

City of Fayetteville
Fayetteville Area System of Transit

Title VI Plan

June 2018



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EXECUTIVE SUMMARY

The Federal Transit Administration (“FTA”) issued new guidance, effective October 1, 2012, to help recipients of FTA grant funding better understand and comply with federal civil rights requirements. The new guidance, in the form of a revised circular, helps funding recipients to comply with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. One of the significant changes to the revised Title VI circular was the removal of numerous Environmental Justice requirements that will help transit agencies better understand the important distinctions between Title VI and Environmental Justice.

The revised Title VI circular provides more detailed guidance to FTA funding recipients on how to comply with the Department of Transportation’s (“DOT’s”) Title VI regulations. The new program requires careful evaluation of new facilities, creation of service standards for all fixed route operators, approval of the Title VI program by its governing body, a demographic analysis of its citizen’s advisory committees, subrecipient monitoring, and Environmental Justice principles in outreach.

The objective of the Title VI program update is to summarize FAST’s efforts to promote equity in transit in compliance with Title VI of the Civil Rights Act of 1964. FAST used the 2015 and 2016 American Community Survey (“ACS”) data to determine the proportion of minority populations, low-income populations, and limited English proficient (“LEP”) populations within FAST’s service area. Demographic analysis shows:

- More than half of the service area (60.87%) is minority;
- More than twenty-percent (21.8%) of households are identified as low-income; and
- The total of limited English proficient populations 6,862 with Spanish consisting of 47.39% (3,252) of the total LEP.

This demographic analysis is used in public outreach as well as in a comprehensive Language Assistance Plan for LEP populations in the City of Fayetteville.

Several aspects of FAST’s program were updated since its last submission, including a:

- Notice to the Public regarding rights afforded to populations within its service area;
- Description of FAST’s complaint procedures;
- Public Participation Plan;

- Language Assistance Plan;
- Demographic analysis of Fayetteville’s Advisory Committee for Transit; and
- Set of system-wide service policies and standards.

This program submittal also includes the following program elements and acknowledgments:

- A list of Title VI investigations, complaints and lawsuits (none filed between 2013-2015);
- A monitoring program for subrecipients; and
- An equity analysis of facilities siting and construction (none planned at this time).

The public participation plan includes an Environmental Justice policy that provides a framework for minority and low-income populations (“EJ populations”) to provide input during the siting of new facilities. This plan also provides the framework for EJ and LEP populations to comment on proposed fare increases and major service reductions, service planning, and the Transit Development Plan. The new Language Assistance Plan includes an updated four factor analysis. The analysis shows Spanish speaking populations continue to be the only LEP population within FAST’s service area that requires translation of vital documents.

The new program includes FAST’s service standards and policies adopted by the City Council on August 12, 2013. These standards and policies provide benchmarks to ensure that service design and operations practices do not result in discrimination. The new standards include vehicle loads, vehicle headways, on-time performance, and service availability. Service policies include amenity placement, and vehicle assignment. They establish a basis for future monitoring and analysis of service delivery, availability, and the distribution of amenities and vehicles to determine whether or not any disparate impacts are evident.

This program shows FAST’s commitment to ensure its programs, policies, and services are implemented equitably. The program is an organizing framework initiated by FAST to incorporate equity consistently across its programs, policies, and services so that every member of the public may participate and enjoy its benefits.

INTRODUCTION

This document describes the Title VI program and policies of the Fayetteville Area System of Transit (FAST) developed in accordance with the Federal Transit Administration (FTA) Title VI Circular 4702.1B “TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS” effective October 1, 2012 (“Circular”). This report is provided as documentation of compliance with Title VI of the Civil Rights Act of 1964 in accordance with FTA grant recipient requirements.

FAST was formed in 1976 as a department of the City of Fayetteville, North Carolina. FAST directly operates all transit service for the City of Fayetteville, with the City as the designated recipient. The City of Fayetteville has a population of 203,670 people.

The FAST Transit Center opened in November 2017. FAST operates a network of 18 fixed routes. Service is provided seven days a week: Monday – Friday from 5:30 a.m. to 10:30 p.m.; Saturdays from 7:30 a.m. to 10:30; and Sundays from 9:00 a.m. to 7:15 p.m. The grantee’s complementary paratransit service, known as FASTTRAC!, operates during the same days and hours of service as the fixed routes.

