

Craven Area Rural Transit System (CARTS)

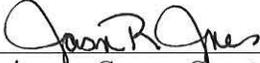
Title VI Program Plan

Date Adopted

August 7, 2023

PLAN REVIEW AND APPROVAL

On behalf of the Craven County Board of Commissioners for Craven Area Rural Transit System (CARTS), I hereby acknowledge receipt of the Title VI Nondiscrimination Plan. We, the Craven County Board of 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, no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any CARTS transportation services and activities based on race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration. CARTS is also committed to follow Craven County’s non-discrimination policy or policies to ensure no one based on sex, age, religion, or disability will be subject to discrimination.



Chairman, Craven County Board of Commissioners

08.07.2023
Date

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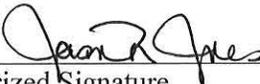
**TITLE VI NONDISCRIMINATION AGREEMENT
BETWEEN
THE NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
AND
CRAVEN AREA RURAL TRANSIT SYSTEM (CARTS)**

In accordance with DOT Order 1050.2A, Craven Area Rural Transit System (CARTS) assures the North Carolina Department of Transportation (NCDOT) that no person shall, on the ground of **race, color, or national origin** 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 CARTS. CARTS is also committed to follow Craven County's non-discrimination policy or policies to ensure no one based on sex, age, religion, or disability will be subject to discrimination.

Further, CARTS hereby agrees to:

1. Designate a Title VI Coordinator that has a responsible position within the organization and easy access to the Chairman of the Board of Commissioners.
2. Issue a policy statement, signed by the Chairman of the Board of Commissioners, 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 Chairman of the Board of Commissioners.
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, or national origin) 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

08.07.2023

Date

Jason Jones
Chairman, Craven County Board of Commissioners

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.” In addition, 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).

CARTS 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 FTA and 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 non-discriminatory manner.

CARTS 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 Program(s) and Services Administered

CARTS provides public transportation options to its customers within the geographical areas of Craven County, Jones County, and Pamlico County, North Carolina. Fixed route bus and complementary ADA service is provided within New Bern. CARTS operates three routes, identified as Green, Blue, and Orange Monday through Friday. The Blue route begins at 6:45 a.m. and ends at 4:02 p.m. The Orange route begins at 7:24 a.m. and ends at 4:57 p.m. The Green route begins at 6:45 a.m. and ends at 6:13 p.m. The last round of the Green serves destinations that are served by the Blue and Orange routes earlier in the day. The headway varies depending on the route and the time of day. The fare for the fixed route bus service is \$1.00. The fare for persons with disabilities, persons age 65 and older, or persons with a Medicare card is \$.50. Demand response service is provided throughout Craven, Jones, and Pamlico Counties. Demand response services have a 30-minute window, allowing fifteen minutes both before and after the scheduled pick-up times.

CARTS employs 39 full and part-time employees. Appendix B shows the organizational chart.

2.2 Funding Sources / Tables

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 fiscal year ending June 30, 2023, 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.).

Grant Title	NCDOT	FTA	Details (i.e. purpose, frequency, and duration of receipt)
5307 (Urbanized Area Formula)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Operating assistance, preventive maintenance, and ADA for the fiscal year, annually until allocated funds are expended or lapse. Effective October 1, 2023, CARTS will no longer receive an allocation for these funds due to de-urbanization classification of the New Bern area.
5309 (b)(2) (Fixed Guideway 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"/>	Administrative and operating funding for the rural demand response service for the fiscal year, annually
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Capital purchase of 20' LTV replacement vehicles for the rural demand response, annually if designated as such by NCDOT.
Other:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To meet unmet transportation needs in the area served by CARTS; frequency is affected by need, availability of grant opportunities, and availability of local match. This may include capital purchase of replacement vehicles for the rural demand response if designated as such by NCDOT.

2.3 Decision-Making Process

Any policy decisions and grant applications for CARTS are presented by CARTS to the Craven County Board of Commissioners at one of their twice per month meetings. The Transportation Advisory Board does not have any policy making authority.

Board or Committee Name	Appointed	Elected	# of Members
Craven County Board of Commissioners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	7
Transportation Advisory Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	37. Seats are designated for agencies by the Craven County Board of Commissioners; Agencies choose and send the representative for their agency. Seats were determined using the recommended members provided by NCDOT in the 5311 Community Transportation Program Overview and is expanded to include representation of all three counties serviced by CARTS.
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

2.4 Title VI Coordinator

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

Amber Parker, Director
 Craven County Human Resources Department
 406 Craven Street, New Bern, NC 28560
 252-636-6602
aparker@cravencountync.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 the implementation of this Plan.
- Ensure internal staff and officials are familiarized and comply 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, color, or national origin 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 the FTA, NCDOT, and other regulatory agencies during compliance reviews or complaint investigations.
- Promptly resolving areas of deficiency to ensure compliance with Title VI nondiscrimination requirements.

2.5 Change of Title VI Coordinator and/or Chairman of the Craven County Board of Commissioners

If the Title VI Coordinator or Chairman of the Craven County Board of Directors changes, this document and all other documents that name the Coordinator will immediately be updated, and the new Chairman of the Craven County Board of Directors will sign an updated policy statement and assurance.

