federally funded transit programs, activities or services that are published, posted, or distributed by the Township shall be written in both English and Spanish. Vital public documents include schedules, maps, documents related to the explanation of civil rights and associated complaint procedures, and certain legal correspondence. Also considered vital are public process activities, which makes it important to translate related materials such as meeting notices and materials, project updates, and informational brochures. Construction signs that have instructions will also be translated. Employment opportunities are advertised in multiple languages, including English and Spanish, as needed.
- c. The Township shall make known during all public involvement programs, procurements, advertisements and other similar instances regarding Township transit programs, activities and services that documents, instructions and other vital materials can be translated into Spanish free of charge upon request.
- d. The Township's Title VI Notice to the Public, as well as notice of the availability of Spanish language assistance from the Township free of charge regarding federally funded transit programs, activities, or services of the Township, shall be posted on the Township website, on transit vehicles, at transit stops and at other strategic locations within the Township.
- e. Notice of major changes by the Township in transit services or fares shall be published, posted, or given in English and Spanish by means reasonably designed to come to the attention of Spanish-speaking LEP persons within the Township transit service area.
- f. The Township shall utilize LEP's I Speak Cards and/or Language-Free pictograms, when possible.

Task 3 - Describe how the recipient provides notice to LEP persons about the availability of language assistance

The Title VI Notice to the Public will be posted on all FTA-funded transit vehicles, at the offices of the Township, at Park & Ride terminal buildings, and on the Township website. The Title VI Notice to the Public has included a statement about translation availability at no cost and the full notice has been translated into Spanish.

Task 4 - Describe how the recipient monitors, evaluates, and updates the language access plan

The Township will monitor the number of requests for Spanish translations or other language assistance regarding Township transit programs, activities, or services and shall note any comments or complaints regarding such translations or language assistance in order to identify other resources and procedures that may facilitate communication with Spanish-speaking LEP persons. The Township will monitor the program to ensure that LEP persons have meaningful access to the transportation planning and implementation process. The Township will document interactions with LEP individuals in field activities and community meetings, including follow-up responses, in an internal log that includes the date, the requested language, and the actions taken to accommodate the request.

The Township LAP shall be reviewed and updated, as necessary, no less frequently than every three calendar years.

Task 5 - Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations

Training shall be provided to Township transit employees in conjunction with orientation for new employees in language assistance to Spanish-speaking LEP persons in the Township transit service area. All new staff members will be informed of the Title VI Program and all language assistance measures the Township employees are required to perform. Drivers and third-party services will be informed of the Township's Title VI Program and all language assistance measures at least once a year.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES (CHAPTER III-10):

The Township has currently one transit-related, non-elected planning board, advisory council or committee, or similar committee, the membership of which is selected by the Township. This committee is newly formed as part of a transit planning process. Of the 17 members, only 9 members responded with 8 members identifying as "white" and 1 person declining the answer. The Township solicits participation from some elected officials and some local interested parties. The Township did not consider race, color or national origin when inviting committee members. As the transit planning continues, the Township will encourage participation from different organizations and encourage more minority representation.

The current US Census Data has the following breakdown by race.

2020 Census Data – The Township Population Breakdown by Race					
White	Hispanic or Latino	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Pacific Islander
65.1%	18.3%	3.4%	0.2%	7.9%	0.1%

HISPANIC OR LATINO, AND NOT HISPANIC OR LATINO BY RACE Survey/Program: Decennial Census Universe: Total Population Year: 2020 Place: The Woodlands, CDP Table ID: P2

PROVIDING ASSISTANCE TO AND MONITORING SUBRECIPIENTS (CHAPTER III-11 AND 12):

The Township does not currently distribute FTA funds to sub-recipients.

DETERMINATION OF SITE OR LOCATION OF FACILITIES (CHAPTER III-13):

Neither the Township nor its contractors have previously determined, selected, or used a facilities site or location that required any displacement of persons from their residences or resulted in any adverse impacts to any persons. In connection with any future construction of federally funded transit facilities within the Township transit service area, the Township will perform a Title VI equity analysis during the planning stage of such project with regard to the location of the facility and taking into account the potential impacts, siting, alternatives, and cumulative adverse impacts of such project, as required by the Authorities.

ADDITIONAL INFORMATION (CHAPTER III-14):

The Township shall provide upon request from FTA such additional information as may be necessary to enable FTA to investigate complaints of discrimination or to resolve concerns about possible compliance with the Authorities.

SYSTEM-WIDE SERVICE STANDARDS AND POLICIES (CHAPTER IV-4):

POLICY

It shall be the policy of the Township in connection with all federally funded transit programs, activities or services of the Township that the Township shall not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or which have the effect of defeating or substantially impairing accomplishment of the objectives of such programs, activities or services with respect to individuals of a particular race, color, or national origin, and the Township shall take all such actions as may be necessary and proper to assure that no person is excluded from participation in or denied the benefits of such programs, activities, or services on the grounds of race, color, or national origin. In particular, no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of federally funded transit services furnished by the Township on the basis of race, color, or national origin.