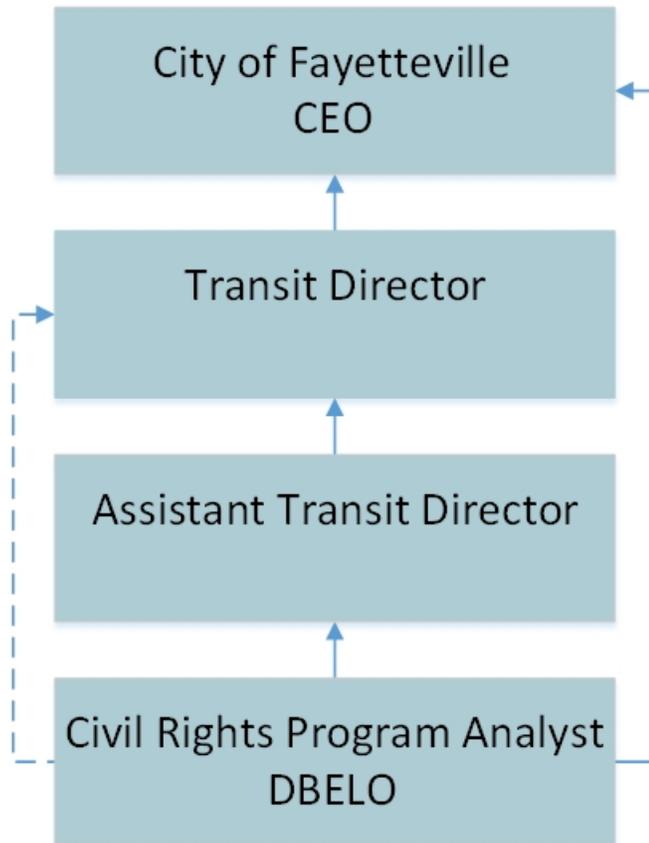
The basic adult fare for bus service is \$1.25. A reduced fare of \$0.50 is offered to persons age 65 and older, persons with a qualifying disability, persons with a VA Service Connect card, and persons with a Medicare Card during all service hours. The fare for ADA paratransit service is \$2.00. Free fares are provided to the following customer categories: a) Children, 36 inches tall and shorter when with a fare paying adult; b) Public safety employees, when in uniform; c) Active duty and reserve military, when in uniform; d) FAST employees with identification. Free fares are also offered to personal care attendants (PCA) that are traveling with a FASTTRAC! client.

FAST operates a fleet of 29 buses for fixed-route service. Its bus fleet consists of standard 25-, 28-, 35-, and 40-foot transit coaches and light transit vehicles. The current peak requirement is for 23 vehicles. FAST also has a fleet of 18 vans that it operates for ADA paratransit service.

FAST’s Civil Rights Program Analyst/DBELO (“Program Analyst”) is responsible for the overall Title VI Program and its implementation. The Program Analyst is appointed by the Transit Director and reports to the Assistant Transit Director. Staff in other City program areas may assist the Program Analyst with program implementation and resolution of Title VI issues. The Program Analyst will also serve as the limited English proficiency (LEP) Coordinator for FAST.

The Program Analyst reports to the Assistant Transit Director, however, has direct and independent access to the City Manager on Title VI matters and any policies pertaining to the implementation of the US Department of Transportation’s Disadvantaged Business Enterprise (“DBE”) program. Below is an organizational chart of the reporting structure of the Civil Rights Program Analyst/DBELO.

Figure 2. Organizational Structure and Role of Civil Rights Program Analyst/DBELO



The Program Analyst is the FAST expert on the Title VI Plan and plays a lead and participatory role in the development and implementation of the FTA Title VI Program. The Program Analyst provides leadership and guidance to ensure nondiscrimination in FAST programs, activities and services, and promotes the participation of all people regardless of race, color, national origin, sex, age, disability and socioeconomic status.

The Program Analyst, through the provision of guidance and technical assistance on Title VI matters, has overall program responsibility for preparing required reports regarding Title VI compliance and initiating monitoring activities, including developing procedures and monitoring for:

- Promptly processing and resolving Title VI complaints;
- The collection of statistical data of participants in and beneficiaries of FAST programs, activities, and services;
- The identification and elimination of discrimination when found to exist;
- Promptly resolving areas of deficiency;
- Conducting annual Title VI reviews of program areas and their activities, and working with program staff to resolve any deficiencies;
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- Coordinating the development and implementation of Title VI and related statutes training programs;
- Providing FTA reports of Title VI accomplishments, upcoming goals, and updates to the Title VI Plan that reflect organizational, policy and implementation changes;
- Providing guidance and recommended corrective actions to FAST staff on Title VI issues, discriminatory practices, and policies;
- Developing Title VI information for public dissemination and, where appropriate, in languages other than English;

- Monitoring the FAST Language Assistance Plan and program activities for compliance with Title VI and related statutes; and
- Referring Title VI discrimination complaints to the Human Relations Department for investigation.

While the Program Analyst is chiefly responsible for administering and monitoring Title VI requirements, it is the requirement of every employee in the City to ensure compliance with nondiscrimination regulations and to ensure civil rights protections. The Fayetteville City Council must also approve the department’s Title VI program prior to submittal to FTA.

[N]O PERSON IN THE UNITED STATES 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 RECEIVING FEDERAL FINANCIAL ASSISTANCE.

Overview of Title VI

Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance.

The intent of Title VI is to remove barriers and conditions that prevent minority and LEP populations from receiving access to, participation in and/or benefits from federally assisted programs, services, and activities. In effect, Title VI promotes fairness and equity in federally assisted programs and activities.

The Federal Transit Administration (“FTA”) requires recipients of federal-aid transit funds to prepare a plan to clarify roles, responsibilities, and procedures established to ensure compliance with Title VI.

