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PFLUGERVILLE
T E X A S

City of Pflugerville Title VI Plan

2026 - 2029

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Purpose and Background

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance. Federal authorities supplement Title VI by extending protections based on age, sex, and disability. The Civil Rights Restoration Act of 1987 clarifies that Title VI requirements apply to all programs and activities of federal-aid recipients regardless of whether any program or activity involves federal funds. These laws require recipients and subrecipients of federal funds to ensure all programs and services are delivered to the public without discrimination.

The City of Pflugerville, Texas (“City”) is a recipient of federal financial assistance and must comply with Title VI of the Civil Rights Act of 1964; 49 C.F.R. Part 21 (Department of Transportation Regulations for the Implementation of Title VI of the Civil Rights Act of 1964); 49 C.F.R. Part 21; and related statutes and regulations.

The City uses federal funding for transportation improvements. Projects include the Pflugerville Parkway positive-offset left turn lanes, safety lighting at Picadilly Drive, dynamic speed feedback signs and accessible pedestrian signals. These funds support long-term City growth and sustainability projects.

The City acknowledges it is subject to and will comply with Federal Highway Administration Title VI Assurances. This plan explains how the City incorporates the requirements of Title VI and related legal authorities into its operations. The plan will be used as a reference for the community. The plan will be updated every three years to reflect changes in Title VI compliance operation.

Discrimination under Title IV

Every City employee is responsible for preventing, minimizing and eradicating discrimination. Title VI and its related statutes prohibit two types of discrimination:

- 1) disparate treatment that alleges similarly situated persons are treated differently because of their race, color, or national origin (i.e., intentional discrimination);
- (2) disparate impact/effects when a facially neutral policy, procedure, or practice results in different or inferior services or benefits to members of a protected group. The focus of disparate impact is on the consequences of a decision, policy, or practice rather than the intent.

Prohibited forms of discrimination include, but are not limited to:

- Denial of services, financial aid, or other benefits provided under a program;
- Distinctions in the quality, quantity, or way a benefit is provided;
- Segregation or separation of persons in any part of the program;
- Restriction in the enjoyment of any advantages, privileges, or other benefits provided to others;
- Differing standards or requirements for participation;

- Methods of administration that directly or indirectly, or through contractual relationships would defeat or impair the accomplishment of effective nondiscrimination; or
- Discrimination in any activities or services related to a highway, infrastructure or facility built or repaired in whole or in part with federal funds.

The City's' efforts to prevent such discrimination must address, but not be limited to, how a program or activity:

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

Authorities

The authorities applicable to the City's Title VI/Nondiscrimination Program include:

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

Title VI Policy Statement / Nondiscrimination Statement

It is the policy of the City, as a recipient of federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statues, that it will ensure that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the City.

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

The nondiscrimination statement signed by the City's City Manager is included as **Attachment 1**.

Standard DOT Assurances

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

The assurances agreement provides specific non-discrimination language that the City is required to include in bid solicitations or requests for proposals (RFP), contracts, and real estate agreements. The City is committed to ensuring the necessary language is used as prescribed in the assurances agreement.