SERVICE STANDARDS

Vehicle Load Standards

The maximum seated capacities for transit vehicles are 25 passengers for Town Center Trolleys, and 55 passengers for The Woodlands Express. Standees are not allowed on The Woodlands Express or Town Center Trolley. The ADA Paratransit vehicles utilize a spare trolley in order to complete the requested paratransit trip.

Vehicle Headway Standards

Fixed-route Town Center Trolley services operate with an approximate headway (frequency) of 20 minutes or less during non-peak operating hours (11:00 a.m. to 1:00 p.m. and 6:00 p.m. to 8:00 p.m.) and 15 minutes or less during peak operating hours (1:00 p.m. to 6:00 p.m.) daily. Fixed-route trolley services have no set schedule; instead, arrivals and departures depend upon pedestrian and auto traffic in the area.

The Woodlands Express Park & Ride service operates between 10- and 40-minute headways Monday through Friday departing the park & ride lots from 5:15 a.m. to 8:15 a.m. to various Houston Downtown, Texas Medical Center, Greenway Plaza, and Energy Corridor District locations and from various Houston Downtown, Texas Medical Center, Greenway Plaza, and Energy Corridor District locations departing from 3:15 p.m. to 7:00 p.m. The Downtown Route services 78% of passengers, while 14% utilize the Texas Medical Center Route. There is also one mid-day run to both the Research Forest and the Sawdust Park & Ride lots at 12:30 p.m. from downtown Houston to The Woodlands. Reverse commute opportunities are offered during the same hours.

The Passenger Survey from 2022 indicates that 55% of all passengers would use a mid-day service if available, especially on Fridays. 51% of ridership is on Tuesday and Wednesday, and 46% ride on Thursday. Fewer passengers indicate riding on Monday, 30%, and/or Friday, 8%. Work arrangements vary, with 57% of passengers working hybrid schedules, and in office Tuesday through Thursday typically. This arrangement is not anticipated to change.

On-Time Performance Standards

The Township Trolley services strive to be on time at least 90% of the time. On-time performance means that the fixed route bus is within zero to five minutes after the scheduled pick-up time.

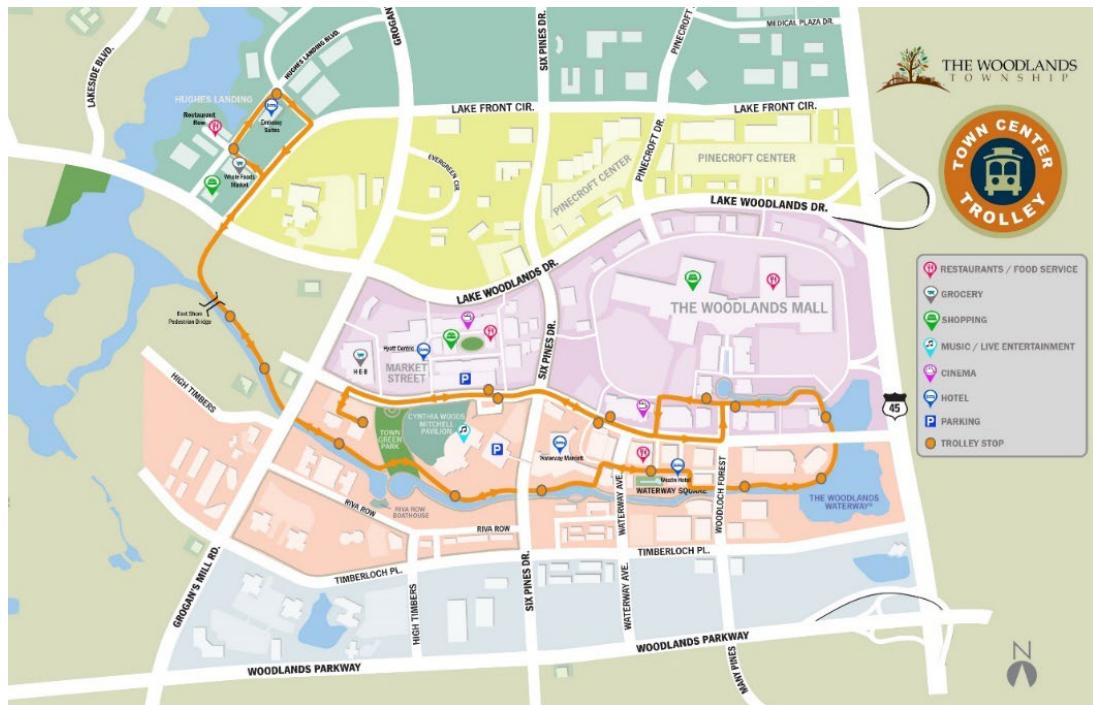
The Woodlands Express Park & Ride service strive to be on time at least 85% of the time. On-time performance means that the commuter route bus is within zero to ten minutes after the scheduled pick-up time, due to the nature of the service and the amount of traffic getting to and from Downtown Houston.