2.6 Organizational Chart

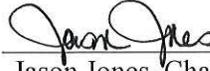
An organizational chart showing the Title VI Coordinator's place within the organization is located in Appendix B.

2.7 Subrecipients

CARTS 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 CARTS as a federal-aid recipient to ensure that no person shall, on the ground of race, color, or national origin, 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.



Jason Jones, Chairman
Craven County Board of Commissioners

08.07.2023

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 CARTS), 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.

Implementation

- This statement will be signed by the Chairman of Craven County Board of Commissioners and re-signed whenever a new person assumes that position.
- The signed statement will be 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) will circulate internally within annual acknowledgment forms.
- The statement will be posted or provided in languages other than English, when appropriate.

4.0 NOTICE OF NONDISCRIMINATION

- CARTS operates its programs and services without regard to race, color, or national origin 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 CARTS.
 - For more information on the CARTS civil rights program and the procedures to file a complaint, contact 252-636-4917, (TTY 800-735-2962 or 7-1-1); email carts@cravencountync.gov; or visit our administrative office at 1106 Clarks Rd., New Bern, NC 28562; and/or visit <https://www.cravencountync.gov/165/Transportation-CARTS>.
- If information is needed in another language, contact 252-636-4917.
- 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.

Implementation

- 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.

Annual Education and Acknowledgement Form

Title VI Nondiscrimination Policy

(Title VI and related nondiscrimination authorities)

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

All employees and representatives of CARTS 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 Amber Parker, Human Resources Director, at 252-636-6602.

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, or national origin.

Acknowledgment of Receipt of Title VI Program

I hereby acknowledge receipt of CARTS' 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 CARTS' programs, policies, services, and activities on the basis of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

Signature

Date

Implementation

- 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 acknowledgment form.
- Periodic review of operational practices and guidelines by the Title VI Coordinator to verify compliance with the Title VI Program.
- Signed acknowledgment forms and records of internal assessments will remain on file for at least three years.

6.0 CONTRACT ADMINISTRATION

CARTS 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. CARTS 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.

6.1 Contract Language

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, or national origin 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 CARTS 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 CARTS, 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, CARTS 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 CARTS 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 CARTS to enter into such litigation to protect the interests of CARTS, 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

Implementation

- The nondiscrimination language above (with initials line) will be appended to any existing contracts, purchase orders, and agreements that do not include it, and initialed 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.

6.2 Nondiscrimination Notice to Prospective Bidders

CARTS, 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 ensure 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, or national origin in consideration for an award.

Implementation

- 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 CARTS 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 CARTS.

Complaints will be investigated by the appropriate authority. Upon completion of every investigation, CARTS will inform the complainant of all avenues of appeal. CARTS 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 CARTS staff may be utilized for resolution.

FILING OF COMPLAINTS

1. **Applicability** – The complaint procedures apply to the beneficiaries of CARTS programs, activities, and services, such as the members of the public and any consultants/contractors hired by CARTS.
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, or national origin may file a written complaint with CARTS. 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:

- **CARTS**, 1106 Clarks Rd., New Bern, NC 28562.
- **North Carolina Department of Transportation**, Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 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, 8th 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.
6. **Complaint Basis** – Allegations must be based on issues involving race, color, or national origin. 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		

Complaint Processing

1. When CARTS receives a complaint, a written acknowledgment, and a Consent Release form will be mailed to the complainant within ten (10) business days by registered mail.
2. **CARTS cannot investigate Title VI complaints filed against itself** but can investigate ADA complaints against itself. CARTS 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. CARTS 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, CARTS 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 CARTS’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 CARTS receives a complaint, the complaint will be entered into the Discrimination Complaints Log with 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 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.

ADA/Title VI Feedback Form

Craven Rural Area Transit System (CARTS) is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may contact us by phone at (252) 636-4917, email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response.

Director/ADA Coordinator, 1106 Clarks Rd, New Bern, NC 25862.

Email: carts@cravencountync.gov

SECTION I: TYPE OF COMMENT (Choose One)*				
Compliment__	Suggestion__	Complaint__	Other: _____	
SECTION II: CONTACT INFORMATION				
Salutation [Mr./Mrs./Ms., etc.]:				
Name:				
Rider ID (if applicable):				
Street Address:				
City, State, Zip code:				
Phone:		Email:		
Accessible Format Requirements:	Large Print__	TDD/Relay__	Audio Recording__	Other _____
SECTION III: COMMENT DETAILS				
Transit Service (Choose One) [as applicable] [Bus/Subway/Paratransit]*				
Date of Occurrence:		Time of Occurrence:		
Name/ID of Employee(s) or Others Involved:				
Vehicle ID/Route Name or Number:				
Direction of Travel:				
Location of Incident:				
Mobility Aid Used (if any):				
If above information is unknown, please provide other descriptive information to help identify the employee:				
Description of Incident or Message (Please attach additional pages if necessary):				
SECTION IV: FOLLOW UP				
May we contact you if we need more details or information?		Yes	No	
What is the best way to reach you? (Choose One)*	Phone	Email	Mail	
If a phone call is preferred, what is the best day and time to reach you?				
SECTION V: DESIRED RESPONSE (Choose One)*				
<ul style="list-style-type: none"> - Email response - Telephone response - Response by U.S. Postal Mail 				

