



Date Adopted
May 2, 2016

Title VI Program Plan



PLAN REVIEW AND APPROVAL

On behalf of the Rutherford County Commissioners for Rutherford County Transit, I hereby acknowledge receipt of the Title VI Nondiscrimination Plan. We, the County Commissioners have **reviewed and hereby approve** this Plan. We are committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Rutherford County Transit transportation services and activities on the basis of race, color, national origin, sex, age, religion, or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.



Signature of Authorizing Official

5/3/2016

Date

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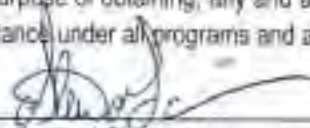
**TITLE VI NONDISCRIMINATION AGREEMENT
BETWEEN
THE NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
AND
RUTHERFORD COUNTY TRANSIT**

In accordance with DOT Order 1050.2A, Rutherford County Transit assures the North Carolina Department of Transportation (NCDOT) that no person shall, on the ground of **race, color, national origin, sex, religion, age, or disability**, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by Rutherford County Transit.

Further, Rutherford County Transit hereby agrees to:

1. Designate a Title VI Coordinator that has a responsible position within the organization and easy access to the Rutherford County Transit Director of the organization.
2. Issue a policy statement, signed by the Director of the organization, which expresses a commitment to the nondiscrimination provisions of Title VI and related applicable statutes. The signed policy statement shall be posted and circulated throughout the organization and to the general public, and published where appropriate in languages other than English. The policy statement will be re-signed when there is a change of Director.
3. Insert the clauses of the contract language from Section 6.1 in every contract awarded by the organization. Ensure that every contract awarded by the organization's contractors or consultants also includes the contract language.
4. Process all and, when required, investigate complaints of discrimination consistent with the procedures contained within this Plan. Log all complaints for the administrative record.
5. Collect statistical data (race, color, national origin, sex, age, disability) on participants in, and beneficiaries of, programs and activities carried out by the organization.
6. Participate in training offered on Title VI and other nondiscrimination requirements. Conduct or request training for employees or the organization's sub-recipients.
7. Take affirmative action, if reviewed or investigated by NCDOT, to correct any deficiencies found within a reasonable time period, not to exceed 90 calendar days, unless reasonable provisions are granted by NCDOT.
8. Document all Title VI nondiscrimination-related activities as evidence of compliance. Submit information and reports to NCDOT on a schedule outlined by NCDOT.

THIS AGREEMENT is given in consideration of, and for the purpose of obtaining, any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding.



Authorized Signature

5/3/2016

Date

1.0 INTRODUCTION

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d provides that: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The broader application of nondiscrimination law is found in other statutes, executive orders, and regulations, which provide additional protections based on age, sex, religion, and disability, including the 1987 Civil Rights Restoration Act, which extended nondiscrimination coverage to all programs and activities of federal-aid recipients, sub recipients, and contractors, including those that are not federally-funded (see Appendix A – Applicable Nondiscrimination Authorities).

Rutherford County Transit is a recipient of Federal financial assistance from the North Carolina Department of Transportation (NCDOT) and the United States Department of Transportation (USDOT), receiving Federal Transit Administration (FTA) funds through the NCDOT. As the primary recipient of USDOT funds in North Carolina, the NCDOT's comprehensive Title VI Nondiscrimination Program includes compliance oversight and technical assistance responsibilities towards its sub-recipients and those sub-recipients must use federal and state funds in a nondiscriminatory manner.

Rutherford County Transit establishes this Title VI Nondiscrimination Plan for the purpose of complying with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, and related requirements outlined under Group 01.D, "Nondiscrimination Assurance," of the FTA Certifications and Assurances. This document details the nondiscrimination program, policies, and practices administered by this organization, and will be updated periodically to incorporate changes and additional responsibilities as they are made.

2.0 DESCRIPTION OF PROGRAMS AND SERVICES

2.1 RUTHERFORD COUNTY TRANSIT SERVICES

Rutherford County Transit provides public transportation options to its customers within the geographical limits of Rutherford County, North Carolina.

Medicaid transportation is available Monday-Friday between the hours of 6:00AM - 5:30PM. In order to utilize Medicaid transportations, all riders must first be approved through Rutherford County's Department of Social Services at 828-288-4022. When approved appointments are made by calling 828-287-6141. Cost of this service is billed to Medicaid per a contracted rate of \$1.72 per mile. There is no direct cost to the passenger and generally serves low income residents.

Transportation services are also available to citizens over 60 or who have a disability, free of charge. It is available Monday-Friday between the hours of 6:00AM - 5:30PM. Applications for service must be filled out and if the passenger is disabled, and under 60, a doctor must sign the application. Passengers call the standard appointment line is 828-287-6141. Passengers are limited to the number of days per month they can ride, based on the availability of NCDOT grant funds through the Rural Operating Assistance Program. This transportation serves the low income, elderly and disabled population.

Employment transportation is available under NCDOT Rural Operating Assistance Program funds. Application for service must be filled out and signed by employer. Citizens attending the community college for job related training may also use this service to get to school. Those applications must be signed by the Community College to verify they are enrolled in classes. Cost for this service is \$32 per month or \$1.00 each time passenger boards. This transportation serves low income residents and the general public.

Out of county medical transportation is available Monday - Thursday. Appointments must be made between 9:00AM - 12:00PM. This transportation is provided either through Medicaid transportation or with NCDOT Rural Operating Assistance Program funds. Citizens utilizing NCDOT grant funds, are limited to a set number of trips per month and based on availability of grant funds. Appointments are made by calling 828-287-6141. This service is provided to low income, elderly and disabled population.

The Deviated Fixed route runs through three major towns, Rutherfordton, Spindale and Forest City. This is a set schedule. This service is available from 8:00AM - 5:45 PM. This service is funded by the NCDOT Rural Operating Assistance Program and the cost to ride is free. The phone line to request a deviation is 828-288-1830. This service is provided to the general public.

Contract services are provided to human service agencies such as the Sheltered Workshop who serve the mental/physically impaired along with the Senior Center who serves the elderly population. Contracts are also available to nursing/skilled care facilities that cannot provide an overflow of transportation needs for their residents. These populations are generally the elderly and disabled residents.

The size of the staff at Rutherford County Transit is:

Director (1), Operations Manager (1), Office Coordinator (1), Scheduler (1), Dispatcher (1), Van Drivers (26)

2.2 Financial Sources / Details

For the purpose of federally-assisted programs, "federal assistance" shall include

1. grants and loans of Federal funds;
2. the grant or donation of Federal property and interest in property;
3. the detail of Federal personnel;
4. the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
5. any Federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.

Each FTA Formula Grant received by our system during the past year, and whether the funds were received through NCDOT or directly from FTA, is checked below. Additional details are provided on how often each of the grants is received (*annually, first time, etc.*) and the amount.

Grant Title	NCDOT	FTA	Details (i.e., purpose, frequency, and duration of receipt)
5307 (Urbanized Area Formula)	<input type="checkbox"/>	<input type="checkbox"/>	
5309 (b)(2) (Fixed Guide way Modernization)	<input type="checkbox"/>	<input type="checkbox"/>	
5310 (Transportation for Elderly Persons and Persons with Disabilities)	<input type="checkbox"/>	<input type="checkbox"/>	
5311 (Formula Grants for Other than Urbanized Areas)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Rural transportation annually 2014-2016 \$166,733 Admin \$94,307 Capital (vehicle and office furniture)
5311 (b)(3) (Rural Transit Assistance)	<input type="checkbox"/>	<input type="checkbox"/>	
5316 (Job Access and Reverse Commute)	<input type="checkbox"/>	<input type="checkbox"/>	

5317 (New Freedom)	<input type="checkbox"/>	<input type="checkbox"/>	
5303, 5304 and/or 5305 (Metropolitan & Statewide Planning)	<input type="checkbox"/>	<input type="checkbox"/>	
5339 (Bus and Bus Facilities Formula)	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

7.3. Approval of Programs

All programs, policies and or procedures that require the approval of the Transit Advisory Board (TAB) are presented to the TAB at the quarterly meeting for discussion. If approval by the TAB is granted and approval is needed from the Governing Board of County Commissioners, the request for approval is presented to the County Commissioners at the next scheduled meeting for their considerations. If approval granted then program, policy and or procedures are put in action.

Board or Committee Name	Appointed	Elected	# of Members
Transit Advisory Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12
Rutherford County Board of Commissioners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5

7.4. Title VI Coordinator

The individual below has been designated as the Title VI Coordinator for Rutherford County Transit, and is empowered with sufficient authority and responsibility to implement the Title VI Nondiscrimination Program:

Name Jeff Hill
Official Title Operations Manager
Address 294 Fairground Road, Spindale, NC 28160
Phone 828-287-6308
Email jeff.hill@rutherfordcountync.gov

Key responsibilities of the Coordinator include:

- Maintaining knowledge of Title VI and related requirements.
- Attending civil rights training when offered by NCDOT or any other regulatory agency.
- Administering the Title VI Nondiscrimination Program and coordinating implementation of this Plan.
- Making sure internal staff and officials are familiarized and complying with their Title VI nondiscrimination obligations.
- Disseminating Title VI information internally and to the general public, including in languages other than English.
- Presenting Title VI-related information to decision-making bodies for input and approval.
- Ensuring Title VI-related posters are prominently and publicly displayed.
- Developing a process to collect data related to race, national origin, sex, age, and disability to ensure minority, low-income, and other underserved groups are included and not discriminated against.
- Ensuring that non-elected boards and committees reflect the service area and minorities are represented.
- Implementing procedures for prompt processing (receiving, logging, investigating and/or forwarding) of discrimination complaints.
- Coordinating with, and providing information to, NCDOT and other regulatory agencies during compliance reviews or complaint investigations.
- Promptly resolving areas of deficiency to ensure compliance with Title VI nondiscrimination requirements.

2.3 CHANGING TITLE VI COORDINATOR OR DIRECTOR

If Title VI Coordinator or Director changes, this document and all other documents that name the Coordinator, will immediately be updated, and an updated policy statement and assurance will be signed by the new Director.