FAST’s Title VI program focuses on internal programs with significant public contact responsibilities and provides policy direction necessary to ensure compliance with Title VI.

Environmental Justice

Environmental Justice (“EJ”) is often confused with Title VI. In order to clarify Title VI and EJ, FTA removed EJ throughout the Title VI circular and

created a new one. The new EJ circular was designed to ensure agencies consider impacts on low-income and minority populations in outreach, planning and in the siting of facilities. Moreover, EJ is not a law rather it is an Executive Order (12898) that applies to FTA. In turn, FTA's EJ circular is guidance, and when implemented by FTA recipients, ensures FTA complies with the Executive Order on EJ.

Title VI and Related Statutes Non-Discrimination Statement

It is the policy of Fayetteville Area System of Transit ("FAST") to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs requires that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding FAST's programs has a right to file a formal complaint with FAST. Any such complaint must be in writing and submitted to the FAST Program Analyst within one-hundred eighty (180) days following the date of the alleged occurrence.

Authorities

Title VI of the 1964 Civil Rights Act¹ provides that no person in the United States 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 receiving federal financial assistance (implementation through 23 C.F.R. § 200.9 and 49 C.F.R. § 21).

Section 162(a) of the Federal-Aid Highway Act of 1973² added the requirement that there be no discrimination on the grounds of sex.

Section 504 of the Rehabilitation Act of 1973³ provides nondiscrimination under Federal grants and programs.

¹ 42 U.S.C. § 2000d(4a).

² 23 U.S.C. §324.

³ 29 U.S.C. § 794.

The Age Discrimination Act of 1975⁴ prohibits discrimination in federally-assisted Programs.

The Civil Rights Restoration Act of 1987, Public Law 100-209 provides clarification on the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972,⁵ the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Civil Rights Restoration Act restores the broad, institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients and contractors, whether such programs and activities are federally assisted or not.

Executive Order 12898 (issued February 11, 1994) addresses Environmental Justice regarding minority and low-income populations.

Executive Order 13166 (issued August 11, 2000) improves access to services for persons with limited English proficiency.

Title VI Discrimination

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of underrepresented communities to gain access to services and programs. In operating a federally assisted program, a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny program services, aids, or benefits;
- Provide a different service, aid, or benefit, or provide them in a manner different than they are provided to others; or
- Segregate or separately treat individuals in any matter related to the receipt of any service, aid, or benefit.

⁴ 42 U.S.C. §§ 6101-6107.

⁵ 42 U.S.C. §1681.

Programs Covered by Title VI

The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance.

Approximately 30 Federal agencies provide federal financial assistance in the form of funds, training, and technical and other assistance to state and local governments, and non-profit and private organizations. These recipients of federal assistance, in turn, operate programs and deliver benefits and services to individuals (known as "beneficiaries") to achieve the goals of the federal legislation that authorizes the programs.

If a unit of a state or local government is extended federal aid and distributes such aid to another governmental entity, all of the operations of the entity which distribute the funds and all of the operations of the department or agency to which the funds are distributed are covered.

Definitions

The following terms and definitions are from FTA Circular 4702.1B, unless otherwise noted.

Adverse Effect – The totality of significant individual or cumulative human health or environmental effects, including interrelated social and economic effects, which may include, but are not limited to: bodily impairment, infirmity, illness, or death; air, noise, and water pollution and soil contamination; destruction or disruption of man-made or natural resources; destruction or diminution of aesthetic values; destruction or disruption of community cohesion or a community's economic vitality; destruction or disruption of the availability of public and private facilities and services; vibration; adverse employment effects; displacement of persons, businesses, farms, or non-profit organizations; increased traffic congestion, isolation, exclusion or separation of individuals within a given community or from the broader community; and the denial of, reduction in, or significant delay in the receipt of benefits of Department of Transportation (DOT) programs, policies, or activities.

Affirmative Action – A good faith effort to eliminate past and present discrimination in all federally assisted programs, and to ensure future

nondiscriminatory practices.

Beneficiary – Any person or group of persons (other than States) entitled to receive benefits directly or indirectly, from any federally assisted program, i.e., relocation assistance program, impacted citizens, communities, etc.

Census Unit of Analysis – Analyses are conducted at the smallest and most recently available Census unit for which data is readily available for determining both minority and low-income status.

Compliance – The satisfactory condition existing when a recipient has effectively implemented all of the Title VI requirements or can demonstrate that every good faith effort toward achieving this end has been made.

Designated Recipient – An entity designated by the Governor of a State, responsible local officials, and publicly owned operators of public transportation, to receive and apportion federal funds to urbanized areas of 200,000 or more in population.

Direct Recipient – An entity that receives funding directly from FTA. For purposes of Title VI, a direct recipient is distinguished from a primary recipient in that a direct recipient does not extend financial assistance to subrecipients, whereas a primary recipient does.

Discrimination – Any action or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate Impact – A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Treatment – Actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e. less favorably) than others because of their race, color, or national origin.