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

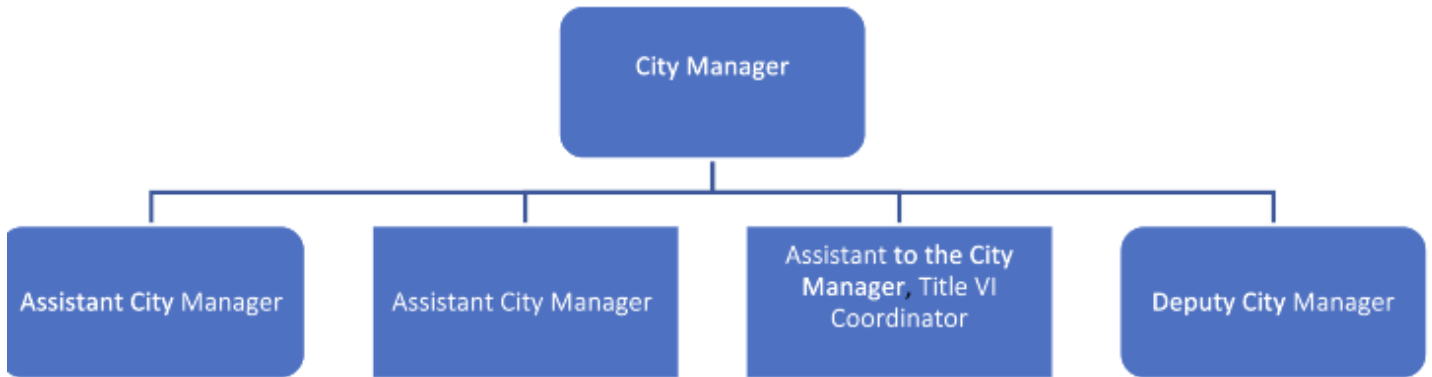
Organization and Staff Responsibilities

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

The City has assigned the Assistant to the City Manager to perform the duties of the Title VI Coordinator and ensure implementation of the agency’s Title VI program. The position of Assistant to the City Manager is located within the City Manager’s Office and reports directly to the City Manager.

The Title VI Coordinator is responsible for:

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



Primary Program Area Descriptions & Review Procedures

The City of Pflugerville, Texas engages in the following program ideas:

Program Area and General Description	Title VI/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
<p>Right of Way: Issues public right-of-way permits for construction, transportation, business, and other activities.</p> <p>Coordinates relocation of community members whose property has been acquired for a right-of-way.</p>	<p>Public right-of-way permits and relocations should not create unfair burdens.</p> <p>Collecting demographic data from property owners who may be subject to right-of-way activities.</p> <p>Ensuring property owners impacted by right-of-way activities are made aware of their right to be free from discrimination under Title IV of the Civil Rights Act of 1964.</p>	<p>Reviewing permits and relocations to ensure nondiscrimination.</p> <p>Ensure demographic data is part of necessary right-of-way templates or forms.</p> <p>Ensure Title IV notice is consistently provided to property owners impacted by right-of-way activities on door hangers and communications materials.</p>
<p>Contracting:</p> <p>Develops and manages contracts and contracting opportunities, including specifications, bidding process, and contract execution.</p>	<p>Maintaining an open and fair bidding process for all contracts.</p> <p>Ensure Title VI Assurances appendices are included in contracts as specified within the assurances document.</p>	<p>Reviewing contracts for necessary Title VI language. Reviewing any available data on contract recipients to ensure nondiscrimination in contracting.</p> <p>Reviewing bidding procedures to ensure</p>

		nondiscrimination and equal opportunity.
Planning: Short term and long-term planning of transportation projects.	Ensuring comprehensive public participation to ensure all stakeholders have a chance to voice their opinions. Collect demographic data from public engagement activities regarding demographics of public participants. Providing language access as needed.	Review planning decisions to ensure nondiscrimination. Reviewing public engagement activities periodically to determine whether engagement opportunities were offered to all communities. Documenting language access requests.
Public Engagement: Coordinates public engagement activities for planning and project development, as well as relationship-building engagement activities	Comprehensive public participation to ensure all stakeholders have an opportunity to voice their opinions. Collecting demographic data from public engagement activities regarding demographics of public participants. Providing language access as needed. Disseminating Title VI information to the public.	Reviewing public engagement activities periodically to determine whether engagement opportunities were offered to all communities. Documenting language access request.
Maintenance: Services roadways and right-of ways, including, but not limited to, providing: Repair Signage Drainage Snow and ice removal	Ensuring no communities are subject to a disparate lack of maintenance services based on a protected class.	Reviewing resources provided to the community and determining whether any protected class communities have disproportionately benefited or been harmed by the delivery of maintenance services.

Data Collection and Analysis

Program Area	Type of Data Collected & Process for Collecting	Purpose for Collecting the Data)
Right-of-Way	Collecting demographic data from property owners who may be subject to right-of-way activities.	Ensuring right-of-way activities do not disproportionately affect individuals or groups based on a protected class status.