2.4 ORGANIZATIONAL CHART

An organizational chart showing the Title VI Coordinator's place within the organization is located in **Appendix B**.

2.5 SUB-RECIPIENTS

Rutherford County Transit does not have pass through funds to any other organizations and, therefore, does not have any sub-recipients.

3.0 TITLE VI NONDISCRIMINATION POLICY STATEMENT

It is the policy of Rutherford County Transit, as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, sex, religion, age or disability**, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all other related nondiscrimination laws and requirements.

Signature: _____

Kerry Giles, Transportation Services Director

Date

Title VI and Related Authorities

Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) provides that, "No person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." The 1987 Civil Rights Restoration Act (P.L. 100-259) clarified and restored the original intent of Title VI by expanding the definition of "programs and activities" to include all programs and activities of federal-aid recipients (such as, Rutherford County Transit), sub-recipients, and contractors, whether such programs and activities are federally-assisted or not.

Related nondiscrimination authorities include, but are not limited to: U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act"; 49 U.S.C. 5332, "Nondiscrimination (Public Transportation)"; FTA Circular 4702.1B - Title VI Requirements and Guidelines for Federal Transit Administration Recipients; DOT Order 5610.2a, "Actions to Address Environmental Justice in Minority Populations and Low-Income Populations"; FTA C 4703.1 - Environmental Justice Policy Guidance For Federal Transit Administration Recipients; Policy Guidance Concerning (DOT) Recipient's Responsibilities to Limited English Proficient (LEP) Persons, 74 FR 74087; The Americans with Disabilities Act of 1990, as amended, P.L. 101-336; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 790; Age Discrimination Act of 1975, as amended 42 U.S.C. 6101; Title IX of the Education Amendments of 1972, 20 U.S.C. 1681; Uniform

Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601; Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794d;

NOTES:

- This statement is signed by the Director of Rutherford County Transit, and re-signed whenever a new person assumes that position.
- The signed statement is posted on office bulletin boards, near the receptionist's desk, in meeting rooms, at transit stops, inside vehicles, and disseminated within brochures and other written materials.
- The core of the statement (signature excluded) is circulated internally within annual acknowledgement forms.
- The statement is posted or provided in languages other than English, when appropriate.

4.0 NOTICE OF NONDISCRIMINATION

- Rutherford County Transit operates its programs and services without regard to **race, color, national origin, sex, religion, age, and disability** in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Rutherford County Transit.
- For more information on Rutherford County Transit's civil rights program, and the procedures to file a complaint, contact Jeff Hill 828-287-6308; email jeff.hill@rutherfordcountync.gov or visit our administrative office at 294 Fairground Rd Spindale, NC. For more information, visit www.drivingpossibilities.com.
- If information is needed in another language, contact 828-288-1830
- A complainant may file a complaint directly with the North Carolina Department of Transportation by filing with the Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.
- 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.

NOTES:

- The notice will be posted in its entirety on our website and in any documents and reports we distribute.
- Ads in newspapers and other publications shall include the first three (3) bullets.
- The statement will be posted or provided in languages other than English, when appropriate.

5.0 PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES

We are committed to the nondiscriminatory administration of our programs and services. As with the implementation of our programs in general, organization-wide compliance is required. Thus, employees and staff will periodically be reminded of our Title VI nondiscrimination obligations through staff training and use of the **Annual Education and Acknowledgment Form** below. The Title VI Coordinator will periodically assess program operations to ensure that this policy is being followed. A single copy of the form is located in Appendix C.

Annual Education and Acknowledgement Form

Title VI Nondiscrimination Policy

(Title VI and related nondiscrimination authorities)

No person shall, on the grounds of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a Federal-aid recipient.

All employees and representatives of Rutherford County Transit are expected to consider, respect, and observe this policy in their daily work and duties. If any person approaches you with a civil rights-related question or complaint, please direct him or her to Jeff Hill at 828-287-6308.

In all dealings with the public, use courtesy titles (e.g., Mr., Mrs., Miss, Dr.) to address or refer to them without regard to their race, color, national origin, sex, age or disability.

Acknowledgement of Receipt of Title VI Program

I hereby acknowledge receipt of Rutherford County Transit's Title VI Program and other nondiscrimination guidelines. I have read the Title VI Program and I am committed to ensuring that no person is excluded from participation in or denied the benefits of Rutherford County Transit's programs, policies, services and activities on the basis of race, color, national origin, sex, age, or disability, as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

Signature

Date

NOTES:

- Periodically, but not more than once a year, employees and representatives will receive, review and certify commitment to the Title VI Program.
- New employees shall be informed of Title VI provisions and expectations to perform their duties accordingly, asked to review the Title VI Program, and required to sign the acknowledgement form.
- Periodic review of operational practices and guidelines by the Title VI Coordinator to verify compliance with the Title VI Program.
- Signed acknowledgement forms and records of internal assessments will remain on file for at least three years.

6.0 CONTRACT ADMINISTRATION

Rutherford County Transit ensures all contractors will fulfill their contracts in a nondiscriminatory manner. While contractors are not required to prepare a Title VI Program, they must comply with the nondiscrimination requirements of the organization to which they are contracted. Rutherford County Transit and its contractors will not discriminate in the selection and retention of contractors (at any level) or discriminate in employment practices in connection with any of our projects.

6.0.1 CONTRACT ADMINISTRATION

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

(1) **Compliance with Regulations:** The contractor shall comply with the Regulation relative to nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

(2) **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, national origin, sex, religion, age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

(3) **Solicitations for Subcontractors, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

(4) **Information and Reports:** The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the Rutherford County Transit or the North Carolina Department of Transportation (NCDOT), the Federal Highway Administration (FHWA) and/or Federal Transit Administration (FTA) to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to the Rutherford County Transit, or the NCDOT, FHWA and/or FTA as appropriate, and shall set forth what efforts it has made to obtain the information.

(5) **Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the Rutherford County Transit shall impose such contract sanctions as it or the NCDOT, FHWA and/or FTA may determine to be appropriate, including, but not limited to:

- (a) withholding of payments to the contractor under the contract until the contractor complies and/or
- (b) cancellation, termination or suspension of the contract, in whole or in part.

(6) **Incorporation of Provisions:** The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the Rutherford County Transit or the NCDOT, FHWA and/or FTA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Rutherford County Transit to enter into such litigation to protect the interests of the Rutherford County Transit and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

*The Contractor has read and is familiar with the terms above:

Contractor's Initials

Date

NOTES:

- The nondiscrimination language above (with initials line) will be appended to any existing contracts, purchase orders, and agreements that do not include it, and initiated by the responsible official of the other organization.
- The nondiscrimination language above (without initials line) will be incorporated as standard language before the signature page of our standard contracts, purchase orders, and agreements.
- The Title VI Coordinator will review existing contracts to ensure the language has been added.

6.7 NONDISCRIMINATION NOTICE TO PROSPECTIVE BIDDERS

The Rutherford County Transit, in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities, and Title 49 Code of Federal Regulations, Parts 21 and 26, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority and women business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

NOTES:

- The nondiscrimination language above will be included in all solicitations for bids for work or material and proposals for negotiated agreements to assure interested firms that we provide equal opportunity and do not discriminate.
- Outreach efforts will be made to minority and women-owned firms that work in requested fields, and documented.
- Unless specifically required under Disadvantaged Business Enterprise (DBE) or Affirmative Action programs, all contractors will be selected without regard to their race, color, national origin, or sex.

7.0 EXTERNAL DISCRIMINATION COMPLAINT PROCEDURES

These discrimination complaint procedures describe the process used by Rutherford County Transit to process and investigate complaints of alleged discrimination filed under Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws that are applicable to programs, services, and activities carried out by Rutherford County Transit.

Complaints will be investigated by the appropriate authority. Upon completion of every investigation, Rutherford County Transit will inform the complainant of all avenues of appeal. Rutherford County Transit will make every effort to obtain early resolution of complaints at the lowest level possible. The option of informal mediation between the affected parties and Rutherford County Transit staff may be utilized for resolution.

FILING OF COMPLAINTS

1. **Applicability** – The complaint procedures apply to the beneficiaries of Rutherford County Transit programs, activities, and services, such as the members of the public and any consultants/contractors hired by Rutherford County Transit.
2. **Eligibility** – Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities based upon race, color, sex, age, national origin, or disability, may file a written complaint with Rutherford County Transit. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative, and must be in writing.
3. **Time Limits and Filing Options** – A complaint must be filed no later than 180 calendar days after the following
 - The date of the alleged act of discrimination; or
 - The date when the person(s) became aware of the alleged discrimination; or
 - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Complaints may be submitted to the following entities:

- **Rutherford County Transit**, Operations Manager/Title VI Coordinator Jeff Hill, 294 Fairground Rd, Spindale, NC, 28160, 828-287-6308
 - **North Carolina Department of Transportation**, Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC, 27699-1511, 919-808-1830 or toll free 800-522-0453
 - **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590, 202-366-4070
 - Federal Transit Administration**, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
 - Federal Highway Administration**, Office of Civil Rights, 1200 New Jersey Avenue, SE, 5th Floor, E81-314, Washington, DC 20590, 202-366-0693 / 366-0752
 - Federal Highway Administration**, North Carolina Division Office, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010
 - Federal Aviation Administration**, Office of Civil Rights, 800 Independence Avenue, SW, Washington, DC 20591, 202-267-3258
 - **US Department of Justice**, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228
4. **Format for Complaints** – Complaints shall be in **writing** and **signed** by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone or in person will be reduced to writing, may be recorded and will be provided to the complainant for confirmation or revision before processing. Complaints will be accepted in other languages, including Braille.
 5. **Discrimination Complaint Form** – The Discrimination Complaint Form is consistent with the Nondiscrimination Assurance in Group 01.D of the FTA Certifications & Assurances.

5. **Complaint Basis** – Allegations must be based on issues involving race, color, national origin, sex, age, or disability. The term “basis” refers to the complainant’s membership in a protected group category.