Disproportionate Burden – A neutral policy or practice that

disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Federal Financial Assistance – Assistance includes any of the following:

Grants and loans of federal funds;
The grant or donation of federal property and interests in property;
The detail of federal personnel;
The sale and lease of, or 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
Any federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Fixed Route – Public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

Limited English Proficient (LEP) Persons – 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.

Low-Income Household – A low-income household is a household with a median yearly income less than or equal to 50% of the regional median.

Low-Income Population – Any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or American Indians) who will be similarly affected by a proposed FTA program, policy or activity.

Low-Income Tract – Any tract where the percentage of the population that is low-income is greater than the average percent low-income in the entire study area.

Minority Persons – Any race except non-Hispanic white, as indicated by Title VI guidelines, including the following:
American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for

example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Island.

Minority Population – Any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or American Indians) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy, or activity.

Minority Tract - Any tract where the percentage of the population that is minority is greater than the average percent minority in the entire study area.

National Origin – The particular nation in which a person was born, or where the person’s parents or ancestors were born.

Noncompliance – An FTA determination that the recipient or subrecipient has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding participation in, or subjecting persons to discrimination in a recipient’s program or activity.

Persons with Disabilities – An individual with a disability is a person who has a physical or mental impairment which substantially limits one or more major life activities. For transportation services, a person with a disability is an individual, who by reason of illness, incapacity or disability, is unable, without special facilities or special planning or design, to utilize mass transportation facilities and services as effectively as persons who are not so affected.

Predominantly Minority Area – A geographic area, such as a neighborhood, Census tract, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient’s service area.

Predominantly Low-Income Area – A geographic area, such as a neighborhood, Census tract, or traffic analysis zone, where the proportion

of low-income persons residing in that area exceeds the average proportion of low-income persons in the recipient's service area.

Program – Includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (including education or training, health, welfare, rehabilitation, housing, or other services, whether provided through employees of the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient, and including work opportunities), or for the provision of facilities for furnishing services, financial aid or other benefits to individuals. The services, financial aid, or other benefits provided under a program receiving Federal financial assistance shall be deemed to include any services, financial aid, or other benefits provided with the aid of Federal financial assistance or with the aid of any non-Federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions which must be met in order to receive the Federal financial assistance, and to include any services, financial aid or other benefits provided in or through a facility provided with the aid of Federal financial assistance or such non-Federal resources.

Public Participation – An open process in which the rights of the community to be informed, to provide comments to the government and to receive a response from the government are met through a full opportunity to be involved and express needs and goals.

Public Transportation – Regular, continuing, shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low-income. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intra-facility shuttle services. Public transportation can be either fixed route or demand response service.

Secretary – The Secretary of the U.S. Department of Transportation.

Service Standard/Policy – An established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Service Area – The geographic area in which a transit agency is authorized

by its charter to provide service to the public or the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Service Frequency – The frequency of service is a general indication of the same level of service provided along a route and the travel time expended by a passenger to reach his/her destination.

Service Standard/Policy – An established policy or service performance measure used by a transit provider, other recipient, or subrecipient as a means to plan or distribute services and benefits within its service area.

Subrecipient – An entity that receives federal financial assistance from FTA through a primary recipient.

Title VI Program – A document developed by an FTA recipient or subrecipient to demonstrate how the recipient/subrecipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors, or appropriate governing entity or official(s) responsible for policy decisions, prior to submission to FTA.

Transit Provider – Any entity that operates public transportation service; includes states, local and regional entities, and public and private entities. This term is inclusive of direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

Vehicle Headway – The time interval between two vehicles traveling in the same direction.

Vehicle Load – Can be expressed as the ratio of passengers per vehicle or the ratio of passengers to the number of seats on a vehicle during a vehicle's maximum load point.

Vital Document – Documents that convey information that critically affects the ability of the recipient/customer to make decisions about his or her participation in the program.

GENERAL REQUIREMENTS

FTA requires that all direct and primary recipients document their compliance with US DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer (RCRO) once every three (3) years. For all recipients, the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. FAST is a designated recipient that receives grant funds directly from FTA and can therefore allocate federal funds to subrecipients that are public agencies or private nonprofit organizations. FAST reports to the City Council of Fayetteville, its governing entity.

Attachment A includes a copy of the Fayetteville City Council's resolution evidencing approval of FAST's Title VI Program for 2015-2018.

The General Requirements section of this report contains Title VI Program components required in Chapter III of FTA Circular 4702.1B. This section includes the following information:

- I. Notice to the Public
- II. Complaint Procedures
- III. List of Investigations, Complaints, and Lawsuits
- IV. Public Participation Plan
- V. Language Assistance Plan
- VI. Board Membership and Recruitment
- VII. Subrecipient Monitoring
- VIII. Facilities Siting and Construction
- IX. System-Wide Service Standards and Policies

I. NOTICE TO THE PUBLIC

FAST posts the Title VI notice to the public on its website, and at the FAST Transit Center (505 Franklin Street) and the administrative offices (455 Grove Street) (See Attachment B). The complaint form and procedures are available at both locations, as well as on the website. The complaint form may be completed in person, mailed to 455 Grove Street, or emailed to FAST@ci.fay.nc.us. In addition, the Title VI notice to the public is posted on all revenue vehicles.