Discrimination Complaints Log

Log Years: FY2020-2023

Case no.	Complainant Name	Race/Gender	Respondent Name	Basis	Date Filed	Date Received	Action Taken	Date Investig. Completed	Disposition
2021-1	XXXXXXXXXX	African American/ Male	Amber M. Parker	Race	07/22/2021 (date of letter)	07/27/2021; received in Craven County Human Resources	Referred to the NCDOT External Civil Rights Section to determine acceptability and jurisdiction for complaint filed against CARTS	No response has been received from the NCDOT External Civil Rights Section	Closed as no response was received from the NCDOT External Civil Rights Section indicating acceptability of the complaint.

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 **Craven Area Rural Transit System** since the previous Title VI Program submission to NCDOT.

Amber M. Parker
Signature of Title VI Coordinator or Other Authorized Official

8/7/2023
Date

Amber M. Parker HR Director
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 – The complainant alleges that only six African American contractors are participating in the highway construction industry in the State, and 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 the 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 of 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

- I. COMPLAINANT(S) NAME** (or attorney for the complainant(s) – name and address if applicable)
- II. RESPONDENT(S)** (or attorney for the respondent(s) – name and address 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)**
- V. ISSUES/ALLEGATIONS**
- VI. BACKGROUND**
- VII. INVESTIGATIVE PROCEDURE**
- VIII. ISSUES / FINDINGS OF FACT**
- IX. CONCLUSION**
- X. RECOMMENDED ACTIONS**

8.0 SERVICE AREA POPULATION CHARACTERISTICS

To ensure that Title VI reporting requirements are met, CARTS 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. 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.

8.1 Race and Ethnicity

The following table was completed using data from DECENNIALPL2020.P1 and ACSDT5Y2021.B03001.

Race and Ethnicity Craven County	Number	Percent
Total Population	100,720	100
White	66,703	66.2
Black or African American	20,204	20.1
American Indian or Alaska Native	413	0.4
Asian	3,093	3.1
Native Hawaiian and Other Pacific Islander	167	0.2
Some other Race	3,003	0.3
Two or More Races	7,137	7.1
HISPANIC OR LATINO (of any race)	7,770	7.7
Mexican	4,639	4.6
Puerto Rican	1,566	1.64
Cuban	415	0.4
Other Hispanic or Latino	1,150	1.1

Race and Ethnicity Jones County	Number	Percent
Total Population	9,172	100
White	5,867	64
Black or African American	2,579	28.1
American Indian or Alaska Native	61	0.47
Asian	34	0.4
Native Hawaiian and Other Pacific Islander	5	0.1
Some other Race	208	2.3
Two or More Races	418	4.6
HISPANIC OR LATINO (of any race)	507	5.5
Mexican	256	2.8
Puerto Rican	108	1.25
Cuban	14	0.2
Other Hispanic or Latino	129	0.1

Race and Ethnicity Pamlico County	Number	Percent
Total Population	12,276	100
White	9,216	75.1
Black or African American	2,061	16.8
American Indian or Alaska Native	58	0.5
Asian	62	0.5
Native Hawaiian and Other Pacific Islander	8	0.1
Some other Race	243	2
Two or More Races	628	5.1
HISPANIC OR LATINO (of any race)	521	4.2
Mexican	394	3.2
Puerto Rican	85	4.7
Cuban	16	0.1
Other Hispanic or Latino	26	0.2

8.2 Age & Sex

The following table was completed using data from American Community Survey Table ID: S010, 2021; data is an estimate. This chart combines data from all three counties.

Age	Number			Percent		
	Both Sexes	Male	Female	Both Sexes	Male	Female
Total Population	122,293	60,557	61,739	100%	100%	100%
Under 5 years	7,466	2,935	4,531	6	2.4	4
Under 18 years	25,221	12,318	12,903	21	10.1	10.1
18 to 64 years	65,190	34,070	31,120	53	27.9	27.9
65 years and over	26,068	11,589	0	21	9.5	9.5
Median Age*	48.6	45.8	51.4			

**MEDIAN AGE CALCULATED BY GETTING THE AVERAGE MEDIAN AGE FOR EACH COUNTY*

8.3 Disability

The following table was completed using data from Census Table ACSST1Y2021.S1810. The percentage of the margin of error varies by county therefore, each county is represented separately.