Contracting	Identifying contractors who are a Disadvantaged Business Enterprise, historically Underutilized Business, Small business enterprise	Ensuring equal opportunity in contracting to all individuals and groups.
Planning	Reviewing data from the US Census bureau and other credible sources to determine demographic makeup of the local community.	Ensuring project impacts do not disproportionately impact any individuals or groups based on a protected class status.
Public Engagement	Reviewing data from the Census Bureau and credible sources to determine demographic makeup of the local community. Providing demographic questionnaires to public engagement participants and including demographic questions in public surveys.	Ensuring communications and interactions with the public sufficiently reach all local demographics.
Maintenance	Reviewing maintenance activities by geography and demographic makeup of communities receiving the maintenance services.	Ensuring no communities are subject to a disparate lack of maintenance services based on a protected class.

Sources of data and analysis tools used by the City include census data, the American Community Survey, School District, surveys from the public, committees and field observations.

Complaint Procedures

Scope of Title VI Complaints

No person or groups of people shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under all programs, services, or activities administered by the City and its contractors on the grounds of race, color, or national origin.

Title VI covers all internal and external activities of the City.

The following types of action are prohibited under Title VI protection (See 49 C.F.R. 21.5):

- Excluding individuals or groups from participation in programs or activities
- Denying program services or benefits to individuals or groups
- Providing a different service or benefit or providing them in a manner different from what is provided to others

- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program
- Retaliation for making a complaint or otherwise participating in any manner in an investigation or proceeding related to Title VI of the Civil Rights Act of 1964

THE COMPLAINT PROCEDURE BELOW IS AVAILABLE FROM THE TEXAS DEPARTMENT OF TRANSPORTATION (TXDOT) IN ENGLISH, SPANISH, VIETNAMESE, CHINESE, AND ARABIC.

How to File a Formal Title VI Complaint

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

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

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

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

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

Complaint form English: <https://www.txdot.gov/content/dam/formsanddocuments/txdot-gov/xdp/2193/2193.xdp/jcr:content?submitUrl=&profile=&source=fp>

Complaint form in Spanish: [Formulario de quejas del Título VI](#)

Complaints can also be filed by completing and submitting the City's Complaint Form available at www.pflugervilletx.gov/titleVI or by sending an email or letter with the necessary information to:

City of Pflugerville, Texas
PO Box 589
Pflugerville, TX 78691

Email Address: titleVI@pflugervilletx.gov

Phone: 512-990-6100

If necessary, the complainant may call the phone number above and provide the allegations by telephone. The Title VI Coordinator will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature. Complaints can also be filed directly with the following agencies:

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

Texas Department of Transportation (“TxDOT”) Civil Rights Division
Attn: Title VI Program Manager
125 E. 11th Street Austin, Texas 78701
For more information, visit <https://highways.dot.gov/civil-rights/title-vi-complaint>

After submitting a complaint, the complainant will receive correspondence informing them of the status of the complaint within ten (10) business days from the City or other agency receiving the complaint. Complaints received by the City’s Title VI Coordinator are forwarded to the TxDOT Office of Civil Rights (“TxDOT OCR”). TxDOT OCR will forward the complaint to the Federal Highway Administration (“FHWA”) Texas Division Office, along with a preliminary processing recommendation. The FHWA Texas Division Office will forward the complaint to FHWA Headquarters Office of Civil Rights (“HCR”).

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

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

Complaint Log

The City maintains a complaint log to document all activity related to the complaint. Information captured includes: complainant’s name, and if provided, race, color, and national origin; respondent’s name; basis of the discrimination complaint; allegation(s)/issue(s) surrounding the discrimination complaint; date the discrimination complaint was filed; date the investigation was complete; disposition; disposition date and other pertinent information.

Notice of Rights

In accordance with 23 CFR 200.9(a)(12), the City is required to develop Title VI information for dissemination to the public and, where appropriate, in languages other than English. Notice of the City's Title VI policies and procedures are listed in many places as noted below.