Service Availability Standards

Town Center Trolleys

Fixed route trolley services (Town Center Trolleys) with a surrounding $\frac{1}{4}$ mile buffer cover 2.27% of The Woodlands Township Census Designated Place limits. Trolley services are primarily centered around The Woodlands Town Center (**Figure 1**).

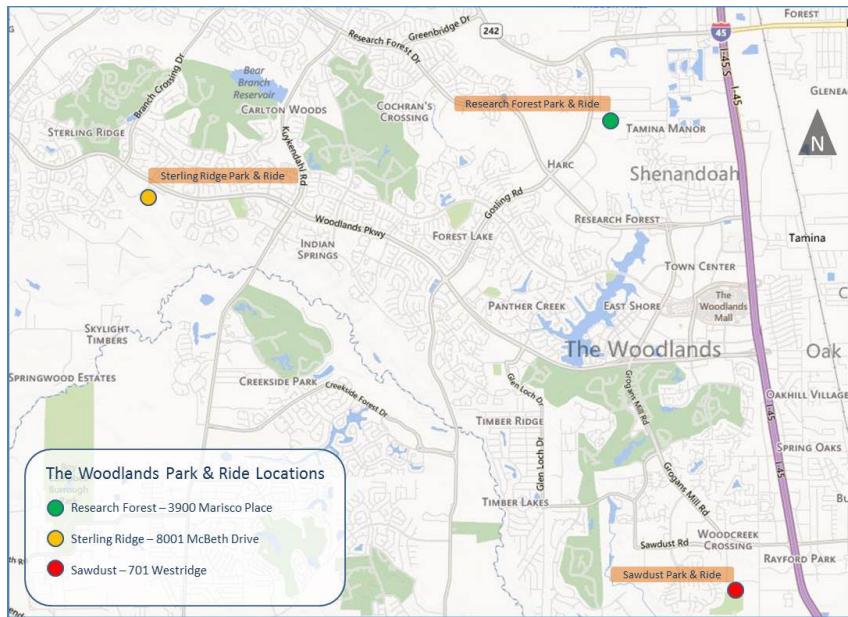
Figure 1: Town Center Trolley



Woodlands Express Park & Ride Services

There are three (3) Park & Ride lots located across the Township service area as shown in **Figure 2**. Most of the service is provided outside of the Township.

Figure 2: Woodlands Express Park & Ride Locations



SERVICE POLICIES

Vehicle Assignment Policy

The Town Center Trolley service operates a 30-foot Cable Car Concept's vintage-style trolley equipped with wheelchair lifts to make them ADA accessible. All vehicles are equipped with air-conditioning and heating. Six (6) new vehicles were purchased in 2015 and will be rotated out of service and replaced at the end of their useful life.

The Woodlands Express Park & Ride commuter bus service operates twenty-five (25) 45-foot heavy duty coaches in daily service provision. All coaches have wheelchair lifts and are ADA accessible.

Transit Amenities Policy

It shall be the policy of the Township to ensure the equitable distribution of transit amenities across the system in order to provide comfort, convenience, accessibility, and safety to its riders. These amenities may include items such as benches, seats or canopies at transit stops and/or park & ride terminals. They may also include the provision of information, such as printed signs, system maps, route maps, and/or schedules. Installation of future transit amenities along the fixed route are based on the number of passengers boarding along those routes.

APPENDIX A – TITLE VI COMPLAINT FORM

The Woodlands Township
2801 Technology Forest Blvd
The Woodlands, TX 77381

TITLE VI COMPLAINT FORM (FOR TRANSIT SERVICES ONLY)

The Woodlands Township is committed to ensuring that no person is excluded from participation in or denied the benefits of its federally funded transit programs, activities or services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator at transitcompliance@thewoodlandstowtnship-tx.gov or by calling 281-210-3800 and ask for the Transportation Department. The completed form must be returned to The Woodlands Township, 2801 Technology Forest Boulevard, The Woodlands, Texas 77381.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason
the alleged discrimination took place?

Date of
Incident: _____

(Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and titles of all The Woodlands Township employees involved, if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

TITLE VI COMPLAINT FORM

The Woodlands Township

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one)
Yes/No. If so, list the agency/agencies and pertinent contact information below:

Agency: _____ Contact Name: _____

Street Address, City, State & Zip Code: _____ Phone: _____

Agency: _____ Contact Name: _____

Complainant(s) Signature(s): _____ Date: _____

Print or Type Name of Complainant(s)

Date Received:

Review By:

FORMULARIO DE QUEJA SOBRE TÍTULO VI (solamente para servicios de Tránsito)