TITLE 49 CFR SECTION 21.9(D) REQUIRES RECIPIENTS TO PROVIDE INFORMATION TO THE PUBLIC REGARDING THE RECIPIENT'S OBLIGATIONS UNDER DOT'S TITLE VI REGULATIONS AND APPRISE MEMBERS OF THE PUBLIC OF THE PROTECTIONS AGAINST DISCRIMINATION AFFORDED TO THEM BY TITLE VI. AT A MINIMUM, RECIPIENTS SHALL DISSEMINATE THIS INFORMATION TO THE PUBLIC BY POSTING A TITLE VI NOTICE ON THE AGENCY'S WEBSITE AND IN PUBLIC AREAS OF THE AGENCY'S OFFICE(S), INCLUDING THE RECEPTION DESK, MEETING ROOMS, ETC. RECIPIENTS SHOULD ALSO POST TITLE VI NOTICES AT STATIONS OR STOPS, AND/OR ON TRANSIT VEHICLES.

FAST's Title VI notice is a vital document that is translated in both English and Spanish and states the following:

Fayetteville Area System of Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services or programs on the basis of race, color, national origin, age, sex or disability as afforded by non-discrimination laws and Title VI of the Civil Rights Act of 1964. Its objective is to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The remainder of the notice can be found in Attachment C.

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States 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 receiving Federal financial assistance."

IN ORDER TO COMPLY WITH THE REPORTING REQUIREMENTS ESTABLISHED IN 49 CFR SECTION 21.9(B), ALL RECIPIENTS SHALL DEVELOP PROCEDURES FOR INVESTIGATING AND TRACKING TITLE VI COMPLAINTS FILED AGAINST THEM AND MAKE THEIR PROCEDURES FOR FILING A COMPLAINT AVAILABLE TO MEMBERS OF THE PUBLIC. RECIPIENTS MUST ALSO DEVELOP A TITLE VI COMPLAINT FORM, AND THE FORM AND PROCEDURE FOR FILING A COMPLAINT SHALL BE AVAILABLE ON THE RECIPIENT'S WEBSITE. FTA REQUIRES DIRECT AND PRIMARY RECIPIENTS TO REPORT INFORMATION REGARDING THEIR COMPLAINT PROCEDURES IN THEIR TITLE VI PROGRAMS IN ORDER FOR FTA TO DETERMINE COMPLIANCE WITH DOT'S TITLE VI REGULATIONS.

II. COMPLAINT PROCEDURES

Fayetteville Area System of Transit developed the following complaint procedures:

Any person who believes he or she has been denied benefits or has been excluded from participation in services of any program or activity administered by US DOT or its subrecipients, consultants, or contractors on the basis of race, color, national origin (including LEP), sex, age, or disability may file a complaint pursuant to Title VI and/or related statutes. All Title VI complaints are considered formal. Complainants must file a signed, written complaint no later than one-hundred and eighty (180) days from:

- The date of the alleged act of discrimination;
- 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 the conduct was discontinued.

The complaint should include the following information:

- The complainant's name, mailing address, and contact information (*i.e.*, telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.
- Any additional information the complainant deems significant and pertinent to the grievance(s).

The Title VI Complaint Form (see Attachment D) may be used to submit the complaint information. Complaint forms can also be obtained by contacting the FAST at (910) 433-1747, or by visiting the FAST website at <http://www.ridefast.net>. The complaint may be filed in writing with FAST at the following address:

Fayetteville Area System of Transit
Civil Rights Program Analyst/DBELO
455 Grove Street
Fayetteville, NC 28301

Or by email to FAST@ci.fay.nc.us

In addition to filing Title VI complaints with FAST, complainants may also file a Title VI complaint with the following agencies:

City of Fayetteville
Human Relations Director
433 Hay Street
Fayetteville, NC 28301

NCDOT Office of Civil Rights
External Civil Rights Section
1511 Mail Service Center
Raleigh, NC 27699-1511

Federal Transit Administration
Attn: Region IV Civil Rights Officer
230 Peachtree St., N.W., Ste. 1400
Atlanta, GA 30303

The U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue,
SE Washington, DC 20590

Title VI complaints are investigated by the City of Fayetteville's Human Relations Department in accordance with the City's discrimination complaint procedures.

NOTICE:

Complainants are encouraged to send all written correspondence through the U.S. Postal Service via certified mail in order to ensure that documents are easily tracked. If complainants choose to submit complaints by facsimile and/or email, an original, signed copy of the complaint must be mailed to the Program Analyst as soon as possible, but no later than 180 days from the alleged date of discrimination.

III. LIST OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

During the (2015 - 2018) reporting period, there were no Title VI investigations, complaints or lawsuits.