Protected Categories	Definition	Examples	Applicable Statutes and Regulations	
			FHWA	FTA
Race	An individual belonging to one of the accepted racial groups, or the perception, based usually on physical characteristics that a person is a member of a racial group.	Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, White	Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; 23 CFR 200	Title VI of the Civil Rights Act of 1964, 49 CFR Part 21; Circular 4702.1B
Color	Color of skin, including shade of skin within a racial group.	Black, White, brown, yellow, etc.		
National Origin	Place of birth. Citizenship is not a factor. Discrimination based on language or a person’s accent is also covered.	Mexican, Cuban, Japanese, Vietnamese, Chinese		
Sex	Gender	Women and Men	1973 Federal-Aid Highway Act	Title IX of the Education Amendments of 1972
Age	Persons of any age	21 year old person	Age Discrimination Act of 1975	
Disability	Physical or mental impairment, permanent or temporary, or perceived.	Blind, alcoholic, paraplegic, epileptic, diabetic, arthritic	Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990	

Complaint Processing

1. When a complaint is received by Rutherford County Transit, a written acknowledgment and a Consent Release form will be mailed to the complainant within ten (10) business days by registered mail.
2. **Rutherford County Transit cannot investigate Title VI complaints filed against itself**, but can investigate ADA complaints against itself. Rutherford County Transit will consult with the NCDOT External Civil Rights Section to determine the acceptability and jurisdiction of all complaints received. (Note: If NCDOT has jurisdiction, the External Civil Rights Section will be responsible for the remainder of this process. Rutherford County Transit will record the transfer of responsibility in its complaints log).
3. Additional information will be requested if the complaint is incomplete. The complainant will be provided 15 business days to submit any requested information and the signed Consent Release form. Failure to do so may be considered good cause for a determination of no investigative merit.
4. Upon receipt of the requested information and determination of jurisdiction, Rutherford County Transit will notify the complainant and respondent of whether the complaint has sufficient merit to warrant investigation.
5. If the complaint is investigated, the notification shall state the grounds of the Rutherford County Transit’s jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. If the complaint does not warrant investigation, the notification to the complainant shall specifically state the reason for the decision.

Complaint Log

1. When a complaint is received by Rutherford County Transit, the complaint will be entered into the Discrimination Complaints Log with other pertinent information, and assigned a **Case Number**. (Note: All complaints must be logged).
2. The complaints log will be submitted to the NCDOT’s Civil Rights office during Title VI compliance reviews. (Note: NCDOT may also be request the complaints log during pre-grant approval processes).
3. The Log Year(s) since the last submittal will be entered (e.g., 2012-2015, 2014-2015, FFY 2015, or 2015) and the complaints log will be signed before submitting the log to NCDOT.
4. When reporting **no complaints**, check the **No Complaints or Lawsuits** box and sign the log.

Rutherford County Transit DISCRIMINATION COMPLAINT FORM

Any person who believes that he/she has been subjected to discrimination based upon race, color, religion, sex, age, national origin, or disability may file a written complaint with Rutherford County Transit, within 180 days after the discrimination occurred.

Last Name		First Name		<input type="checkbox"/> Male
				<input type="checkbox"/> Female
Mailing Address			City	State
				Zip
Home Telephone	Work Telephone	E-mail Address		

Identify the Category of Discrimination:

- RACE COLOR NATIONAL ORIGIN AGE
 RELIGION DISABILITY SEX

**NOTE: Title VI bases are race, color, national origin. All other bases are found in the "Workplace Discrimination Assurances" of the FTA Certifications & Assurances.*

Identify the Race of the Complainant:

- Black White Hispanic Asian American
 American Indian Alaskan Native Pacific Islander Other _____

Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.

Names of individuals responsible for the discriminatory action(s):

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary).

The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint. (Attached additional page(s), if necessary).

	<u>Name</u>	<u>Address</u>	<u>Telephone</u>
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____

DISCRIMINATION COMPLAINT FORM

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- NC Department of Transportation _____
- Federal Transit Administration _____
- Federal Highway Administration _____
- US Department of Transportation _____
- Federal or State Court _____
- Other _____

Have you discussed the complaint with any Rutherford County Transit representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

****WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

COMPLAINANT'S SIGNATURE

DATE

MAIL COMPLAINT FORM TO:
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
OFFICE OF EQUAL OPPORTUNITY & WORKFORCE SERVICES
EXTERNAL SERVICES SECTION
1511 MAIL SERVICE CENTER
RALEIGH, NC 27699-1511
919-508-1808 or 800-522-0453

FOR OFFICE USE ONLY

Date Complaint Received: _____

Processed by: _____

Case #: _____

Referred to: NCDOT FTA Date Referred: _____

DISCRIMINATION COMPLAINTS LOG

Log Year(s):

CASE NO.	COMPLAINANT NAME	RACE/ GENDER	RESPONDENT NAME	BASIS	DATE FILED	DATE RECEIVED	ACTION TAKEN	DATE INVESTIG. COMPLETED	DISPOSITION

No Complaints or Lawsuits

I certify that to the best of my knowledge, the above described complaints or lawsuits alleging discrimination, or no complaints or lawsuits alleging discrimination, have been filed with or against **Rutherford County Transit** since the previous Title VI Program submission to NCDOT.

Signature of Title VI Coordinator or Other Authorized Official _____

Date _____

Print Name and Title of Authorized Official _____

INVESTIGATIVE GUIDANCE

- A. Scope of Investigation** – An investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.
- B. Developing an Investigative Plan** – It is recommended that the investigator prepares an Investigative Plan (IP) to define the issues and lay out the blueprint to complete the investigation. The IP should follow the outline below.
1. Complainant(s) Name and Address (Attorney name and address if applicable)
 2. Respondent(s) Name and Address (Attorney for the Respondent(s) name and address)
 3. Applicable Law(s)
 4. Basis(es)
 5. Allegation(s)/Issue(s)
 6. Background
 7. Name of Persons to be interviewed
 - a. Questions for the complainant(s)
 - b. Questions for the respondent(s)
 - c. Questions for witness(es)
 8. Evidence to be obtained during the investigation
 - a. Issue – Complainant allege that there are only six African American contractors participating in the highway construction industry in the State and their contract awards are very small.
 - i. Documents needed: documents which show all DBE firms which currently have contracts and must include the following 1) name and race of DBE firm; 2) Date of initial certification into the DBE program; 3) type of business; 4) contracts awarded anytime during the period to the present; 5) dollar value of contract.
- C. Request for Information** – The investigator should gather data and information pertinent to the issues raised in the complaint.
- D. Interviews** – Interviews should be conducted with the complainant, respondent, and appropriate witnesses during the investigative process. Interviews are conducted to gain a better understanding of the situation outlined in the complaint of discrimination. The main objective during the interview is to obtain information that will either support or refute the allegations.
- E. Developing an Investigative Report** – The investigator should prepare an investigative report setting forth all relevant facts obtained during the investigation. The report should include a finding for each issue. A sample investigative report is provided below.

INVESTIGATIVE REPORT TEMPLATE

- I. **COMPLAINANT(S) NAME** (or attorney for the complainant(s) – name, address, phone if applicable)
- II. **RESPONDENT(S)** (or attorney for the respondent(s) – name, address, phone if applicable)
- III. **APPLICABLE LAW/REGULATION**
(For example, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d); 49 CFR §21.11; 49 CFR §26.53)
- IV. **COMPLAINT BASIS(ES)**
(For example, Race, Color, National Origin, Religion, Sex, Age, Disability)
- V. **ISSUES / ALLEGATIONS**
Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct (e.g., race, color, religion, sex, national origin, age, or disability) and the specific statutory or regulatory provision the allegation would violate, if proven to be true.
SAMPLES:
Issue #1 – Complainant alleges that transit system failed to inform minority communities of rate increases.
Issue #2 – Complainant alleges that transit system has not sufficiently publicized or held public meetings to share information regarding fare increases and route changes that impacts low-income and minority citizens.
- VI. **BACKGROUND**
Provide detailed information regarding the complaint, including a historical overview of the case, including any activities or actions taken prior to accepting the complaint for investigation.
- VII. **INVESTIGATIVE PROCEDURE**
Describe in detail, methods used to conduct the investigation, such as document requests, interviews and site visits. Include witnesses' names and addresses, documents received and/or reviewed, emails sent and received.
- VIII. **ISSUES / FINDINGS OF FACT**
Provide a detailed description of the investigator's analysis of each allegation, based on clear and factual findings. Include specific evidence used to support your findings.
- IX. **CONCLUSION**
State whether discrimination did or did not occur. Conclusions must be evidence-based and defensible. Test conclusions by considering all possible rebuttal arguments from the respondent and complainant. Both respondent and the complainant should be given an opportunity to confirm or rebut the assertions of the other party and your findings, but all the evidence you've presented should speak for itself.
- X. **RECOMMENDED ACTIONS**
Outline what should be done to remedy the findings or, if necessary, provide justice for the complainant.

APPENDIX

(Include in the Appendix any supplemental materials that support your findings and conclusion.)

8.0 SERVICE AREA POPULATION CHARACTERISTICS

To ensure that Title VI reporting requirements are met, Rutherford County Transit will collect and maintain population data on potential and actual beneficiaries of our programs and services. This section is intended as a compilation of relevant population characteristics from our overall service area. This data will provide context to the Title VI Nondiscrimination Program and be used to ensure nondiscrimination and improve public outreach initiatives and delivery of ongoing programs.