El Municipio de Los Woodlands se compromete a garantizar que ninguna persona quede excluida de participar o se le nieguen los beneficios de sus programas, actividades o servicios de tránsito financiados con fondos federales por motivos de raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, con sus enmiendas. Las quejas acerca del Título VI deben presentarse dentro de los 180 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con el Coordinador del Título VI en transitcompliance@thewoodlandstownship-tx.gov o llamando al 281-210- 3800 y pregunte por el Departamento de Transporte. El formulario lleno debe ser devuelto, por correo certificado, a:

The Woodlands Township
Attn: Township Transportation
2801 Technology Forest Boulevard
The Woodlands, Texas 77381

Su nombre:	Teléfono:
Domicilio postal:	Teléfono alterno: Ciudad, Estado, Código postal:
Persona (s) que fue discriminada (si es una persona diferente al demandante): Nombre(s):	
Domicilio postal, Ciudad, Estado, Código postal:	
Fecha del incidente:	

¿Cuál de las siguientes opciones describe mejor la razón por la cual ocurrió la supuesta discriminación? (Circule una)

- Raza
- Color:
- Origen nacional (dominio limitado del inglés)

Describa el supuesto incidente de discriminación. Proporcione los nombres y puestos de todos los empleados del municipio de Los Woodlands involucrados, si son de su conocimiento. Explique lo qué sucedió y quién cree usted que fue el responsable. Utilice el reverso de este formulario si se requiere espacio adicional.

¿Ha presentado una queja ante otras agencias federales, estatales o locales?

Si es así, indique la agencia / agencias y la información de contacto pertinente a continuación:

Agencia:	Teléfono:
Domicilio postal:	Teléfono alterno: Ciudad, Estado, Código postal:
Persona (s) que fue discriminada (si es una persona diferente al demandante): Nombre(s):	
Domicilio postal, Ciudad, Estado, Código postal:	

Por favor escriba el nombre con letra de imprenta y firme:

Fecha:

Reclamante (s)

Para uso de Los Woodlands

Fecha de recepción:
Revisado por:

APPENDIX B – TRÁNSITO DEL MUNICIPIO DE LOS WOODLANDS TÍTULO VI PROCEDIMIENTOS DE QUEJAS

OBJETIVO:

Se ha establecido un proceso para recibir y procesar todas las quejas presentadas de conformidad con las Autoridades y relacionadas con cualquier programa de tránsito, actividad o servicio que reciba asistencia financiera federal administrada por El Township o sus subreceptores y contratistas. El Formulario de Queja necesario se encuentra adjunto como Apéndice A del presente.

Este proceso es opcional y no afecta el derecho del denunciante a presentar denuncias formales con otras agencias estatales o federales o buscar un abogado privado para denuncias que aleguen discriminación. Las personas también pueden presentar quejas directamente ante la Administración Federal de Tránsito en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington, DC 20590.

Estos procedimientos son parte de un proceso administrativo que no prevé recursos que incluyan daños punitivos o remuneración compensatoria para el demandante.

PASO 1 – LA PRESENTACIÓN DE UNA QUEJA:

Cualquier individuo, grupo de individuos o entidad que crea que él/ella/esta ha sido objeto de discriminación por motivos de raza, color u origen nacional por parte del Township puede presentar una queja ante el coordinador del Título VI del Township. La queja debe reducirse a forma escrita y presentarse dentro de los 180 días calendarios posteriores a la supuesta ocurrencia, o cuando la supuesta discriminación se dio a conocer al denunciante. El (los) denunciante(s) deben cumplir con los siguientes requisitos:

- a. Presentar la queja por escrito y firmada por el (los) demandante(s);
- b. Presentar la fecha del presunto acto de discriminación (o la fecha en que los denunciantes se enteraron de la presunta discriminación); y,
- c. Presentar una descripción detallada de los problemas, incluidos los nombres y puestos de trabajo de las personas que cometan el presunto acto de discriminación.

Las denuncias recibidas por fax o correo electrónico serán reconocidas, pero no se procesarán hasta que se conozca la identidad del el (los) demandante(s) y se envíe una copia firmada de la denuncia al Township. Las denuncias recibidas por teléfono se reducirán a forma escrita y se proporcionarán de vuelta a los denunciantes para su confirmación o revisión antes de su procesamiento. Se enviará un Formulario de Queja a él (los) demandante(s) para que sea completado, firmado y devuelto al Township para su procesamiento. A los demandantes con dominio limitado del inglés se les proporcionará un intérprete para ayudar a completar la queja.

THE WOODLANDS TOWNSHIP

Revised February 2023

TITLE VI POLICY

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El Township puede contratar un intérprete o un contratista de servicios de interpretación según sea necesario para ayudar a tomar una queja o completar el proceso de queja según sea necesario

PASO 2 – EL PROCESAMIENTO DE UNA QUEJA

El Township procesara con prontitud todas las quejas que se completen y envíen de manera completa y oportuna. Una vez que se reciba la queja, el Township la revisara para determinar si:

- a. El Township tiene jurisdicción;
- b. Las acusaciones involucran discriminación basada en raza, color u origen nacional;
- c. Las acusaciones involucran un programa de tránsito financiado con fondos federales o una actividad del Township, o un sub-receptor o contratista del Township;
- d. La queja o denuncia esta administrativamente completa; y,
- e. La queja o denuncia se hace a tiempo.