IN ORDER TO COMPLY WITH THE REPORTING REQUIREMENTS OF 49 CFR SECTION 21.9(B), FTA REQUIRES ALL RECIPIENTS TO PREPARE AND MAINTAIN A LIST OF ANY OF THE FOLLOWING THAT ALLEGE DISCRIMINATION ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN: ACTIVE INVESTIGATIONS CONDUCTED BY ENTITIES OTHER THAN FTA; LAWSUITS; AND COMPLAINTS NAMING THE RECIPIENT. THIS LIST SHALL INCLUDE THE DATE THAT THE INVESTIGATION, LAWSUIT, OR COMPLAINT WAS FILED; A SUMMARY OF THE ALLEGATION(S); THE STATUS OF THE INVESTIGATION, LAWSUIT, OR COMPLAINT; AND ACTIONS TAKEN BY THE RECIPIENT IN RESPONSE, OR FINAL FINDINGS RELATED TO, THE INVESTIGATION, LAWSUIT, OR COMPLAINT. THIS LIST SHALL BE INCLUDED IN THE TITLE VI PROGRAM SUBMITTED TO FTA EVERY THREE YEARS.

IV. PUBLIC PARTICIPATION PLAN

FAST has an established comprehensive public involvement process to ensure minority, low-income, and LEP populations are engaged through public outreach and involvement activities. FAST's Public Participation Plan was updated in 2014. FAST has reviewed and updated the outreach program according to FTA Circular 4702.1B.

THE CONTENT AND CONSIDERATIONS OF TITLE VI, THE EXECUTIVE ORDER ON LEP, AND THE DOT LEP GUIDANCE SHALL BE INTEGRATED INTO EACH RECIPIENT'S ESTABLISHED PUBLIC PARTICIPATION PLAN OR PROCESS (I.E., THE DOCUMENT THAT EXPLICITLY DESCRIBES THE PROACTIVE STRATEGIES, PROCEDURES, AND DESIRED OUTCOMES THAT UNDERPIN THE RECIPIENT'S PUBLIC PARTICIPATION ACTIVITIES).... RECIPIENTS SHOULD MAKE THESE DETERMINATIONS BASED ON A DEMOGRAPHIC ANALYSIS OF THE POPULATION(S) AFFECTED, THE TYPE OF PLAN, PROGRAM, AND/OR SERVICE UNDER CONSIDERATION, AND THE RESOURCES AVAILABLE.

Demographic Analysis & Public Participation

FAST has developed a comprehensive Public Participation Plan. The Public Participation Plan is based on demographic analysis of the service area. Demographic analysis shows that the public located in FAST's service area is predominantly comprised of minorities (60.87%) and Spanish speaking LEP's (1.6%). Only 21.8% are considered low-income.

Based on this analysis, FAST's public outreach plan provides all demographics with an opportunity to participate in decision-making processes.

Proactive Strategies

The outreach plan includes the use of very targeted methods. Staff use a variety of culturally competent techniques and proactive strategies as part of its Public Participation Plan, including conducting hearings, face-to-face meetings, conference calls, and public notices. The program includes a description of translation policies and accomplishments during the reporting period (See Attachment E for FAST's Goals and Accomplishments report).

Culturally Competent Meetings/Workshops

It is FAST's policy to conduct conferences, meetings and training functions in the most professional, efficient, and cost-effective manner possible while ensuring compliance with all laws, rules, and regulations.

49 USC Chapter 53 requires public input prior to fare increases in major service reductions. FAST will ensure the level of public outreach will be considered by weighing the proposed transportation issue with its impact on the community.

- Public hearings will be held for any proposed fare increase and major service reductions.
- FAST will document public outreach as part of its Annual Goals and Accomplishments report provided to the FTA for the next Title VI Program submission.

The following includes highlights of techniques and strategies to ensure minority, low-income and LEP populations are included in the decision-making processes:

- An Environmental Justice policy pursuant to the requirements outlined in Circular 4702.1B and 4703.1A. The policy pertains to

public outreach and analysis FAST will conduct prior to the siting of a facility (See Attachment F for a copy of FAST’s Environmental Justice policies).

- FAST uses a variety of times and accessible locations to engage protected populations.
- The Program Analyst has and will continue to maintain a list of community based organizations (“CBO”) that serve protected populations. The list may be used to encourage participation and feedback from citizens and CBO’s during direct mail and email initiatives.
- The Program Analyst attends ongoing community meetings to conduct, discuss and present information to promote transportation related activities and plans.
- FAST has created a Title VI brochure titled “Know Your Rights – FAST Responsibilities Under Title VI of the Civil Rights Act of 1964” (See Attachment G). The brochure is developed to provide the public with information regarding Title VI and related statutes and their rights under the law.
- FAST translated this brochure into Spanish after the LEP four factor analysis indicated this language is the only language that meets the threshold for the required translation of vital documents. This brochure will be offered for distribution to the general public and other parties or individuals participating in or otherwise benefiting from Federal-aid programs. The brochure is also available in mediums other than the written word upon request. The brochure will be reviewed periodically by the Program Analyst and revisions will be made as appropriate.
- FAST has incorporated all required Title VI information into its existing website. FAST’s website has multilingual capabilities.