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2010:

Race and Ethnicity	Number	Percent
Total Population	67,810	100
White	58,221	85.9
Black or African American	6,854	10.1
American Indian or Alaska Native	171	.3
Asian	296	.4
Native Hawaiian and Other Pacific Islander	5	0
Some other Race	1,034	1.5
Two or More Races	1,229	1.8
HISPANIC OR LATINO (of any race)		
Mexican	1,522	2.2
Puerto Rican	151	.2
Cuban	68	.1
Other Hispanic or Latino	566	1.0

The following table was completed using data from Census Table QT-P1, Age Groups and Sex: 2010:

Age	Number			Percent		
	Both sexes	Male	Female	Both sexes	Male	Female
Total Population	67,810	32,781	35,029	100%	100%	100%
Under 5 years	3,878	1,958	1,920	5.7	6.0	5.5
Under 18 years	15,224	7,702	7,522	22.5	23.5	21.5
18 to 64 years	40,860	20,106	20,754	60.3	61.3	59.2
65 years and over	11,726	4,973	6,753	17.3	16.2	19.3
Median Age	45.2	41.2	43.7			

3.3. Disability

The following table was completed using data from Census Table S1810, Disability Characteristics:

Subject	Total		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian non-institutionalized population	86,168	355	15,027	2,174	22.7	3.3
Population under 5 years	2,931	203	0	201	0.0	5.6
Population 5 to 17 years	11,411	203	2,286	1,240	20.0	10.8
Population 18 to 64 years	39,246	550	8,286	1,337	21.1	3.4
Population 65 years and over	12,580	424	4,455	871	35.4	6.7
SEX						
Male	32,397	771	6,864	1,319	21.2	4.0
Female	33,771	756	8,163	1,406	24.2	4.1
RACE AND HISPANIC OR LATINO ORIGIN						
White	56,852	704	12,823	1,736	22.6	3.0
Black or African American	6,671	854	2,062	866	30.5	13.1
American Indian and Alaska Native	N	N	N	N	N	N
Asian	N	N	N	N	N	N
Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or more races	N	N	N	N	N	N
Hispanic or Latino	N	N	N	N	N	N

3.4. Poverty

The following table was completed using data from Census Table S1701, Poverty Status in the Past 12 Months:

Subject	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	65,219	932	17,054	4,009	26.1	6.3
AGE						
Under 18	13,393	843	5,536	1,758	41.3	14.0
18 to 64	39,246	550	10,430	2,617	26.6	6.6
65 years and over	12,580	424	1,088	580	8.6	4.6
SEX						
Male	31,856	928	8,901	2,171	27.9	6.8
Female	33,363	714	8,153	2,162	24.4	6.6
RACE AND HISPANIC OR LATINO ORIGIN						
White	56,118	1,012	13,934	3,634	24.8	6.6
Black or African American	N	N	N	N	N	N
American Indian and Alaska Native	N	N	N	N	N	N

Asian	N	N	N	N	N	N
Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or more races	N	N	N	N	N	N
Hispanic or Latino	N	N	N	N	N	N
RACE AND HISPANIC OR LATINO ORIGIN						
All individuals below:						
50 percent of poverty level	9,164	2,922	X	X	X	X
125 percent of poverty level	22,277	4,069	X	X	X	X
150 percent of poverty level	26,642	3,631	X	X	X	X
185 percent of poverty level	32,965	3,149	X	X	X	X
200 percent of poverty level	34,674	3,051	X	X	X	X

11. RACE AND HISPANIC OR LATINO ORIGIN

The following table was completed using data from Census Table S1901, Income in the Past 12 Months (In 2013 Inflation-Adjusted Dollars):

Subject	Households	
	Estimate	Margin of Error +/-
Total	26,213	1,467
Less than \$10,000	11.1%	3.3
\$10,000 to \$14,999	8.5%	2.9
\$15,000 to \$24,999	17.3%	4.7
\$25,000 to \$34,999	13.1%	2.9
\$35,000 to \$49,999	17.6%	4.0
\$50,000 to \$74,999	16.2%	3.4
\$75,000 to \$99,999	8.0%	2.7
\$100,000 to \$149,999	5.4%	2.3
\$150,000 to \$199,999	0.7%	0.5
\$200,000 or more	2.0%	1.8
Median income (dollars)	34,993	2,756
Mean income (dollars)	45,852	4,396

12. LIMITED ENGLISH PROFICIENCY POPULATION

The completed table utilizing data from Census table B16001 is located in Appendix E and is used to complete the table in Factor #1 of Section 10.5 of this document. (Reference:

http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_13_5YR_B16001&prodType=table)

9.7 Population Location

Federal-aid recipients are required to know the characteristics and locations of populations they serve, particularly by race/ethnicity, poverty and limited English proficiency. This can be accomplished through maps that overlay boundaries and demographic features on specific communities. Reference Appendix E, page 4.

9.8 TITLE VI EQUITY ANALYSES (AND ENVIRONMENTAL JUSTICE ASSESSMENTS)

As required under FTA C 4702.1B and 4703.1, Title VI equity and environmental justice (EJ) analyses will be conducted whenever we plan to construct (or modify) a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., or when there will be a change in fares. These studies will be conducted to see if the change could result in either a disparate impact based on race, color or national origin (Title VI) or a disproportionately high and adverse impact to minority and/or low-income populations (EJ). Thus, they will look at various alternatives before selecting a site for the facility. Project-specific demographic data will be collected on potentially affected communities and their involvement in associated decision-making activities will be documented. Specific studies will be made available to oversight agencies during compliance reviews or to evidence our due diligence should a complaint be filed in relation to the location and effect of a proposed facility or fare increases. Project-related equity and EJ studies will remain on file indefinitely.

10.0 PUBLIC INVOLVEMENT

10.1 Introduction

Effective public involvement is a key element in addressing Title VI in decision-making. Recipients engaged in planning and other decision-making activities must have a documented public participation process that provides adequate notice of public participation activities, and early and continuous opportunities for public review and comment at key decision points. Underlying these efforts is our commitment to determining the most effective outreach methods for a given project or population.

This **Public Participation Plan** describes how Rutherford County Transit will disseminate vital agency information and engage the public by seeking out and considering the needs and input of interested parties and those traditionally underserved by existing transportation systems, such as minority and limited English proficient persons, who may face challenges accessing programs and other services. General public involvement practices will include:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions, and other entities to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations.

10.2 Means of Notification

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our program. The primary means of achieving this will be posting and disseminating the policy statement and notice as stipulated in Sections 3.0 and 4.0, respectively. Additional measures may include openly stating our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area

11.3.0 Dissemination and Communication

Information on Title VI and other programs will be crafted and disseminated to employees, contractors and sub-recipients, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth our nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government offices, transit facilities, and libraries; having nondiscrimination language within contracts, including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings.

At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at our office(s). Project-related information and our most current Title VI-related information will be maintained online.

11.4.0 Public Involvement

There is no one-size-fits-all approach to public involvement. A variety of comprehensive and targeted public participation methods will be used to facilitate meaningful public involvement. Methods for engaging stakeholders and target audiences, including traditionally underserved and excluded populations (i.e., minorities, youth, low-income, the disabled, etc.) will include the following:

Public Relations and Outreach

Public relations and outreach (PRO) strategies aim to conduct well-planned, inclusive and meaningful public participation events that foster good relations and mutual trust through shared decision-making with the communities we serve.

- We will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- Abstract objectives will be avoided in meeting announcements. Specific "attention-grabbing" reasons to attend will be used, such as "Help us figure out how to relieve congestion on [corridor name]" or "How much should it cost to ride the bus? Let us know on [date]."
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- We will do our best to form decision-making committees that look like and relate to the populations we serve.
- We will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

Public Meetings

"Public meeting" refers to any meeting open to the public, such as hearings, open house and board meetings.

- Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
- Meeting materials will be available in a variety of predetermined formats to serve diverse audiences.
- An assortment of advertising means may be employed to inform the community of public meetings.
- Assistance to persons with disabilities or limited English proficiency will be provided, as required.

Small Group Meetings

A small group meeting is a targeted measure where a meeting is held with a specific group, usually at their request or consent. These are often closed meetings, as they will typically occur on private property at the owner's request.

- If it is determined that a targeted group has not been afforded adequate opportunities to participate, the group will be contacted to inquire about possible participation methods, including a group meeting with them individually.
- Unless unusual circumstances or safety concerns exist, hold the meeting at a location of the target group's choosing.
- Share facilitation duties or relinquish them to members of the target group.
- Small group discussion formats may be integrated into larger group public meetings and workshops. When this occurs, the smaller groups will be as diverse as the participants in the room.

Community Surveying

- Opinion surveys will occasionally be used to obtain input from targeted groups or the general public on their transportation needs, the quality or costs of our services, and feedback on our public outreach efforts.
- Surveys may be conducted via telephone, door-to-door canvassing, at community fairs, by placing drop boxes in ideal locations, or with assistance from other local agencies like social services.

Limited English Proficient (LEP) Persons

Limited English Proficient (LEP) persons refer to persons for whom English is not their primary language who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

In an effort to comply with DOT's LEP policy guidance and Executive Order 13166, this section of our public participation plan outlines the steps we will take to ensure meaningful access to all benefits, services, information, and other important portions of our programs and activities by individuals who are limited-English proficient. Accordingly, a four factor analysis was conducted to determine the specific language services appropriate to provide, and to whom, to inform language assistance planning and determine if our communication with LEP persons is effective.

Four Factor Analysis

This Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantees;
- (2) The frequency with which LEP individuals come in contact with the program;
- (3) The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
- (4) The resources available to the recipient and costs.

Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service of the recipient.

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
Total (population 5 years and over):	63,678	+/- 21	100%	(X)
Speak only English	61,048	+/-329	96%	+/- %
Spanish or Spanish Creole:	1,945	+/-277	3%	+/- %
Speak English "very well"	1,038	+/-226	53%	+/- %
Speak English less than "very well"	907	+/-188	47%	+/- %
Chinese:	181	+/-125	.003%	+/- %
Speak English "very well"	9	+/-21	.5%	+/- %
Speak English less than "very well"	172	+/-125	95%	+/- %

German	67	+/-43	001%	+/- %
Speak English "very well"	57	+/-41	85%	+/- %
Speak English less than "very well"	10	+/-10	15%	+/- %

Spanish is the only language group that meets the determined threshold of LEP persons. Schedules and other public information materials are provided upon request in Spanish. This language group is located in general rural areas in the county outside the city limits of the 2 largest cities and in close proximity to low income developments and neighborhoods. Our services are provided to low income neighborhoods and developments without regard to race, color, national origin or income and vehicles are assigned per transportation needs and scheduled with automated software. Our deviated fixed route stops are placed in accessible locations in low income neighborhoods and developments along with accessible locations at different retail and service centers throughout a 3-city area.