Subject	Total Craven County		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	92,598	+/-1,991	12,781	+/-2,273	13.8	+/-2.4
Population under 5 years	6,661	+/-666	0	+/-224	0.0	+/-3.1
Population 5 to 17 years	14,958	+/-692	754	+/-511	5	+/-3.4
Population 18 to 64 years	51,353	+/-2,840	6,336	+/-1,842	12.3	+/-3.5
Population 65 years and over	19,626	+/-1,315	5,691	+/-1,788	29	+/-8.10
SEX						
Male	42,521	+/-2,031	6,400	+/-1,339	15.1	+/-3.
Female	50,077	+/-1,342	6,381	+/-1,557	12.7	+/-3.2
RACE AND HISPANIC OR LATINO ORIGIN						
White	65,167	+/-2,614	8,065	+/-1,623	12.4	+/-2.6
Black or African American	19,492	+/-1,248	3,812	+/-975	19.6	+/-5.0
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
Subject	Total Jones County		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	9,243	+/-70	2,107	+/-267	22.8	+/-2.9
Population under 5 years	423	+/-30	0	+/-19	0.0	+/-9
Population 5 to 17 years	1,318	+/-36	131	+/-68	9.9	+/-5.1
Population 18 to 64 years	7,502	+/-192	1,012	+/-286	13.5	+/-10.9
Population 65 years and over	2,113	+/-77	964	+/-174	45.6	+/-17.1
SEX						
Male	4,620	+/-98	1,066	+/-158	23.1	+/-3.5
Female	4,623	+/-103	1,041	+/-195	22.5	+/-4.3
RACE AND HISPANIC OR LATINO ORIGIN						
White	5,759	+/-65	1,423	+/-202	24.7	+/-3.5
Black or African American	2,569	+/-144	586	+/-132	22.8	+/-5.3
American Indian and Alaska Native	70	+/-20	19	+/-21	27.1	+/-26
Asian	121	+/-123	0	+/-19	0.0	+/-27.5
Native American and Other Pacific Islander	0	+/-19	0	+/-19	-	**
Some other Race	69	+/-80	2	+/-4	2.9	+/-6.6
Two or more races	655	+/-146	77	+/-60	11.8	+/-10
Hispanic or Latino	506	+/-3	45	+/-55	8.9	+/-10.9
Subject	Total Pamlico		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	11,632	+/-202	2,347	+/-252	20.2	+/-2.1
Population under 5 years	382	+/-56	0	+/-21	0.0	+/-9.9
Population 5 to 17 years	1,464	+/-59	116	+/-49	7.9	+/-3.3
Population 18 to 64 years	6,200	+/-301	999	+/-260	16.1	+/-9.2
Population 65 years and over	3,586	+/-111	1,232	+/-232	34.4	+/-13.1

SEX						
Male	5,596	+/-214	1,152	+/-167	20.6	+/-2.9
Female	6,036	+/-90	1,195	+/-162	19.8	+/-2.6
RACE AND HISPANIC OR LATINO ORIGIN						
White	9,080	+/-160	1,725	+/-215	19.0	+/-2.4
Black or African American	2,001	+/-129	547	+/-113	27.3	+/-5.2
American Indian and Alaska Native	20	+/-21	10	+/-13	50	+/-50
Asian	70	+20	6	+/-11	8.6	+/-15.3
Native American and Other Pacific Islander	4	+/-8	40	+/-8	100	+/-100
Some other Race	67	+/-49	4	+/-8	6	+/-12.5
Two or more races	390	+/-120	51	+/-34	13.1	+/-7.8
Hispanic or Latino	500	+/-25	40	+/-29	8	+/-5.9

8.4 Poverty

The following table was completed using data from Census Table ACSST5Y2021.S1701. The percentage of margin of error varies by county; therefore, each county is represented separately.

Subject Craven County	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	95,335	+/-2,126	10,437	+/-2,753	10.9	+/-2.8
AGE						
Under 18	21,067	+/-749	2,033	+/-1,153	9.7	+/-5.5
18 to 64	54,642	+/-1,857	6,675	+/-2,064	12.2	+/-3.7
65 years and over	19,626	+/-711	1,729	+/-682	8.8	+/-3.5
SEX						
Male	45,209	+/-2,041	3,569	+/-1,322	7.9	+/-2.9
Female	50,126	+/-1,518	6,868	+/-1,780	13.7	+/-3.5
RACE AND HISPANIC OR LATINO ORIGIN						
White	66,977	+/-2,670	6,570	+/-2,133	9.8	+/-3.1
Black or African American	19,896	+/-1,273	3,612	+/-1,802	18.2	+/-9.0
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
Subject Jones County	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	9,252	+/-66	1,929	+/-389	20.8	+/-4.2
AGE						
Under 18	1,736	+/-26	409	+/-170	23.6	+/-9.8
18 to 64	5,403	+/-31	1,307	+/-268	24.2	+/-5.0
65 years and over	2,113	+/-67	213	+/-94	10.1	+/-4.4
SEX						
Male	4,621	+/-98	1,044	+/-235	22.6	+/-5.1
Female	4,631	+/-105	885	+/-221	19.1	+/-4.8
RACE AND HISPANIC OR LATINO ORIGIN						
White	5,768	+/-62	1,066	+/-267	18.5	+/-4.6
Black or African American	2,569	+/-144	739	+/-212	28.8	+/-8.0
American Indian and Alaska Native	70	+/-20	11	+/-17	15.7	+/-24.0
Asian	121	+/-123	3	+/-4	2.5	+/-3.7
Native American and Other Pacific Islander	0	+/-19	0	+/-19	-	**
Some other Race	69	+/-80	2	+/-4	2.9	+/-6.6
Two or more races	655	+/-146	108	+/-103	16.5	+/-13.7
Hispanic or Latino	506	+/-3	7	+/-9	1.4	+/-1.8
Subject Pamlico County	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	11,598	+/-205	1,653	+/-302	14.3	+/-2.6
AGE						
Under 18	1,809	+/-38	365	+/-112	20.2	+/-6.1
18 to 64	6,203	+/-188	909	+/-206	14.7	+/-3.2
65 years and over	3,586	+/-59	379	+/-117	10.6	+/-3.2