PASO 3 – LA DESESTIMACIÓN DE UNA QUEJA

- a. El Township puede desestimar una queja por cualquiera de los siguientes motivos:
El (los) demandante(s) retiran la queja;
- b. El (los) demandante(s) no responden a las repetidas solicitudes de información adicional necesaria para procesar la queja;
- c. No se puede localizar al demandante o a los demandantes; y/o
- d. El Township determina que la queja no cumple con los requisitos de presentación y procesamiento indicados anteriormente.

Se le notificara al denunciante o los denunciantes por escrito de los motivos por la cual se desestime la queja.

PASO 4 – LA INVESTIGACIÓN DE LA QUEJA

Si el Township determina que la jurisdicción es adecuada y que la queja esta administrativamente completa, ha sido reportada a tiempo y en forma adecuada, el (los) demandante(s) y el (los) demandado(s) serán notificados de inmediato por escrito de dicha determinación. La denuncia recibirá un número de caso y se registrará en los registros del Township identificando su razón de ser (raza, color u origen nacional) y el presunto daño.

En los casos en que el Township decida investigar la queja, el Coordinador del Título VI comenzará de inmediato la investigación de la queja y brindará a el (los) demandados la oportunidad de responder a las acusaciones por escrito. El (los) demandado(s) tendrán veinte (20) días

calendarios a partir de la fecha de notificación por escrito del Township de su determinación para proporcionar una respuesta por escrito a las alegaciones.

El Coordinador de Título VI hará todos los esfuerzos razonables para resolver la queja al nivel más bajo posible. El Investigador del Título VI hará todos los esfuerzos razonables para lograr una resolución oportuna de la queja. Las entrevistas iniciales con el (los) demandante(s) y el (los) demandado(s) solicitarán información con respecto a las oportunidades de compensación y arreglo específicamente solicitadas. Dentro de los treinta (30) días calendarios posteriores a la fecha límite para la respuesta de los demandados, el Coordinador del Título VI preparará un informe de investigación que incluirá una descripción narrativa del incidente, la identificación de las personas entrevistadas, cualquier hallazgo del hecho, y cualquier recomendación para la resolución de la queja. El Coordinador también revisará dicho informe preliminar con el personal legal del Township.

PASO 5 – EL INFORME FINAL

Si la queja no se resuelve a satisfacción mutua del (de los) demandante(s) y del (de los) demandado(s) dentro de los sesenta (60) días después de la determinación del Township, el informe final de investigación del Coordinador del Título VI del Township se archivará y registrará como se indica a continuación, y el Township notificará a las partes de sus hallazgos.

APPENDIX C –TITLE VI PROGRAM BOARD APPROVAL

THE WOODLANDS TOWNSHIP

Board of Directors Meeting

REGULAR BOARD MEETING

March 29, 2023

MINUTES

THE STATE OF TEXAS §

COUNTIES OF HARRIS & MONTGOMERY §

The Board of Directors of The Woodlands Township met in regular session, open to the public, on March 29, 2023, posted to begin at 6:00 p.m. The meeting was held in the Board Chambers at the office of The Woodlands Township, 2801 Technology Forest Boulevard, The Woodlands, Texas, within the boundaries of The Woodlands Township.

STANDARD ITEMS

1. Invocation / Pledge of Allegiance;

Dr. Bruce Webb, Senior Pastor, The Woodlands First Baptist Church, provided the invocation. Honorable Judge Mark Keough, Montgomery County Judge, led the Pledge of Allegiance to the United States flag and the Texas State flag.

2. Call meeting to order;

Chairman Ann Snyder called the meeting to order at 6:06 p.m. and declared that notice of this meeting was posted 72 hours in advance inside the boundaries of The Woodlands Township at the office building located at 2801 Technology Forest Boulevard, The Woodlands, Texas, and posted online at <http://www.thewoodlandstowmship-tx.gov>. The roll was then called of the duly elected members with three members being absent.

Present: Chairman Ann Snyder; Vice Chairman Kyle Watson; Director Brad Bailey; Director Shelley Sekula-Gibbs

Absent: Secretary Linda Nelson; Treasurer Richard Franks; Director Bob Milner

Staff Monique Sharp, President/Chief Executive Officer; Karen Dempsey, Chief Administrative Officer;

Present: Chris Nunes, Chief Operating Officer; Todd Stephens, Director of Intergovernmental Relations/Assistant to the President; Nick Wolda, Director of Community Relations/President, Visit The Woodlands; Palmer Buck, Fire Chief; Angela Branch, Director of Human Resources; Kellan Shaw, Director of Finance; John Bruce, Director of Budget and Procurement; John McGowan, Director of Parks and Recreation; Angel Nicks, Director of Customer Engagement; Laure Morgan, Township Secretary

Attendees: Bret Strong, Legal Counsel

3. **Receive, consider and act upon adoption of the meeting agenda;**

Motion by: Vice Chairman Kyle Watson moved to adopt the agenda.