Factor #2: The frequency with which LEP individuals come in contact with the program.

LEP individuals come in contact with our services several times a week either riding with our demand/response service or on the Free Public Transportation bus. This affords us opportunities to interact with the individuals and inquire as to ways to better serve their needs. All public meetings are advertised in Spanish, as are schedules and information materials, as requested. Spanish translation of bus stop schedule is also available on the automated telephone system to all who may need it. We continually reach out to our riders first to solicit comments and to advertize. Customer satisfaction surveys will be available in Spanish.

Factor #3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

We offer multiple services that may come in contact with LEP persons depending on their need. We offer NEMT for Medicaid recipients, and for approved EDTAP passengers. The deviated fixed route service is free and runs daily from 8am-5:30pm. We also offer a grocery shuttle to anyone, transportation to a food pantry, and transportation to a laundry service. We also contract our services to the local Senior Center and also Rutherford Life Services.

Factor #4: The resources available to the recipient and costs.

We offer our public information material in Spanish and our deviated fixed route schedule is translated into Spanish on our automated telephone system. Furthermore, any recipient of Medicaid transportation is first qualified through the County's Department of Social Service. This department also complies with Title VI requirements and offers Spanish services to individuals when establishing their transportation needs. Rutherford County Transit also plans to partner with several of the local Hispanic churches and Mexican grocery store to assist in the dissemination of information. Services provided by Rutherford County Transit are free of charge to riders, because of utilizing Medicaid funding and NCDOT grant funds.

LANGUAGE ASSISTANCE PLAN

As a result of the above four factor analysis, a Language Assistance Plan (LAP) was required. This plan outlines organizational practices to monitor, evaluate, and update LEP procedures, and the types of assistance provided to ensure fair treatment and meaningful access to LEP persons.

Language Assistance Measures

The following general language assistance measures are reasonable and achievable for our organization at this time.

- Translating public notices posted in the local paper and at stations, stops, and in vehicles into the languages of all language groups that met the threshold in Factor 1.

- Making a concerted effort to inform LEP persons of available language assistance via staff, broadcast media, relationship-building with organizations, and our website.
- Posting vital bulletin board information and disseminating community surveys in Spanish.
- Providing translation and interpretive services when appropriate (upon request or predetermined) at meetings.
- Determining how best to take public involvement to LEP groups directly, including through small group meetings.
- Language line translation service on our automated phone.
- Hiring of staff when available who speak Spanish and can provide competent language assistance. Note: We will not ask community-based organizations to provide, or serve as, interpreters at our meetings. Relying upon CBOs in that capacity could raise ethics concerns. If a CBO decides (on its own) to translate any materials for its constituents, or bring interpreters it trusts to our meetings, we cannot object. That is their right.
- Using language identification flashcards to determine appropriate services.
- Establishing a process to obtain feedback on our language assistance measures.

Specific Measures by Language Group

Making public information materials available in Spanish and providing for the translation of our deviated fixed route schedule into Spanish is currently the most effective way to involve our LEP group.

Written Translation and Oral Interpretation

Vital documents will be translated for each eligible LEP language group in our service area that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be encountered. Translated materials will be placed online and in appropriate public (or private) places accessible to LEP persons. The safe harbor provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. When appropriate, translation of any document will be communicated orally in the appropriate language.

In the event that the 5% trigger is reached for a LEP language group that is fewer than 50 persons, written notice will be provided in the primary language of that group of the right to receive competent oral interpretation of vital written materials, free of cost. The most effective method of notice, which could be an ad in the local newspaper or other publication, a radio commercial, or door hangers, will be determined in consideration of the circumstances on the ground and in coordination with language access resource contacts (LARCs).

Staff Support for Language Assistance

- Agency staff will be provided a list of referral resources that can assist LEP persons with written translation and oral interpretation, including the Title VI Officer. This list will be updated as needed to remain current.
- All main offices and vehicles will have on hand a supply of language assistance flashcards and materials translated into the languages of the largest LEP language groups. When encountered by an LEP person, staff (including drivers) should present the individual with a flashcard and let them choose the language. Do not assume you know their preferred language. Drivers are permitted to seek volunteer assistance from other passengers before contacting a referral resource. Document the encounter and report it to the Title VI Coordinator.
- Training. All employees will be instructed on our procedures for providing timely and reasonable assistance to LEP persons. New employee orientation will also explain these procedures to new hires. Staff routinely encountering LEP persons by telephone or in person will receive annual refresher training. All other employees will be reminded of LEP through annual Title VI program acknowledgements (Section 5.0) and basic Title VI trainings (Section 1.0).

Project-Specific LEP Outreach

A project-specific four factor analysis will be conducted for any project being planned or scheduled outreach event limited to a specific geographical area delineated for that activity (i.e., the project study area or outreach area, respectively). Language assistance will be provided in accordance with the measures already outlined, including translating written materials for each LEP language group that is 5% or 1,000, whichever is less, of the project or outreach area population.

Monitoring and Updating the LAP

Monitoring of daily interactions with LEP persons will be continuous, thus assistance techniques may be refined at any time. This LAP will be periodically reviewed to determine if our language assistance measures and staff training are working. Resource availability and feedback from agency staff and the general public will be factors in the evaluation and any proposed updates. Among other practices, this process will include working with LEP community contacts to determine if our employees are responding appropriately to requests made with limited English or in languages other than English, and observing how agency staff responds to requests, including observing drivers or surveying riders. To the best of our ability, we will attempt to never eliminate a successful existing LEP service. Significant LEP program revisions will be approved or adopted by our board or designated official and dated accordingly. LEP data and procedures will be reviewed and updated at least once every three years.

D. Demographic Request

The following form was used to collect required data on Key Community Contacts and non-elected committee members. A single copy of the "Demographic Request" form is located in Appendix D.

Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

<p>Race/Ethnicity:</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> American Indian/Alaskan Native</p> <p><input type="checkbox"/> Native Hawaiian/Pacific Islander</p> <p><input type="checkbox"/> Hispanic/Latino</p> <p><input type="checkbox"/> Other (please specify): _____</p>	<p>National Origin: (if born outside the U.S.)</p> <p><input type="checkbox"/> Mexican</p> <p><input type="checkbox"/> Central American: _____</p> <p><input type="checkbox"/> South American: _____</p> <p><input type="checkbox"/> Puerto Rican</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Vietnamese</p> <p><input type="checkbox"/> Korean</p> <p><input type="checkbox"/> Other (please specify): _____</p>
<p>Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female</p>	<p>Age:</p> <p><input type="checkbox"/> Less than 18 <input type="checkbox"/> 45-64</p> <p><input type="checkbox"/> 18-29 <input type="checkbox"/> 65 and older</p> <p><input type="checkbox"/> 30-44</p>
<p>Disability: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>I choose not to provide any of the information requested above: <input type="checkbox"/></p>	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-6308 or by email at jeff.hill@rutherfordcountync.gov.

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): _____

Signature: _____

NOTES:

- Forms will be completed prior to triennial Title VI compliance reviews and remain on file for three years.
- All new and existing members of appointed decision-making boards or committees will be **required** to complete this form for reporting purposes.
- If a member, for whatever reason, selects "I choose not to provide any of the information requested above," they will have also **completed** the form.
- If a member chooses not to provide any of the information on the form, the Title VI Coordinator will be permitted to indicate that member's race and gender, based on the Coordinator's best guess.
- Data from these forms will be used to complete the Demographic Request Table in Appendix D.
- Once a new member submits this form, the Demographic Request Table for the associated committee will be updated.

10 | Key Community Contacts

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
James Atkins	Rutherford	Rutherford Regional Health System CEO	No
Walter Dalton	Rutherford	President, Isothermal Community College	No
Clark Poole	Rutherford	President, Rutherford County Chamber of Commerce	Yes
Steve Garrison	Rutherford	County Manager	Ex-Officio
Angeia Ezell	Rutherford	Rutherford County Senior Center	Yes
Amanda Freeman	Rutherford	Rutherford Life Services (sheltered workshop)	No
Vic Martin	Rutherford	Rutherford County Dept of Social Services – Adult Medicaid Program	Yes

Contact information for key community contacts is not public information and is maintained outside of this document. Any staff member who wishes to contact anyone listed above must request that information from the Title VI Coordinator.

11 | SUMMARY OF OUTREACH EFFORTS MADE SINCE THE LAST TITLE VI PROGRAM REVISION

The following format will be used to report all outreach efforts made since our last NCDOT Title VI Compliance Review. All meetings and disseminations of information shall enable collection of information for the table below.

Meeting Date	Meeting Time	Meeting Purpose	Target Audience	Information Disseminated

11.0 STAFF TRAINING

All employees will receive basic Title VI training at least once every three years. New hires will receive this training within 15 days of their start date. Basic training will cover all sections of this Plan and our overall Title VI obligations. Staff may receive specialized training on the application of Title VI in their specific work areas. Those who routinely encounter the public, such as office personnel, call center staff, and vehicle drivers, will receive annual refresher training. Trainings will be provided or organized by the Title VI Coordinator, and will often coincide with updates to our nondiscrimination policies and procedures. Records of staff trainings will remain on file for at least three years (and in personnel files), and will include agendas, sign-in sheets, copies of calendars, and any certificates issued.

12.0 NONELECTED BOARDS AND COMMITTEES – BY RACE AND GENDER

The table below depicts race and gender compositions for each of our nonelected (appointed) decision-making bodies. Refer to Appendix G for member names and full demographics for each committee.