SEX						
Male	5,578	+/-215	877	+/-186	15.7	+/-3.2
Female	6,020	+/-92	776	+/-168	12.9	+/-2.8
RACE AND HISPANIC OR LATINO ORIGIN						
White	9,046	+/-161	1,015	+/-233	11.2	+/-2.5
Black or African American	2,001	+/-129	563	+/-171	28.1	+/-8.1
American Indian and Alaska Native	20	+/-21	0	+/-21	0.0	+/-73.6
Asian	70	+/-20	0	+/-21	0.0	+/-39.3
Native American and Other Pacific Islander	4	+/-8	0	+/-21	0.0	100.0
Some other Race	67	+/-49	11	+/-14	16.4	+/-21.0
Two or more races	390	+/-120	64	+/-72	16.4	+/-17.2
Hispanic or Latino	503	+/-25	118	+/-99	23.5	+/-19.7

8.5 Household Income

The following table was completed using data from Census Table ACSST1&2021.S0901. The percentage of margin of error varies by county; therefore, each county is represented separately.

Subject Craven County	Households	
	Estimate	Margin of Error +/-
Total	42,139	+/-1,778
Less than \$10,000	7.0%	+/-2.3
\$10,000 to \$14,999	3.6%	+/-1.6
\$15,000 to \$24,999	9.2%	+/-2.6
\$25,000 to \$34,999	11.6%	+/-2.9
\$35,000 to \$49,999	13.2%	+/-3.1
\$50,000 to \$74,999	18.6%	+/-3.5
\$75,000 to \$99,999	15.5%	+/-3.7
\$100,000 to \$149,999	13.7%	+/-3.0
\$150,000 to \$199,999	3.8%	+/-1.4
\$200,000 or more	3.9%	+/-1.6
Median income (dollars)	57,359	+/-8,550
Mean income (dollars)	72,937	+/-6,266
Subject Jones County	Households	
	Estimate	Margin of Error +/-
Total	3,779	+/-158
Less than \$10,000	7.5%	+/-2.8
\$10,000 to \$14,999	10.2%	+/-3.2
\$15,000 to \$24,999	17.9%	+/-3.9
\$25,000 to \$34,999	9.6%	+/-2.3
\$35,000 to \$49,999	8.7%	+/-2.7
\$50,000 to \$74,999	16.3%	+/-3.1
\$75,000 to \$99,999	14.3%	+/-3.3
\$100,000 to \$149,999	11.6%	+/-2.9
\$150,000 to \$199,999	1.5%	+/-0.9
\$200,000 or more	2.4%	+/-1.2
Median income (dollars)	42,401	+/-7,091
Mean income (dollars)	57,392	+/-4,128
Subject Pamlico County	Households	
	Estimate	Margin of Error +/-
Total	5,120	+/-250
Less than \$10,000	6.3%	+/-1.8
\$10,000 to \$14,999	8.1%	+/-2.1
\$15,000 to \$24,999	11.5%	+/-2.5
\$25,000 to \$34,999	10.9%	+/-3.2
\$35,000 to \$49,999	11.5%	+/-2.3
\$50,000 to \$74,999	18.2%	+/-3.0
\$75,000 to \$99,999	10.8%	+/-2.4
\$100,000 to \$149,999	13.7%	+/-2.5
\$150,000 to \$199,999	5.2%	+/-1.4
\$200,000 or more	3.7%	+/-1.4
Median income (dollars)	52,124	+/-3,925
Mean income (dollars)	71,902	+/-6,605

8.6 Limited English Proficiency Populations

The following table was completed using data from Census Table ACSST5Y2021.S1601.

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
Total (population 5 years and over):	95,095	+/- 62	(X)	(X)
Speak only English	87,154	+/- 745	91.6%	+/- 0.8%
Spanish or Spanish Creole:	5,138	+/- 545	5.4%	+/- 0.6%
Speak English "very well"	3,034	+/- 542	59.1%	+/- 7.3%
Speak English less than "very well"	2,104	+/- 392	40.9%	+/- 7.3%

8.7 Population Locations

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.

9.0 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., when there will be an increase in fares, or when there will be a major service reduction. 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 on 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 CARTS 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. Outreach to LEP persons could also include audio programming available on podcasts.

10.2 Public 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.

10.3 Dissemination of Information

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.

10.4 Meetings and Outreach

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 communication channels 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 does it cost CARTS? 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, charrettes, 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, typically occurring 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.

10.5 Limited English Proficiency

Limited English Proficient (LEP) persons refer to persons for whom English is not their primary language and 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 grantee;
- (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.*

The following table was completed using data from Census Table ACSST5Y2021.C16001.