FAST has a vast array of opportunities for public input:

- **Transit Development Plan (TDP):** The TDP is a ten-year planning document that summarizes transportation projects and programs. The TDP process includes public hearings and public comment periods.
- **City Council Meetings:** The City Council holds two regular meetings

a month. The public is invited and encouraged to attend these meetings and bring forth any issues, comments and recommendations related to city and transit programs. Time is allotted at one City Council meeting each month as part of a Public Forum where speakers may address any issues. The other meeting comments are limited to the items on the Council's meeting agenda.

- **Public Meetings:** When new services, changes to existing services, and new projects are proposed, information is disseminated to the neighborhoods and various populations that are affected. Public meetings are scheduled to provide a forum for the public to submit comments and questions.
- **Community Watch/Neighborhood Meetings:** The City holds regular meetings with neighborhood residents to discuss numerous initiatives, and to address questions, issues and plans. FAST periodically participates in these meetings to informally discuss plans and to gain neighborhood feedback concerning its services.
- **Transit Orientation Classes:** FAST is exploring the possibility of developing a Transit Orientation program, designed to educate for different community groups (*i.e.*, senior centers, the disabled community, minority groups, school systems, etc.) about the benefits of the many services FAST offers. The classes would be part of an ongoing outreach effort to these populations to assist the agency in identifying the transportation needs of different community groups and ensuring that the agency's transit routes, hours and days of service, and other aspects of public transportation are responsive to the needs of these populations.
- **Customer Complaint Process:** Citizens may contact the Transit Department to submit a complaint or comment. All complaints/comments are tracked in a database. Issues are distributed to the relevant area manager who researches the complaint and responds back to the citizen.
- **Bilingual Outreach:** FAST provides Spanish speaking LEP's with written information in Spanish. FAST uses bilingual staff to provide interpreter and translation services for Spanish-speakers and American Sign Language for the hearing/speech impaired. Bilingual services are utilized when available in outreach programs and during public meetings, as needed/requested. All bilingual services are free.

Project Specific Outreach for Major Transportation Projects
FAST may use the following steps as it considers the outreach process for transportation projects:

1. Invitations and Notifications

FAST may maintain contact lists of previous attendees and possible attendees in order to reach out to community members through invitations and notifications that will inform individuals about outreach efforts/workshops. FAST may establish a database to track where and to whom invitations and notifications are sent. Mailings can be completed at least two (2) weeks prior to the outreach/workshop.

Items that may be included in FAST invitations and notifications:

- Notice for individuals with disabilities.
- Standard information.
- The purpose of the outreach effort/workshop.
- The address where the outreach effort/workshop will occur.
- The date and time of the outreach effort/workshop.
- Information about available parking.
- Specific information about the project.
- The name of a Department contact and how that person can be reached. (A dedicated telephone line should be used, which accepts at least 50 voice mails and can rollover to an alternate contact when needed.)

2. Announcements

FAST will send announcements to a general audience and include the standard outreach effort/workshop information listed in Attachment H. Announcements will identify the host, FAST, and a contact person. The most common types of announcements used by FAST are local newspaper notices, emails, radio ads, flyers and posters.

Announcements are made at least two (2) weeks prior to the outreach effort/workshop. Free advertisement (*i.e.*, trade journals, newspapers and magazines, web pages, public service announcements, etc.) will be

used whenever possible.

Items that may be included in FAST announcements:

- The purpose of the outreach effort/workshop.
- The address where the outreach effort/workshop will occur.
- The date and time of the outreach effort/workshop.
- Parking information.
- Information about the project (*i.e.*, contract number, bid opening date, and, if applicable, contract participation goals for DBE/SBE/DVBES) and categories of work available.
- One contact person and how that person can be reached. (A dedicated telephone line should be used, which accepts at least 50 voice mails and can roll over to an alternate contact when needed.)

FAST may continue using announcements for future outreach efforts/workshops.

3. Tracking Outreach and Workshop Participation

FAST collects attendee data at each outreach effort/workshop. The information collected provides FAST with contacts for future surveys and outreach activities/workshops. FAST collects the following information at outreach events (See Attachment I):

- Contact name
- Mailing address
- Telephone number
- Fax Number
- Email Address

FAST may continue tracking outreach for future outreach efforts/workshops.

4. Assessment

FAST compiles public outreach information for triennial updates and to improve outreach. The following are typical methodologies:

- Survey Attendees: FAST surveys attendees to assess where improvements may be made. Analysis is completed to develop ways to improve the quality of FAST's outreach efforts.
- Process Data: Data collected from outreach efforts/workshops. This data may be compiled and reported to the City Council and triennially to the FTA.
- Follow-up: Responding to Public Comments and Feedback: Within five working days of the conclusion of the series of outreach efforts/workshops, staff may document all comments, questions and responses in FAST's outreach participation tracking database.
- FAST is committed to responding in a timely manner to questions and comments provided by attendees.

FAST may continue using assessments for future outreach efforts/workshops.