Body	Male %	Female %	Caucasian %	African American %	Asian American %	Native American %	Other %	Hispanic %
Service Area Population								
Transit Advisory Board	50%	50%	100%					

Strategies for Representative Committees

We will seek minority participation and strive for committees that are representative of our constituencies by:

- Openly asking public and small group meeting participants if they would be interested in serving on a committee
- Seeking referrals from local organizations and key community contacts that serve or represent minorities
- Exploring different types of committees, such as ad hoc minority- or youth-only Citizen Advisory Committees
- Outreach efforts and responses (or lack thereof from those asked to serve or refer others) will be documented.

13.0 RECORD-KEEPING AND REPORTS

Records will be kept to document compliance with the requirements of the Title VI Program. Unless otherwise specified, Title VI-related records shall be retained indefinitely. These records will be made available for inspection by authorized officials of the NCDOT and/or FTA. As a sub-recipient of FTA funds through NCDOT, we are required to submit a Title VI Program update to NCDOT every three years, the next of which is due in 2016. Reports on Title VI-related activities and progress to address findings identified in civil rights compliance reviews and assessments may also be submitted on an as-requested basis. It will occasionally be necessary to update this program plan and its component parts (e.g.,

complaints, Public Involvement, and LEP), applicable documents, and responsible officials. Updates will be submitted to NCDOT for review and approval.

In addition to other items throughout this plan records and reports due at the time of compliance reviews or investigations will include:

Compliance Reviews

- Title VI Program Plan
- List of civil rights trainings provided or received
- Summaries from any *internal* reviews conducted
- Ads and notices for specific meetings
- Findings from reviews by any other *external* agencies
- Title VI equity analyses and EJ assessments
- Discrimination Complaints Log

Complaint Investigations

- Investigative Reports
- Discrimination complaint, as filed
- List of interviewees (names and affiliations)
- Supporting Documentation (e.g., requested items, photos taken, dates and methods of contact, etc.)

Any PTD reporting expectations, such as related quarterly or annual reports, public outreach or actual LEP expenses, etc.

Appendix A Applicable Nondiscrimination Authorities

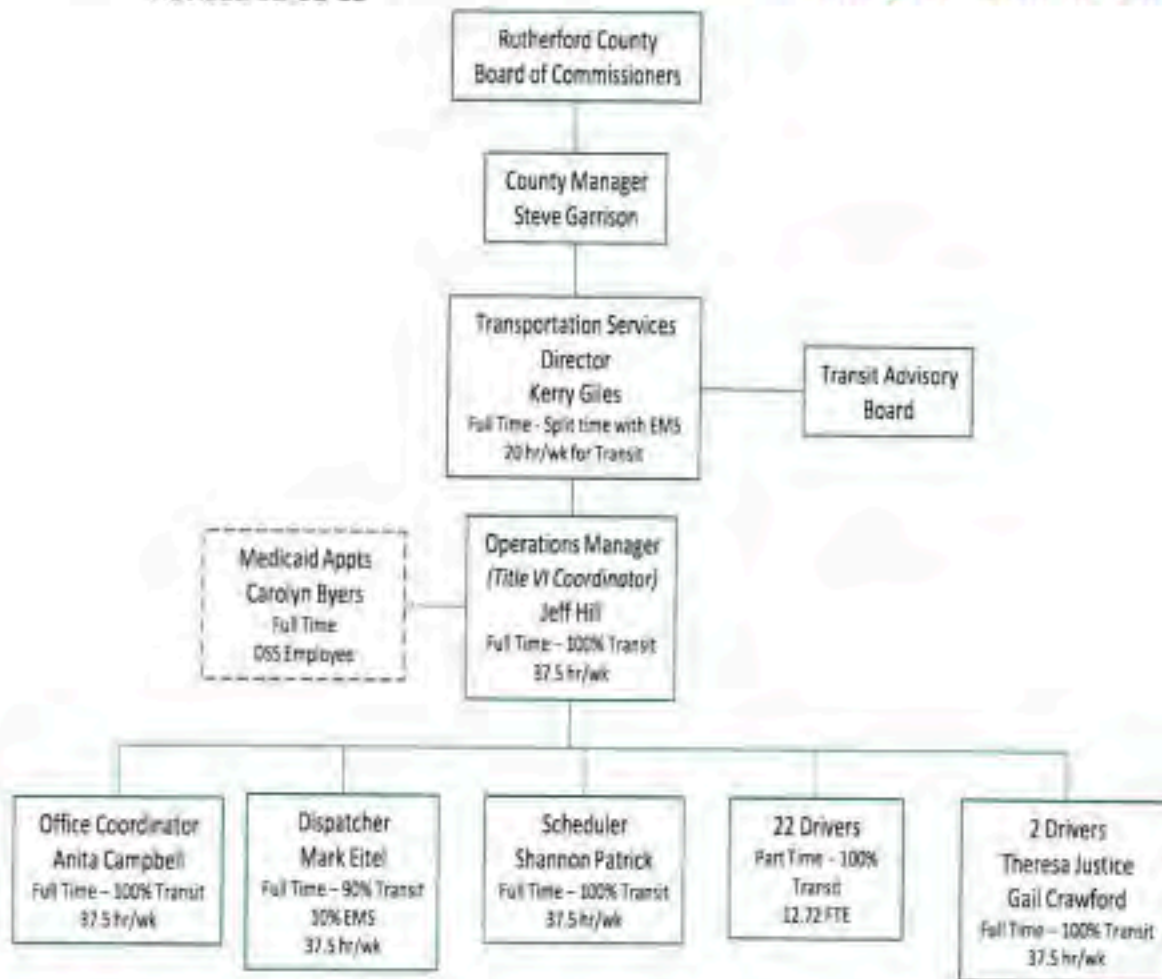
During the implementation of this Title VI Program, the organization, for itself, its assignees and successors in interest, is reminded that it has agreed to comply with the following non-discrimination statutes and authorities, including but not limited to:

- 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); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities: public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*);
- Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e *et seq.*, Pub. L. 88-352), (prohibits employment discrimination on the basis of race, color, religion, sex, or national origin);
- 49 CFR Part 26, regulation to ensure nondiscrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs;
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Federal-Aid Highway Act of 1973 (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Airport and Airway Improvement Act of 1982, (49 USC § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).

Appendix B
Organizational Chart

Rutherford County Transit Organizational Chart

Revised 01-01-15



MISSION STATEMENT: The purpose of Rutherford County Transit is drive citizens towards possibilities.

Appendix C
Annual Education and Acknowledgement Form

Title VI Nondiscrimination Policy

(Title VI and related nondiscrimination authorities)

No person shall, on the grounds of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a Federal-aid recipient.

All employees and representatives of Rutherford County Transit are expected to consider, respect, and observe this policy in their daily work and duties. If any person approaches you with a civil rights-related question or complaint, please direct him or her to Jeff Hill at 828-287-6308.

In all dealings with the public, use courtesy titles (e.g., Mr., Mrs., Miss, Dr.) to address or refer to them without regard to their race, color, national origin, sex, age or disability.

Acknowledgement of Receipt of Title VI Program

I hereby acknowledge receipt of Rutherford County Transit's Title VI Program and other nondiscrimination guidelines. I have read the Title VI Program and I am committed to ensuring that no person is excluded from participation in or denied the benefits of Rutherford County Transit's programs, policies, services and activities on the basis of race, color, national origin, sex, age, or disability, as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

Signature

Date

**Appendix D
DEMOGRAPHIC REQUEST FORM**

Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean <input type="checkbox"/> Other (please specify): _____
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Age: <input type="checkbox"/> Less than 18 <input type="checkbox"/> 45-64 <input type="checkbox"/> 18-29 <input type="checkbox"/> 65 and older <input type="checkbox"/> 30-44
Disability: <input type="checkbox"/> Yes <input type="checkbox"/> No	
I choose not to provide any of the information requested above. <input type="checkbox"/>	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-6308 or by email at jeff.hill@rutherfordcountync.gov.

Please sign below acknowledging that you have completed this form!

Thank you for your participation!

Name (print): _____

Signature: _____

Appendix E
Census table B16001

U.S. Census Bureau



B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on table titles, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for cities and counties.

Rutherford County, North Carolina

	Estimate	Margin of Error
Total	80,078	+/-21
Speak only English	81,048	+/-209
Spanish or Spanish Creole	1,845	+/-277
Speak English "very well"	1,036	+/-208
Speak English less than "very well"	807	+/-188
French (incl. Patois, Cajun)	80	+/-33
Speak English "very well"	67	+/-44
Speak English less than "very well"	13	+/-18
French Creole	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Italian	27	+/-31
Speak English "very well"	12	+/-30
Speak English less than "very well"	15	+/-24
Portuguese or Portuguese Creole	18	+/-22
Speak English "very well"	16	+/-22
Speak English less than "very well"	2	+/-26
German	97	+/-43
Speak English "very well"	57	+/-41
Speak English less than "very well"	40	+/-18
Yiddish	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other West Germanic languages	17	+/-24
Speak English "very well"	17	+/-24
Speak English less than "very well"	0	+/-29
Scandinavian languages	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Greek	16	+/-25
Speak English "very well"	14	+/-22
Speak English less than "very well"	2	+/-7
Russian	47	+/-42
Speak English "very well"	45	+/-42
Speak English less than "very well"	2	+/-4
Polish	0	+/-29

Rutherford County, North Carolina

	Estimate	Margin of Error
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Serbo-Croatian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Other Slavic languages:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
American:	38	+/-31
Speak English "very well"	38	+/-31
Speak English less than "very well"	0	+/-29
Polish:	8	+/-14
Speak English "very well"	8	+/-14
Speak English less than "very well"	0	+/-28
Gujarati:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Hindi:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Urdu:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Other Indo languages:	8	+/-9
Speak English "very well"	8	+/-9
Speak English less than "very well"	0	+/-28
Other Indo-European languages:	10	+/-16
Speak English "very well"	10	+/-16
Speak English less than "very well"	0	+/-28
Chinese:	181	+/-125
Speak English "very well"	8	+/-21
Speak English less than "very well"	172	+/-125
Japanese:	18	+/-28
Speak English "very well"	18	+/-28
Speak English less than "very well"	0	+/-28
Korean:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Mon-Khmer, Cambodian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Hmong:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Thai:	5	+/-12
Speak English "very well"	5	+/-12
Speak English less than "very well"	0	+/-28
Laotian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Vietnamese:	35	+/-30
Speak English "very well"	3	+/-7
Speak English less than "very well"	22	+/-28
Other Asian languages:	11	+/-16
Speak English "very well"	11	+/-16
Speak English less than "very well"	0	+/-28
Tagalog:	57	+/-31
Speak English "very well"	38	+/-44
Speak English less than "very well"	19	+/-31