Speaks English Less Than “Very Well”	Craven County		Jones County		Pamlico County	
	Estimate	Percent	Estimate	Percent	Estimate	Margin of Error +/-
Total Population:	95,335	100	8,903	100	11,911	100
Spanish	2,104	2.2	40	0.4	195	1.6
French, Haitian, or Cajun	22	0	0	0	36	0.3
German or other West Germanic languages:	8	0	0	0	0	0
Russian, Polish, or other Slavic languages	42	0	19	0.2	0	0
Korean	66	0.1	0	0	0	0
Chinese (incl. Mandarin, Cantonese)	12	0	0	0	12	0.1
Vietnamese	53	0.1	0	0	0	0
Tagalog (incl. Filipino)	93	0.1	0	0	2	0
Arabic	8	0	0	0	0	0
Other Indo-European languages	18	0	0	0	0	0
Other Asian and Pacific Island languages	982	1	0	0	0	0
Other unspecified languages	53	0.1	0	0	9	0.1

CARTS works with the local refugee agency to explain CARTS in the refugee’s native language. This usually involves making a presentation that includes opportunities for individuals to board and explore a transit vehicle. CARTS may also works with other agencies to provide a travel training experience.

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

CARTS has been monitoring the frequency with which LEP individuals have come in contact with CARTS. Hispanic or Latino riders use both the fixed route and demand response services. Information for passengers is available through the CARTS webpage, <https://www.cravencountync.gov/165/Transportation-CARTS>.

LEP individuals are represented on the CARTS Transportation Advisory Board (TAB). While not a policy-making body, the TAB makes recommendations to the governing board.

All grant application public hearing notices are, at a minimum, published in the New Bern Sun-Journal, on the Craven County website <https://www.cravencountync.gov/>.

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

CARTS provides service to all major employment, medical facilities, education, human services agencies, and recreation sites within the Craven, Jones, and Pamlico counties either by fixed route or demand response service.

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

CARTS has numerous resources that could be used to provide LEP assistance to customers. This includes identifying CARTS staff, volunteers, community college, and county staff. Cost for these services has been free.

LANGUAGE ASSISTANCE PLAN

As a result of the above four-factor analysis, a Language Assistance Plan (LAP) was not required. However, reasonable attempts will be made to accommodate any persons encountered who require written translation or oral interpretation services.

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 various languages.
- 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.
- Utilizing or hiring staff who speak a language other than English 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.

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, a 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 and any outside consultant contracted to provide language services. 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 acknowledgments (Section 5.0) and basic Title VI training (Section 11.0).

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 never attempt to 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.

10.6 Demographic Request

The following form was used to collect required data on Key Community Contacts and nonelected committee members.

CARTS 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 CARTS at 252-636-4917 or by email at carts@cravencountync.gov.

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

Name (print): _____

Signature: _____

Implementation

- 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.
- Once a new member submits this form, the Demographic Request Table for the associated committee will be updated.

10.7 Key Community Contacts

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
Jason Jones	Craven County	Chairman, Craven County Board of Commissioners	No
Deanna Trebil	New Bern Urbanized Area	New Bern Area Metropolitan Planning Organization	Yes
Becca Eversole	Craven, Jones, and Pamlico Counties	Down East Rural Planning Organization	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.

10.8 Summary of Outreach Efforts Made Since The Last Title Vi Program Submission

CARTS regularly participates on community boards and groups such as the Craven County Aging Board, Jones County Aging Board, Recovery Alliance Initiative, and NCWorks. CARTS attends public events such as the Family Fun Day in Pamlico County, Back to School Bashes, Job Fairs, Town Halls, etc. CARTS makes presentations to multiple other agencies such as Vocational Rehabilitation, Departments of Social Services, etc. The CARTS Transportation Advisory Board meetings are well attended by representatives from all three counties served by CARTS. Agencies represented that serve populations less likely to attend community events include Interfaith Refugee Ministries, Religious Community Services (which operates the community kitchen and homeless shelter), and Departments of Social Services. CARTS partners with local Health Departments for outreach. Periodically, CARTS will schedule meet and greet type events at locations throughout the service area as additional attempts to reach all populations within the service area. A list of outreach efforts is maintained separate from this plan because the list is extensive. Outreach efforts by CARTS staff and by partnering with other non-profits and agencies are to ensure that all populations have opportunity to be informed about CARTS services, to express to CARTS their unmet transportation needs, and have information about public hearings.

11.0 STAFF TRAINING

All employees will receive basic Title VI training at least once every three years. New hires will receive this training prior to providing revenue service. 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. Training will be provided or organized by the Title VI Coordinator (or designee) 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), including 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 C for membership slots approved by the Craven County Board of Commissioners.

Body	Male %	Female %	Caucasian %	African American %	Asian American %	Native American %	Other %	Hispanic %
Service Area Population								
Transit Advisory Board	26	74	44	46	0	0	12.5	0

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 2026. 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 the following:

Compliance Reviews

- Title VI Program Plan
- List of civil rights training 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.)