Notification to Beneficiaries

The City's *website* is continuously updated to ensure Title VI information is readily accessible to the public. The website informs the public of their rights under Title VI and provides information on how to file a complaint. Title VI information is available on the City's Website at www.pflugervilletx.gov/titlevi.

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

Public Participation and Involvement

It is the goal of the City to provide continuous, effective and transparent access to all stakeholders. The City strives to inform all stakeholders about proposed plans and projects and seeks input when appropriate.

The City commits to providing accurate, professional and timely information to the Pflugerville community and its audiences.

Target Audiences:

Internal: City Council, employees, boards and commissions, facility cardholders and members.

External: General public, minority and Limited English Proficient ("LEP") populations communities, businesses, news media, vendors, Government associations and organizations, visitors, schools, social media groups.

Goals and objectives:

- Provide opportunities for meaningful public participation in City programs and projects.
- Encourage public participation from residents who live across the community.
- Inform and educate stakeholders and interested parties of upcoming transportation projects.

Forms of outreach and communication

Early and continuous public participation is key to any program and project development.

The City utilizes the following methods to communicate information regarding upcoming activities and opportunities for public and stakeholder participation in the planning process and uses strategies to ensure that interested parties receive information in a timely manner across a variety of formats:

- Key to the City e-newsletter
- Email blasts
- PF text alerts
- Surveys and City biennial survey
- Media releases and print advertisements in local publications
- Local community public meetings
- Social media including Nextdoor, Facebook, X and LinkedIn
- Booths at large special events
- Public hearings and local public meetings
- City website.
- City Council meeting agendas are posted on the City Hall bulletin board and with agendas online. Council meetings are held on the second and fourth Tuesday at 7 p.m. with work sessions, when applicable, beforehand at either 5 p.m. or 6 p.m. The meeting agenda, packet and recording are all available on the City's website: www.pflugervilletx.gov

Traditionally underserved communities can find it more difficult to engage with decision making entities due to scheduling conflicts, lack of transportation to public involvement events, language barriers, lack of childcare, etc. Genuine public involvement takes place at all levels and so the City aims to identify communities that may be affected by a project to plan appropriately and effectively for the potentially impacted groups. For example, when working on the Transportation and Mobility Master Plan, the City held a series of public hearings and was onsite at public events to gather community feedback and enhance public outreach. In the [Pflugerville Strategic Action Plan 2026-2030](#) project the City held a [think tank](#) and invited community stakeholders to provide feedback over the course of two days, held community focus groups and maximized feedback through a series of surveys.

Sources of data used were listed above in the Data Gathering section. The City specifically uses the following sources to identify minority and populations with limited English proficiency.

- US Census table
- *American Community Survey B16001*

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

- Hold meetings in the evenings and at various locations.
- Meet with the public in City parks and at City events including Slice of Pflugerville about key projects.
- Provide virtual options and recordings of public meetings available on the City's website and YouTube accounts.

- Translate documents into languages other than English.
- Hold events in areas accessible by the Pfetch a Ride public transportation program.
- Use interactive communication tools and techniques to involve target audiences in the communication process and increase their participation in public feedback opportunities.
- Schedule meetings at times and locations that are convenient and accessible for minority, low-income and LEP communities. Meeting locations will be ADA compliant and accessible to people of all ages and in areas of public transit.
- Use various meetings including open houses to engage with the public.
- Coordinate with community organizations, schools and homeowner associations to reach various members of the community.
- Provide opportunities for public participation through means beyond written communication, such as verbal comments.
- Solicit involvement of community members in the public decision-making process, through public notification, media exposure, neighborhood meetings and public hearings.
- Use multiple communications tools that have the capability to automatically translate to multiple languages. Provide materials and posted notices in accessible locations and formats.
- Translate materials upon request into other languages.
- Use a language line to assist with customers and answer questions in other languages.
- Proactively seek out and consider the needs of traditionally ignored or underserved populations.
- Ensure that public input collected for various projects aligns with the City's demographics as listed in the U.S. Census.
- Ensure that press releases are sent to Spanish news media outlets when applicable in addition to English since Spanish is the second most widely spoken language in Pflugerville according to the US Census.
- Track participation and ensure equitable access to city surveys and feedback opportunities.
- Ensure visibility and understanding by those who may be affected and ensure that public involvement is carefully and systematically included as part of the decision-making process.
- Use flashing marquee signage along roadways to notify frequent drivers of the roadway of upcoming open houses related to the street. Signage is also posted when applicable.