Rutherford County, North Carolina

	Estimate	Margin of Error
Other Pacific Island languages:	20	+/-54
Speak English "very well"	0	+/-29
Speak English less than "very well"	20	+/-54
Navajo:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other Native North American languages:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Hungarian:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Arabic:	59	+/-73
Speak English "very well"	59	+/-73
Speak English less than "very well"	0	+/-29
Hebrew:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
African languages:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other and unspecified languages:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and nonmetropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

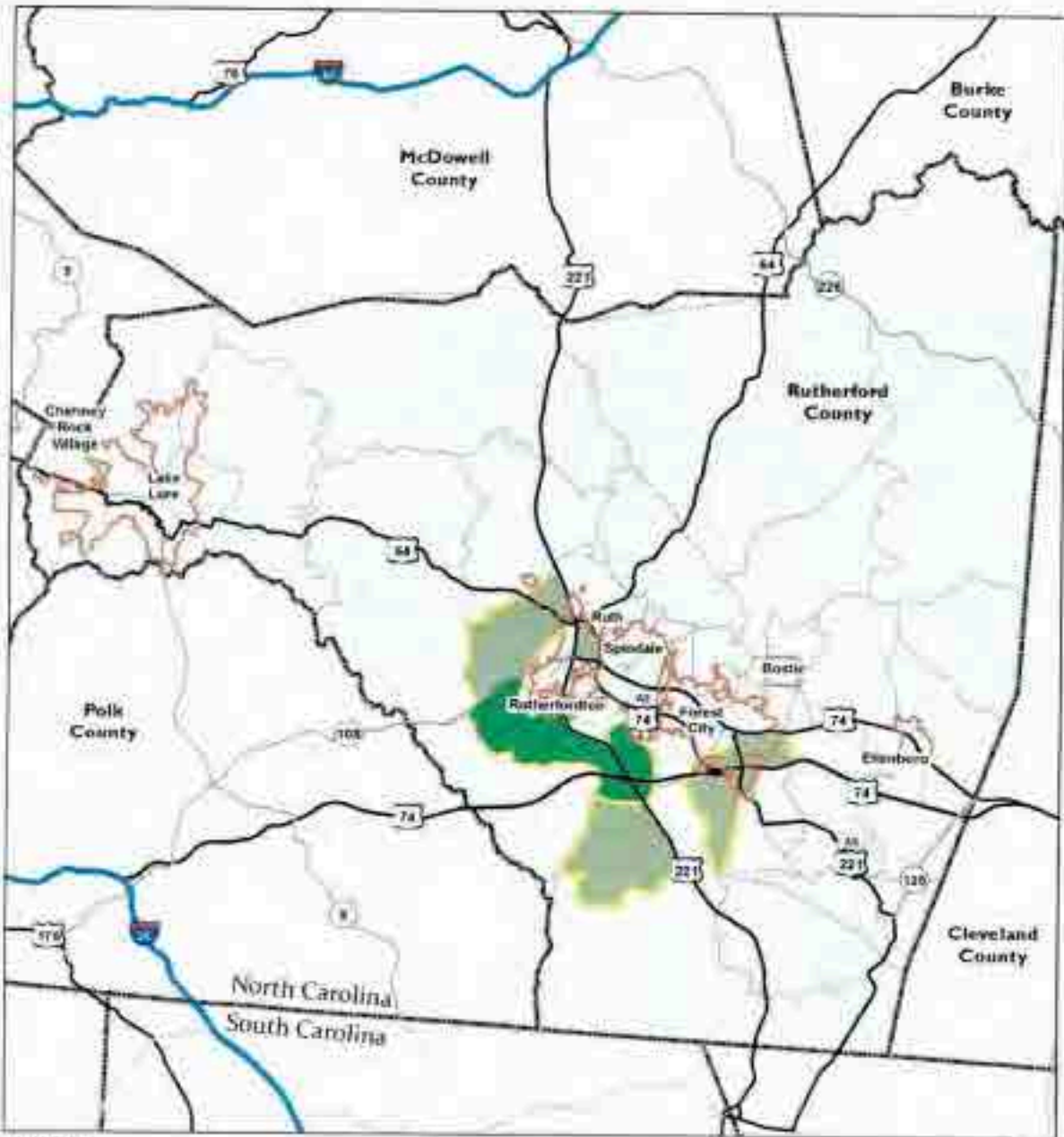
Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Explanation of Symbols

1. An "—" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "r" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "l" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "u" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "m" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "****" entry in the margin of error column indicates that the estimate is unrounded. A statistical test for sampling variability is not appropriate.
7. An "X" entry in the estimate and margin of error columns indicates that data for the geographic area cannot be displayed because the number of sample cases is too small.
8. An "X" means that the estimate is not applicable or not available.

LEP POPULATIONS



Legend

- Interstate
- Municipal Boundaries
- US Highway
- NC Highway
- County Boundaries
- Black Group - LEP for Asian Languages
- Black Group - LEP for Spanish Language



Rutherford County
TRANSIT
DrivingPumpOuts.com



Appendix F

NCDOT's Compliance Review Checklist for Transit

i. Program Administration (General Requirements) <i>Requirement: FTA C 4702.1B – Title VI Requirements and Guidelines for FTA Recipients, Chapter III – General Requirements and Guidelines.</i> Note: Every NCDOT sub-recipient receiving any of the FTA Formula Grants listed above must complete this section.	
Requested Items (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)	Completed
1. A copy of the recipient's signed NCDOT's Title VI Nondiscrimination Agreement	<input type="checkbox"/>
2. Title VI Policy Statement (signed)	<input type="checkbox"/>
3. Title VI Notice to the Public, including a list of locations where the notice is posted	<input type="checkbox"/>
4. Type the name and title of your Title VI Coordinator and attach a list of their Title VI duties Name/Title: Jeff Hill, Operations Manager	<input type="checkbox"/>
5. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)	<input type="checkbox"/>
6. Title VI Complaint Form	<input type="checkbox"/>
7. List of transit-related Title VI investigations, complaints, and lawsuits (i.e., discrimination complaints log)	<input type="checkbox"/>
8. Public Participation Plan, including information about outreach methods to engage traditionally underserved constituencies (e.g., minorities, limited English proficient populations (LEP), low-income, disabled), as well as a summary of outreach efforts made since the last Title VI Program submission	<input type="checkbox"/>
9. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance, which requires conducting four-factor analyses	<input type="checkbox"/>
10. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees	<input type="checkbox"/>
11. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program	<input type="checkbox"/>
12. A description of the procedures the agency uses to ensure nondiscriminatory administration of programs and services	<input type="checkbox"/>
13. If you pass through FTA funds to other organizations , include a description of how you monitor your sub-recipients for compliance with Title VI, and a schedule for your sub-recipients Title VI Program submissions. ➤ No Sub-recipients <input checked="" type="checkbox"/>	<input type="checkbox"/>
14. A Title VI equity analysis if you have constructed or conducted planning for a facility , such as a vehicle storage facility, maintenance facility, operation center, etc. ➤ No Facilities Planned or Constructed <input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Copies of environmental justice assessments conducted for any construction projects during the past three years and, if needed based on the results, a description of the program or other measures used or planned to mitigate any identified adverse impact on the minority or low-income communities ➤ No Construction Projects <input checked="" type="checkbox"/>	<input type="checkbox"/>

16. If the recipient has undergone a Title VI Compliance Review in the last 3 years, please indicate the year of the last review and who conducted it. Year/Agency:	<input type="checkbox"/>
<p>II. Transit Providers</p> <p>Requirement: FTA C 4702.1B, Chapter IV – Requirements and Guidelines for Fixed Route Transit Providers.</p> <p>Note: All NCDOT sub-recipients that provide <u>fixed route</u> public transportation services (e.g., local, express or commuter bus; bus rapid transit; commuter rail; passenger ferry) must complete this section.</p> <p>➤ Not Applicable <input checked="" type="checkbox"/> (Check this box if you do not provide <u>fixed route</u> services, and skip questions 17 and 18. This section does not apply to you if you <u>only</u> provide demand response services.)</p>	
<p>Requested Items (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)</p>	Completed
<p>17. Service standards (quantitative measures) developed for each specific <i>fixed route</i> mode that the recipient provides (standards may vary by mode) must be submitted for each of the following indicators:</p> <ul style="list-style-type: none"> • Vehicle load for each mode (Can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees.) • Vehicle headway for each mode (Measured in minutes (e.g., every 15 minutes), headway refers to the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Service frequency is measured in vehicles per hour (e.g., 4 buses per hour).) • On time performance for each mode (Expressed as a percentage, this is a measure of runs completed as scheduled. The recipient must define what is considered to be "on time." Performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along a route.) • Service availability for each mode (Refers to a general measure of the distribution of routes within a transit provider's service area, such as setting the maximum distance between bus stops or train stations, or requiring that a percentage of all residents in the service area be within a one-quarter mile walk of bus service.) <p>18. Service policies (system-wide policies) adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin, must be submitted for each of the following:</p> <ul style="list-style-type: none"> • Transit amenities for each mode (e.g., benches, shelters/canopies, printed materials, escalators/elevators, and waste receptacles. NOTE: Attach this information <u>only</u> if you have decision-making authority over citing transit amenities or you set policies to determine the citing of amenities.) • Vehicle assignment for each mode (Refers to the process by which transit vehicles are placed into service throughout a system. Policies for vehicle assignment may be based on the type or age of the vehicle, where age would be a proxy for condition, or on the type of service offered.) 	<p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p>

Appendix G
Transit Advisory Board Demographic Information Forms

To be attached once completed.