Second by: Director Brad Bailey

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

4. **Recognize public officials;**

The following public officials were in attendance:

- Honorable Judge Mark Keough - Montgomery County Judge

5. **Public comment;**

The following individuals provided public comment:

- Vivian Fridley-Hereford – 57 West Foxbriar Forest Circle; expressed concerns regarding pedestrian traffic, Windvale Park and Alden Bridge Sports Park, detention pond esthetics, and Harper's Landing pedestrian bike path related to Texas Department of Transportation's SH 242 expansion project.
- Marcus Allen – 66 East Crystal Canyon Circle; provided a handout and update regarding reforestation in the Kayak Ridge area of Creekside Park and requested considerations and a point of contact for the issue going forward.
- Ann Perry – 66 East Crystal Canyon Circle; expressed concerns in opposition to the new restrooms at Capstone Park, shared information about an on-line petition being circulated, and requested a meeting with the Board and Township staff.
- Kent Maggert – 1837 Lake Terrace Court; expressed concerns regarding pond management related to subsidence, the Township's irrigation costs for potable water from wells, and requested that the Township find a source of reclaimed water.

6. **Receive, consider and act upon reports from Village Association representatives;**

The following Village Association (VA) representatives presented a report:

- Alden Bridge VA - President Mary Ann Braid provided an update on the recent and future events and meetings, the ABVA Board members and officers and scholarships, and expressed concerns regarding a safety issue at the intersection of Research Forest Drive and Crown Ridge in Eagle Mead.

- Cochran's Crossing VA - President Tricia Danto provided an update on the recent and future events and meetings, scholarships, scholarship deadlines, and CCVA Board officer elections.
- Sterling Ridge VA - President Tom Schwarzkopf provided an update on the recent and future events and meetings, the SRVA Board members and officers, grants to elementary schools, and scholarships.

Motion by: Director Shelley Sekula-Gibbs moved to receive and file the reports.

Second by: Vice Chairman Kyle Watson

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

PROCLAMATIONS

7. **Receive, consider and act upon proclamations;**

a. **Receive, consider and act upon a proclamation recognizing April 2023 as Child Abuse Prevention Month in The Woodlands Township;**

Vice Chairman Kyle Watson read the proclamation recognizing April 2023 as **Child Abuse Prevention Month in The Woodlands, Texas.**

CONSENT AGENDA

8. **Receive, consider and act upon the Consent Agenda;**

(This agenda consists of non-controversial or "housekeeping" items required by law. One motion with modifications, if applicable, approves for action, all items contained within the Consent Agenda. Items may be moved from the Consent Agenda to the Regular Agenda by any Board Member making such request prior to a motion and vote.)

Chairman Snyder announced that Township staff requested that agenda item 8c to be deferred to the April 26, 2023, Board of Directors Regular Meeting Agenda. Director Shelley Seklula-Gibbs requested that agenda items 8d and 8e be moved to the regular agenda.

Motion by: Director Brad Bailey moved to approve the consent agenda, as amended.

Second by: Vice Chairman Kyle Watson

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES

Director Bob Milner
 Director Shelley Sekula-Gibbs

ABSENT
 YES

- a. Receive, consider and act upon approval of the minutes of the January 27, 2023 Strategic Planning Session Meeting; the February 16, 2023 Regular Meeting; and the February 22, 2023 Regular Meeting for the Board of Directors for The Woodlands Township;

- b. Receive, consider and act upon Administrative Reports for Law Enforcement and Community Policing;

- c. **Receive, consider and act upon the annual Service Agreements with the Village Associations (C-2023-0045, C-2023-0046, C-2023-0047, C-2023-0048, C-2023-0049, C-2023-0050, C-2023-0051, and C-2023-0052);**

Note: Agenda item 8c was deferred to the April 26, 2023, Board of Directors Regular Meeting Agenda. No action was taken on this item.

- d. **Receive, consider and act upon affirmation of appointments to the Village Presidents' Council to the Board of Directors;**

Note: Director Shelley Sekula-Gibbs asked that agenda item 8d be moved from consent to the regular agenda. This item was presented after agenda item 8 and before agenda item 8e.

Monique Sharp, President/Chief Executive Officer, shared background information on the Village Presidents' Council, which will consist of each village president, a member of the Board of Directors, another member of the Board to serve as an alternate, and a Township staff member. Ms. Sharp shared that the council will meet the first Monday of every month at Town Hall and is a means of communicating about items impacting each village and the community. She shared that the Council has no budgetary or decision powers and that Treasurer Franks is appointed to serve as the Board's appointee. Board discussion followed.