The City has a [Community Development Block Grant \(CDBG\) Program participation plan](#) which aligns with the Title VI recommendations.

Language Assistance and Limited English Proficiency

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

Per U.S. DOT LEP guidance, as outlined on FHWA’s Civil Rights website, recipients of federal funds are required to take reasonable steps to ensure meaningful access to their programs and activities by

LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors:

Four Factor Analysis

- (1) Number or proportion of LEP persons eligible to be served or likely to be encountered by the program:
The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. The City evaluates the portion of LEP persons who may encounter the city services, their literacy skills in English and their native language and if they are underserved. Relying on data from the United States Census, American Community Survey and based on feedback from customer service employees. The City will translate materials and documents if not already provided in Spanish, to Spanish or other language upon request.
- (2) Frequency with which LEP individuals encounter the program.
- (3) Nature and importance of the program, activity, or service provided by the program to people's lives.
- (4) Resources available to the grantee/recipient or agency, and costs: The City has both internal and external resources available to assist with translation and interpretation services. The City has customer service employees who speak Spanish and Vietnamese (upon request). The City uses a language line to assist with translation. A court interpreter is available at Municipal Court upon request.

The census data for 2025 is in the table below. Upon request, the City will translate vital documents into Spanish as that is the second most predominant language read, written, and spoken. The City uses a language line to assist customers that require additional language resources and the City has employees able to communicate in Spanish and some Vietnamese. The Library provides some materials in Vietnamese and Asian Pacific island languages.

Pflugerville City, Texas

People Who Speak a Language Other Than English at Home

29.8 percent

Source: Latest ACS 5-Year Estimates Data Profiles/Social Characteristics

People Who Speak English Less Than Very Well

8.8 percent

Source: Latest ACS 5-Year Estimates Data Profiles/Social Characteristics

People Who Speak Spanish at Home

17.0 percent

Source: Latest ACS 5-Year Estimates Data Profiles/Social Characteristics

American Community Survey 5 year estimate:

S1602 | Limited English Speaking Households

American Community Survey | 2024: ACS 5-Year Estimates Subject Tables

Notes | Download | Cite | Share | API | Margin of Error | Columns | Transpose | More Tools

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

Label	Pflugerville city, Texas				
	Total		Percent		
	Estimate	Margin of Error	Estimate	Margin of Error	
▼ All households	24,427	±866	(X)	(X)	
▼ Households speaking --					
Spanish	4,868	±678	19.9%		±2.7
Other Indo-European languages	1,111	±298	4.5%		±1.2
Asian and Pacific Island languages	1,329	±280	5.4%		±1.1
Other languages	1,150	±505	4.7%		±2.1

One year estimate:

S1602 | Limited English Speaking Households

American Community Survey | 2024: ACS 1-Year Estimates Subject Tables

Notes | Download | Cite | Share | API | Margin of Error | Columns | Transpose | More Tools

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

Label	Pflugerville city, Texas				
	Total		Percent		
	Estimate	Margin of Error	Estimate	Margin of Error	
▼ All households	24,783	±1,741	(X)	(X)	
▼ Households speaking --					
Spanish	5,591	±1,402	22.6%		±5.5
Other Indo-European languages	1,632	±778	6.6%		±3.1
Asian and Pacific Island languages	1,833	±771	7.4%		±3.2
Other languages	868	±808	3.5%		±3.3

When preparing to publish a document, launch a campaign, hold a public meeting, etc., this focused four-factor analysis will be conducted to determine what type of language assistance is needed.

Trainings

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

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

The City will maintain records indicating that staff have received sufficient training on a periodic basis.

Attachment 1

Non-Discrimination Statement

Attachment 2

Assurances Agreement

Attachment 3

US DOT Standard Title VI Non Discrimination Assurances and Appendices