Appendix G

Transit Advisory Board Demographic Information Forms Attached

John Jarrett

From: Kerry Giles [Kerry.Giles@rutherfordcountync.gov]
Sent: Monday, April 25, 2016 10:34 AM
To: Kerry Giles; Debbie Buchanan; Faye Hassell (fchassell@bellsouth.net); John Jarrett; Phillip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; michael.tanner@nccommerce.com; Clark Poole; Susan Hall
Subject: Demographic Request Form

TAB members:
Please complete the form below at your earliest convenience. I need to include it in our Title VI Program Plan. You can sign and scan or fax the form back to me. Thanks.

Kerry

DEMOGRAPHIC REQUEST FORM

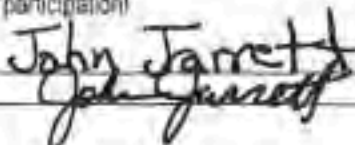
Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: <input checked="" type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian <input type="radio"/> American Indian/Alaskan Native <input type="radio"/> Native Hawaiian/Pacific Islander <input type="radio"/> Hispanic/Latino <input type="radio"/> Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean <input type="checkbox"/> Other (please specify): _____
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Age: <input type="checkbox"/> Less than 18 <input checked="" type="checkbox"/> 18-29 <input type="checkbox"/> 30-44 <input type="checkbox"/> 45-64 <input type="checkbox"/> 65 and older
Disability: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
I choose not to provide any of the information requested above:	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-6308 or by email at jeff.hill@rutherfordcountync.gov

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): John Jarrett
Signature: 

DEMOGRAPHIC REQUEST FORM

Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: <input checked="" type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian <input type="radio"/> American Indian/Alaskan Native <input type="radio"/> Native Hawaiian/Pacific Islander <input type="radio"/> Hispanic/Latino <input type="radio"/> Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="radio"/> Mexican <input type="radio"/> Central American: _____ <input type="radio"/> South American: _____ <input type="radio"/> Puerto Rican <input type="radio"/> Chinese <input type="radio"/> Vietnamese <input type="radio"/> Korean <input type="radio"/> Other (please specify): _____
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Age: <input type="radio"/> Less than 18 <input checked="" type="radio"/> 15-64 <input type="radio"/> 18-29 <input type="radio"/> 65 and older <input type="radio"/> 30-44
Disability: <input type="radio"/> Yes <input checked="" type="radio"/> No	
<input type="checkbox"/> I choose not to provide any of the information requested above:	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-6308 or by email at jeff.hill@rutherfordcountync.gov.

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): Vic Martin
 Signature: [Handwritten Signature]

John Jarrett

From: Kerry Giles [Kerry.Giles@rutherfordcountync.gov]
Sent: Monday, April 25, 2016 10:34 AM
To: Kerry Giles; Debbie Buchanan; Faye Hassell (fhassell@bellsouth.net); John Jarrett; Philip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; michael.tanner@nccommerce.com; Clark Poole; Susan Hall
Subject: Demographic Request Form

TAB members:

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Kerry

DEMOGRAPHIC REQUEST FORM

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Race/Ethnicity: <input checked="" type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian <input type="radio"/> American Indian/Alaskan Native <input type="radio"/> Native Hawaiian/Pacific Islander <input type="radio"/> Hispanic/Latino <input type="radio"/> Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="radio"/> Mexican <input type="radio"/> Central American: _____ <input type="radio"/> South American: _____ <input type="radio"/> Puerto Rican <input type="radio"/> Chinese <input type="radio"/> Vietnamese <input type="radio"/> Korean <input type="radio"/> Other (please specify): _____
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Age: <input type="radio"/> Less than 18 <input checked="" type="radio"/> 45-64 <input type="radio"/> 18-29 <input type="radio"/> 65 and older <input type="radio"/> 30-44
Disability: <input type="radio"/> Yes <input checked="" type="radio"/> No	
I choose not to provide any of the information requested above:	

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Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): John Jarrett
Signature: 

Angela Ezell

From: Kerry Giles
Sent: Monday, April 25, 2016 10:34 AM
To: Kerry Giles; Debbie Buchanan; Faye Hassell (fchassell@bellsouth.net); John Jarrett; Philip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; michael.tanner@nccommerce.com; Clark Poole; Susan Hall
Subject: Demographic Request Form

TAB members:

Please complete the form below at your earliest convenience. I need to include it in our Title VI Program Plan. You can sign and scan or fax the form back to me. Thanks.

Kerry

DEMOGRAPHIC REQUEST FORM

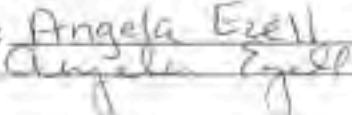
Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: White <input checked="" type="radio"/> Black/African American Asian American Indian/Alaskan Native Native Hawaiian/Pacific Islander Hispanic/Latino Other (please specify): _____	National Origin: (if born outside the U.S.) Mexican Central American: _____ South American: _____ Puerto Rican Chinese Vietnamese Korean Other (please specify): _____
Gender: Male <input type="radio"/> Female <input checked="" type="radio"/>	Age: Less than 18 45-64 18-29 65 and older <input checked="" type="radio"/> 30-44
Disability: Yes <input type="radio"/> No <input checked="" type="radio"/>	
I choose not to provide any of the information requested above:	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-6308 or by email at Jeff.Hill@rutherfordcountync.gov.

Please sign below acknowledging that you have completed this form:

Thank you for your participation!

Name (print): Angela Ezell
Signature: 

Phillip Melton

From: Kerry Giles <Kerry.Giles@rutherfordcountync.gov>
Sent: Monday, April 25, 2016 10:34 AM
To: Kerry Giles; Debbie Buchanan; Faye Hassell (fhassell@bellsouth.net); John Jarrett; Phillip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; michael.tanner@ncommerce.com; Clark Poole; Susan Hall
Subject: Demographic Request Form

TAB members,

Please complete the form below at your earliest convenience. I need to include it in our Title VI Program Plan. You can sign and scan or fax the form back to me. Thanks.

Kerry

DEMOGRAPHIC REQUEST FORM

Rutherford County Transit is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: <input checked="" type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian <input type="radio"/> American Indian/Alaskan Native <input type="radio"/> Native Hawaiian/Pacific Islander <input type="radio"/> Hispanic/Latino Other (please specify): _____	National Origin: (if born outside the U.S.) <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean Other (please specify): _____
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Age: Less than 18 <input checked="" type="radio"/> 45-64 18-29 <input type="radio"/> 65 and older 30-44 <input type="radio"/>
Disability: Yes <input type="radio"/> No <input checked="" type="radio"/>	
I choose not to provide any of the information requested above:	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Rutherford County Transit at 828-287-8308 or by email at jeff.hill@rutherfordcountync.gov.

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): Phillip Melton

Phillip Melton

Clark Poole

From: Kerry Giles <Kerry.Giles@rutherfordcountync.gov>
Sent: Monday, April 25, 2016 10:34 AM
To: Kerry Giles; Debbie Buchanan; Faye Hassell (fchassell@belisouth.net); John Jarrett; Philip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; michael.tanner@nccommerce.com; Clark Poole; Susan Hall
Subject: Demographic Request Form

TAB members:

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Kerry

DEMOGRAPHIC REQUEST FORM

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Race/Ethnicity: <input checked="" type="radio"/> White Black/African American Asian American Indian/Alaskan Native Native Hawaiian/Pacific Islander Hispanic/Latino Other (please specify): _____	National Origin: (if born outside the U.S.) Mexican Central American: _____ South American: _____ Puerto Rican Chinese Vietnamese Korean Other (please specify): _____
Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	Age: Less than 18 45-64 18-29 <input checked="" type="radio"/> 65 and older 30-44
Disability: Yes <input type="radio"/> No <input checked="" type="radio"/>	
I choose not to provide any of the information requested above:	

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Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): Clark Poole
Signature: Clark Poole

Subject: Demographic Request Form

From: Kerry Giles (Kerry.Giles@rutherfordcountync.gov)

To: Kerry.Giles@rutherfordcountync.gov; debbie.buchanan@cancer.org; fchasseil@bellsouth.net; jjarrett@rutherfordlifeservices.com; pmelton@rpmhd.org; Vic.Martin@rutherfordcountync.gov; kfuller@reglinc.org; Angela.Ezell@rutherfordcountync.gov; michael.tanner@nccommerce.com; clarkpoole@rutherfordcoc.org; Susan.Hall@rutherfordcountync.gov;

Date: Monday, April 25, 2016 10:33 AM

TAB members:

Please complete the form below at your earliest convenience. I need to include it in our Title VI Program Plan. You can sign and scan or fax the form back to me. Thanks.

Kerry

DEMOGRAPHIC REQUEST FORM

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<p>Race/Ethnicity:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian <input type="radio"/> American Indian/Alaskan Native <input type="radio"/> Native Hawaiian/Pacific Islander 	<p>National Origin: (if born outside the U.S.)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese
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Hispanic/Latino Other (please specify): _____	Vietnamese Korean Other (please specify): _____
Gender: Male <input type="radio"/> Female <input checked="" type="radio"/>	Age: Less than 18 <input type="radio"/> 45-64 <input checked="" type="radio"/> 18-29 <input type="radio"/> 65 and older <input type="radio"/> 30-44 <input type="radio"/>
Disability: Yes <input type="radio"/> No <input checked="" type="radio"/>	
I choose not to provide any of the information requested above:	

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Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): Faye C. Hassell

Signature: 

From: Kerry Giles

Sent: Wednesday, April 20, 2016 5:19 PM

To: Kerry Giles; Carolyn Byers; Mark Eitel; Shannon Patrick; Debbie Buchanan; Faye Hassell (fhassell@bellsouth.net); John Jarrett; Philip Melton; Vic Martin; kfuller@regionc.org; Angela Ezell; Scheiver, Nicholas R; Anita Campbell; michael.tanner@ncommerce.com; Clark Prole; Susan Hall

Subject: Transit Weekly Report