Motion by: Director Brad Bailey moved to affirm the appointment of Treasurer Richard Franks as the Board appointee and Secretary Linda Nelson as the alternate to the Village Presidents' Council.

Second by: Director Shelley Sekula-Gibbs

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

- e. **Receive, consider and act upon an Annexation and Assignment Instrument related to Aria Isle;**

Note: Director Shelley Sekula-Gibbs asked that agenda item 8e be moved from consent to the regular agenda. This item was discussed after agenda item 8d and before agenda item 9.

Director Shelley Sekula-Gibbs informed Chairman Ann Snyder and Bret Strong, Legal Counsel, that she would recuse herself from consideration and action on the item. Mr. Strong informed the Board that,

as a result of Director Sekula-Gibbs' recusal, the agenda item can no longer be considered due to a lack of quorum. Chairman Snyder informed the Board that the item would be deferred to the April 26, 2023, Board of Directors Regular Meeting Agenda. No action was taken on this item.

- f. Receive, consider and act upon the purchase of Township fleet vehicles;
- g. Receive, consider and act upon a plumbing maintenance services agreement renewal (C-2023-0030);
- h. Receive, consider and act upon updates to the Township's policy to meet Title VI of the Civil Rights Act of 1964 transit related requirements;
- i. Receive, consider and act upon a contract amendment with The Goodman Corporation for transit consulting services (C-2019-0624A);

REGULAR AGENDA

9. **Receive, consider and act upon the financial report;**

Kellan Shaw, Director of Finance, provided the unaudited financial report for the two months ended February 28, 2023, highlighting the General Fund Year-to-Date (YTD) Budget, and noting the following:

- *Statement of Revenues in the General Fund-Budget vs Actual:* \$53.7 million YTD Budgeted Revenues verses \$58.2 million YTD Actual Revenues, resulting in a total favorable variance of \$4.5 million, with the main favorable variance attributed to higher than anticipated tax collections, the timing of property tax collections, and higher interest rates and program revenue.
- *Statement of Operating Expenditures in the General Fund-Budget vs Actual:* \$15.5 million YTD Budgeted Expenditures verses \$13.8 million YTD Actual Expenditures, resulting in a favorable variance of \$1.7 million, with all department categories, except for Other Expenditures, showing a favorable variance. The major components of the favorable variances can be attributed to timing of expenditures and open positions. Other Expenditures has an unfavorable variance due to event admission tax payments and Regional Participation Agreement sales tax payments.
- *Sales and Use Tax Revenues-January-March 2023:* \$18.0 million YTD Budgeted Revenue Collections verses \$19.7 million YTD Actual Revenue Collections, resulting in a favorable variance of \$1.6 million, which is 9.1% over budget, in comparison to the 2022 Actual Revenue Collections, which is a \$1.7 million increase in revenue over the same period in 2022. The Township is seeing positive year-to-date variances in the top six NAICS categories, with the top six being wholesale trade, manufacturing, construction, retail trade, transportation and warehousing, and accommodation and food services. The Texas State Comptroller has distributed approximately \$1.0 Billion in sales tax allocations to all local governments in March 2023, which is a 9.9% increase from the same period in 2022, and an 8.9% YTD change.
- *Hotel Occupancy Tax Revenues-January-February 2023:* \$1.0 million YTD Budgeted Revenue Collections versus \$1.1 million YTD Actual Revenue Collections, resulting in a favorable variance of \$109,186, in comparison to the 2022 Actual Revenue Collections, which is a \$188,599 increase in revenue, or 19.0%, over the same period in 2022.

Motion by: Director Brad Bailey moved to accept the financial report for the two months ended February 28, 2023.

Second by: Vice Chairman Kyle Watson

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

10. **Receive, consider and act upon a proposal from Quiddity to prepare a Texas Department of Transportation grant (SH 242/Harper's Landing pathway);**

Chris Nunes, Chief Operating Officer, shared information regarding the Texas Department of Transportation (TxDOT) SH 242 expansion and the Township's proposed plan for a side path connecting the Harper's Landing community from FM 1488 to SH 242. Dr. Nunes shared that TxDOT approached the Township regarding submission of an application for a 2023 Transportation Alternatives Grant for this project and that the Township submitted a Letter of Intent to TxDOT.

Dr. Nunes shared that the preliminary estimate for this project is \$8.3 million and that, per the grant's terms, the Township would be required to provide a 20% match, which is estimated at \$1.66 million. He shared that funding for the Township's match would come from the 2024 and 2025 budgets, the capital reserve, favorable savings in current capital projects and in-kind contributions from the cost of grant-writing services. He shared information about Quiddity, noting that the proposal is for initial engineering and analysis for the grant application in the amount of \$84,000, but that a contingency of up to \$100,000 is being requested, since the TxDOT application has not been released. He shared that, if the Board approves the proposal from Quiddity, the grant application will be submitted in May 2023, as applications are due June 5, 2023. Board discussion followed.