14.0 TRANSIT PROVIDERS

14.1 Service Standards

Vehicle load

CARTS operates three fixed routes called the Omnibus and utilizes three (3) 22' Light Transit Vehicles at any given time to service those routes. Each vehicle has a capacity of two (2) wheelchairs and twelve (12) ambulatory passengers (no standees).

Vehicle headway

The Blue Route begins service has a first stop at 6:45 a.m. and last stop at 3:50 p.m. The Orange Route has a first stop at 6:45 a.m. and last stop at 4:50 p.m. The Green Route has a first stop at 6:45 a.m. and last stop at 6:01 p.m. with Blue and Orange route stops added at the later part of the day to cover after those routes have ended. Depending on the route and the time of day, the headway until the next vehicle varies throughout the day.

On time performance

The intended standard will be zero (0) minutes early at stops and no more than five (5) minutes late.

Service availability

All routes cover the same housing areas, with the difference being destinations such as medical, employment, retail, educational, and recreational. At any time should a vehicle reach capacity, another vehicle is sent out to service passengers unable to board to regular route vehicle until such time as capacity on the regular vehicle becomes available again.

14.2 Service Policies

Transit Amenities for each mode

CARTS has three bus shelters with benches for fixed route operations. There are no transit amenities for demand response.

Vehicle Assignment for each mode

The assignment of vehicles is not applicable to the service mode offered by CARTS. All fixed routes are currently serviced by vehicles of the similar age and mileage. Demand response route vehicles are moved throughout all three counties served with no particular area being assigned the newest or oldest vehicle at all times.

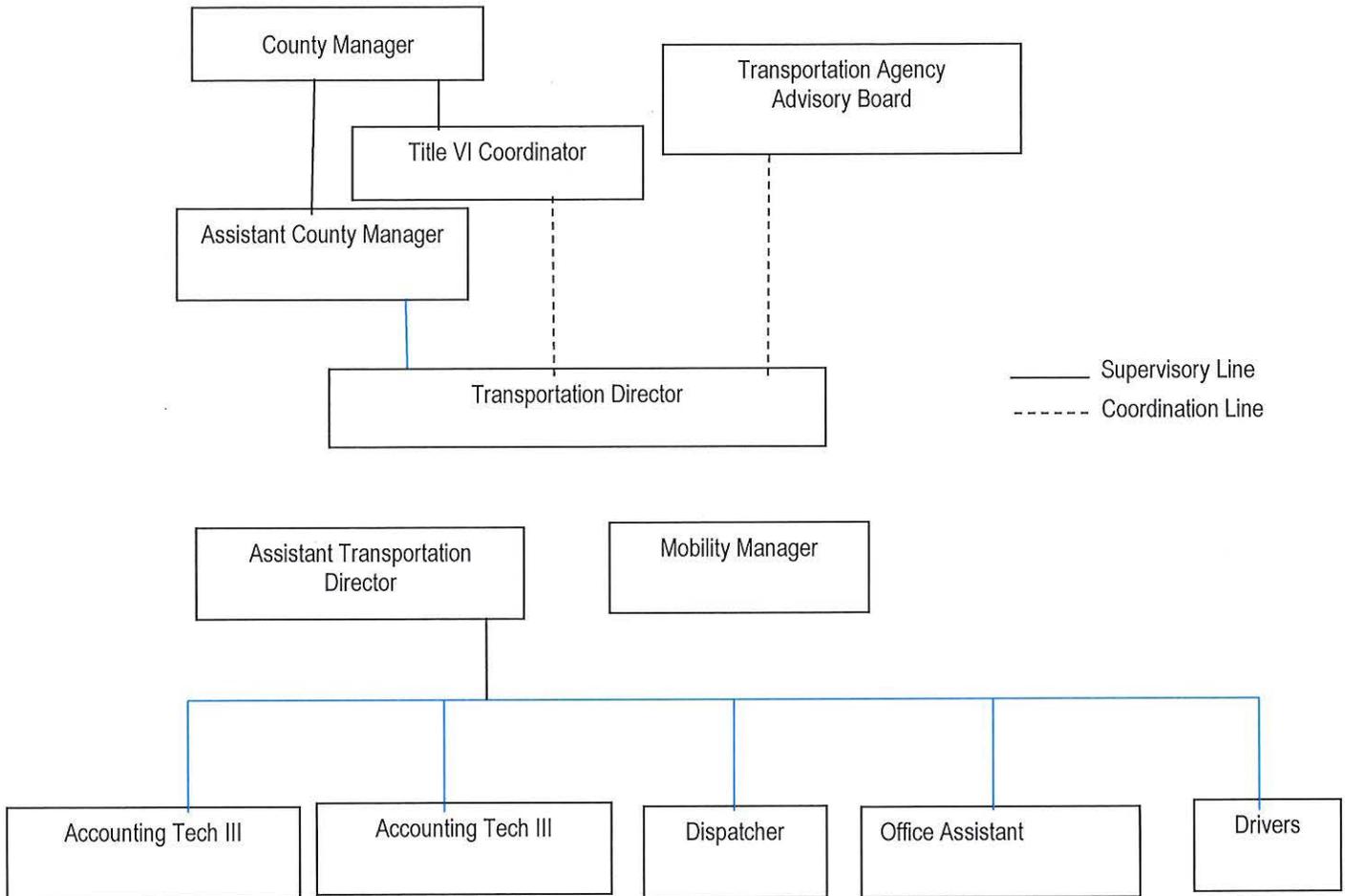
Appendices

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 nondiscrimination 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, or 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 based on disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), (prohibits discrimination based on 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 Structure