Motion by: Director Shelley Sekula-Gibbs moved to approve a proposal from Quiddity to prepare a grant application to the Texas Department of Transportation for the SH 242/Harper's Landing pathway and authorize a budget amendment to utilize up to \$100,000 in funds for grant development services from the General Fund.

Second by: Vice Chairman Kyle Watson

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

CLOSED MEETING (if applicable)

11. **Recessed to Executive Session at 7:10 p.m. to discuss matters relating to real property pursuant to §551.072, Texas Government Code; deliberation of economic development negotiations pursuant to §551.087, Texas Government Code; discuss personnel matters pursuant to §551.074, Texas Government Code; discuss IT network or critical infrastructure security pursuant to §551.089, Texas Government Code; and to consult with The Woodlands Township's attorney pursuant to §551.071, Texas Government Code;**

Chairman Snyder informed the Board that it would be necessary to recess into executive session.

12. **Reconvened in public session at 7:25 p.m.;**

Chairman Snyder shared that it would be necessary to take action on matters discussed in executive session.

13. **Receive, consider and act upon an extension of the Alpha & Omega Mounted Patrol agreement (C-2020-0311A3);**

Chairman Snyder announced that agenda item 13 will be deferred to the April 26, 2023, Board of Directors Regular Meeting Agenda. No action was taken on this item.

14. **Receive, consider and act upon the purchase of network infrastructure equipment;**

Motion by: Director Shelley Sekula-Gibbs moved to authorize the President/Chief Executive Officer to execute purchases from CDW-G and Centre Technologies for network infrastructure equipment.

Second by: Vice Chairman Kyle Watson

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

15. **Receive, consider and act upon the purchase of a video surveillance system for The Woodlands Fire Department;**

Motion by: Director Brad Bailey moved to authorize the President/Chief Executive Officer to execute the purchase agreement for a video surveillance system for The Woodlands Fire Department.

Second by: Director Shelley Sekula-Gibbs

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT

Director Brad Bailey	YES
Director Bob Milner	ABSENT
Director Shelley Sekula-Gibbs	YES

16. Receive, consider and act upon the purchase of a telecommunications system;

Motion by: Director Shelley Sekula-Gibbs moved to authorize the President/Chief Executive Officer to execute the purchase agreements for a telecommunications system as approved to final form by Township legal counsel.

Second by: Director Brad Bailey

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

17. Receive, consider and act upon the Township President/CEO annual performance review;

Motion by: Director Shelley Sekula-Gibbs moved to amend the President/Chief Executive Officer's employment agreement in conjunction with the annual performance review.

Second by: Director Brad Bailey

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES

DISCUSS FUTURE AGENDA /ANNOUNCEMENTS

18. Consideration of items to be placed on the agenda for next month's meeting;

There were no items requested to be placed on next month's agenda.

19. Board announcements; and

Director Brad Bailey announced the 2023 Memorial Hermann IRONMAN America's Championship Texas triathlon to be held on April 22, 2023, starting at Lake Woodlands and ending at The Woodlands Waterway, and the LPGA Chevron Championship to be held April 19-April 23, 2023 at The Club at Carlton Woods in The Woodlands.

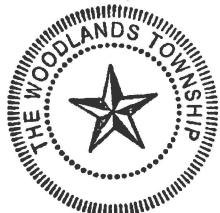
Chairman Ann Snyder announced the Insperity Invitational to be held April 24-30, 2023 at The Woodlands Country Club Tournament Golf Course and The Woodlands Waterway Arts Festival to be held April 14-April 16, 2023 at The Woodlands Waterway and in Town Green Park.

20. **Adjournment.**

Motion by: Director Shelley Sekula-Gibbs moved to adjourn the meeting at 7:29 p.m.

Second by: Director Brad Bailey

Passed:	Chairman Ann Snyder	YES
	Vice Chairman Kyle Watson	YES
	Secretary Linda Nelson	ABSENT
	Treasurer Richard Franks	ABSENT
	Director Brad Bailey	YES
	Director Bob Milner	ABSENT
	Director Shelley Sekula-Gibbs	YES





Linda Nelson
Secretary, Board of Directors

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Chris Nunes

cnunes@thewoodlandstowtnship-tx.gov

Chief Operating Officer, Community Services

The Woodlands Township

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Monique Sharp

msharp@thewoodlandstowtnship-tx.gov

President/CEO

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kara mcmanus

kmcmanus@thegoodmancorp.com

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact The Woodlands Township:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: RecordsManagement@thewoodlandstownship-tx.gov

To advise The Woodlands Township of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at helpdesk@thewoodlandstownship-tx.gov and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to lmorris@thewoodlandstownship-tx.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

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To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to RecordsManagement@thewoodlandstownship-tx.gov and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

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- Until or unless you notify The Woodlands Township as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by The Woodlands Township during the course of your relationship with The Woodlands Township.