Appendix C- CARTS Transportation Advisory Board Composition

Approved by the Craven County Board of Commissioners on October 5, 2015

The CARTS TAB is a locally formed advisory group based on guidelines provided by the North Carolina Department of Transportation/Public Transportation Division (NCDOT/PD). Each transportation system is required to have a TAB approved by the governing board. NCDOT/PTD has recommended guidelines and requirements regarding TAB composition. These recommendations are conveyed through the Community Transportation Program Overview provided by NCDOT/PTD. This document includes examples provided in the Overview as well as the slots approved by the Craven County Board of Commissioners for each category on the CARTS TAB. Slots have been designated based on historical participation on the CARTS TAB, identified areas of under-representation, and consideration for representation of all geographical areas within the CARTS service area.

Examples of Public Human Service Agencies include Senior Services, DSS, Vocational Rehabilitation, Head Start, Shelter Workshops, Health Dept., Veterans Administration, Smart Start, Mental Health, Housing Authority, and Human Service Transit Users. Designated slots for the CARTS TAB under the category of Public Human Service Agencies are as follows:

1. Department of Social Services
 - a. Craven County Department of Social Services
 - b. Jones County Department of Social Services
 - c. Pamlico County Department of Social Services
2. Vocational Rehabilitation
3. Mental Health
 - a. Trillium Health Services
 - b. Port Human Services
4. One agency representing Senior Services, Health Dept., Veterans Administration, or Housing Authority
5. One agency representing Senior Services, Health Dept., Veterans Administration, or Housing Authority not already represented in slot 4.

Examples of Transportation Providers include private transportation providers, intercity bus providers, ambulance services, regional authorities, urban systems, faith-based services, and volunteers. Designated slots for the CARTS TAB under the category of Transportation Providers are as follows:

1. Private transportation provider
 - a. Craven County
 - b. Jones County
 - c. Pamlico County
2. Ambulance service
3. One agency representing faith-based services or volunteers

Examples of public and business sectors include Chamber of Commerce, major employers, DBE's, hospital/dialysis center staff, non-profit organizations, employment transit users, general public transit users, and public citizens. Designated slots for the CARTS TAB under the category of public and business sectors are as follows:

1. Dialysis Center
 - a. Craven County (which also serves Pamlico County)
 - b. Jones County
2. Hospital or other medical provider entity serving Craven, Jones, and/or Pamlico County
3. Non-profit
4. Public citizen or non-profit

5. Public citizen or non-profit

Examples of government and governmental affiliates include MPO, RPO, economic development, Employment Security Commission, job link and/or career centers, elected officials, county government staff, and community college. Designated slots for the CARTS TAB under the category of government and governmental affairs are as follows:

1. MPO
2. RPO
3. Economic Development
 - a. Craven County
 - b. Jones County
 - c. Pamlico County
 - d. City of New Bern
4. NC Department of Commerce – Division of Employment Services, NC Joblink, or career center
5. Elected official
6. County government staff (i.e. County Manager, Finance Officer, etc.)
 - a. Craven County
 - b. Jones County
 - c. Pamlico County
7. Community college
 - a. Craven Community College
 - b. Lenoir Community College (Jones County)
 - c. Pamlico Community College

A Transit User is a passenger that currently utilizes the transit system. There will be four designated slots for this category.

1. Craven County (rural)
2. Jones County (rural)
3. Pamlico County (rural)
4. City of New Bern (urban)

Appendix D- 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 subrecipient 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 <i>signed</i> NCDOT's Title VI Nondiscrimination Agreement	<input type="checkbox"/>
2. Title VI Policy Statement (<i>signed</i>)	<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:	<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 subrecipients for compliance with Title VI, and a schedule for your subrecipients' Title VI Program submissions. > No Subrecipients <input 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 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 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"/>

II. Transit Providers

Requirement: FTA C 4702.1B, Chapter IV – Requirements and Guidelines for Fixed Route Transit Providers.

Note: All NCDOT subrecipients that provide fixed route public transportation services (e.g., local, express or commuter bus; bus rapid transit; commuter rail; passenger ferry) must complete this section.

➤ **Not Applicable** (Check this box if you do not provide fixed route services, and skip questions 17 and 18. This section does not apply to you if you *only* provide demand response services.)

Requested Items (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)	Completed
<p>17. Service standards (quantitative measures) developed for <i>each specific fixed route mode</i> 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 <i>(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.)</i> • Vehicle headway for each mode <i>(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).)</i> • On time performance for each mode <i>(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.)</i> • Service availability for each mode <i>(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.)</i> 	<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>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 <i>(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 siting transit amenities or you set policies to determine the siting of amenities.)</i> • Vehicle assignment for each mode <i>(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.)</i> 	<p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p>