V. LANGUAGE ASSISTANCE PLAN

On August 11, 2000, President Clinton signed Executive Order 13166 into law, "Improving Access to Services for Persons with Limited English Proficiency". The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to federally funded programs and projects.

FTA implemented Executive Order 13166 by including LEP requirements in 4702.1B. FAST is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access to programs, services and benefits for persons with limited English proficiency.

After an extensive review of LEP populations and their needs, FAST conducted a deeper analysis to further the agency's goal of providing LEP customers with meaningful access to FAST's programs and services. FAST's Language Assistance Plan is located in Attachment J.

According to FTA Circular 4702.1B:

CONSISTENT WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, DOT'S IMPLEMENTING REGULATIONS, AND EXECUTIVE ORDER 13166, "IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY" (65 FR 50121, AUG. 11, 2000), RECIPIENTS SHALL TAKE REASONABLE STEPS TO ENSURE MEANINGFUL ACCESS TO BENEFITS, SERVICES, INFORMATION, AND OTHER IMPORTANT PORTIONS OF THEIR PROGRAMS AND ACTIVITIES FOR INDIVIDUALS WHO ARE LIMITED-ENGLISH PROFICIENT (LEP).

Four Factor Analysis

The following Four Factor Analysis serves as the guide for determining which language assistance measures FAST will undertake to ensure LEP's have access to Fayetteville Area System of Transit's programs by LEP persons.

Factor One: Number or proportion of LEP persons to be served or likely to be encountered by FAST projects and programs in the service area (served or encountered includes those persons who could benefit from FAST services if that person received education & outreach, and if FAST provided sufficient language services);

Factor Two: The frequency with which LEP persons come into contact with FAST's programs and services;

Factor Three: The nature and importance of FAST's programs, activities, or services provided; and

Factor Four: The resources available and costs of the program to the recipient. The resources needed, and available, to inform and educate LEP populations of the resources available to them through FAST program and projects.

The Four Factor analysis was prepared by FAST to guide its staff to make informed decisions in the following areas:

- Making informed decisions on how to strategically direct public involvement and participation toward the most needed and most affected populations within FAST's service area.
- Making informed decisions on what, why, and how to order and

distribute brochures and other vital documents, to notify LEP's about FAST services and programs.

- Making informed decisions on how to best notify the public of their Title VI rights and how proposed projects and programs may impact them.

In accordance with FTA's policy guidance, FAST applied the Four Factor analysis to its programs and activities, as well as a GIS analysis. Below is a description of the LEP demographics in the FAST service area. The results of the Four Factor analysis showed Spanish speaking LEP's make up the highest concentration.

LEP Demographic Analysis

To determine this number, FAST referred to demographic information provided by the U.S. Census Bureau. Data from the Census Bureau's 2016 American Community Survey ("ACS") shows that the population of the City of Fayetteville, above 5 years of age, is 187,833.

From this total, residents were divided by language into those who can speak English "very well" or "less than very well." For the purposes of determining the number of LEP persons eligible to be served by FAST services, this analysis focuses on those who speak English "less than very well," in accordance with the formal definition of LEP persons from the Department of Justice (DOJ) and FTA.

The analysis in Table 1 shows that of the various languages spoken in Fayetteville. Only one language in one census tract has over 5% speakers who speak English "less than very well," thus falling under the FTA's Safe Harbor Provision" threshold (1,000 speakers who could speak English "less than very well").

Table 1. LEP Population Fayetteville Service Area

Language Spoken at Home	LEP Population Estimate	Percentage of Total Population	Percentage of LEP Population
Spanish	3,252	7.10%	47.39%
Asian/Pacific Islander	2,348	2.20%	34.22%
Indo-European	1,010	2.60%	14.72%
Other Languages	252	0.60%	3.67%
Total	6,862	12.50%	100.00%

Source: 2012-2016 American Community Survey. The total limited English proficient population within FAST's service area is 6,862 individuals. The highest concentration of limited English proficient populations is Spanish speaking LEP's, followed by Asian-Pacific Islanders at 2,348 and Indo-European at 1,010.

According to the 2012-2016 ACS data for LEP individuals, the top language spoken at home is Spanish followed by Asian-Pacific Islander ("API") and Indo-European. FAST applied the DOJ safe harbor threshold (5% or 1,000 individuals, whichever is less) to determine whether or not translation is needed. Based on the data FAST will translate vital documents in Spanish.

The next highest language is Asian-Pacific Islander followed by Indo-European. However, the number of Asian-Pacific Islanders (2,348) represents multiple languages, i.e. Korean, Chinese, etc. None of the individual languages (Korean, Chinese, etc.) have greater than 5% or 1,000 individuals classified as speaking English "less than very well." Likewise, the number of Indo-European (1,010) represents multiple languages as well, i.e. French, Italian, etc. None of the individual languages (French, Italian, etc.) have greater than 5% or 1,000 individuals classified as speaking English "less than very well." When examining individual census tracts within the service area, there are no individual census tracts (within each language spoken at home) that exceeds the 5% or 1,000 threshold. Therefore, translation is not required for Asian-Pacific Islander or European.

Based on the FTA LEP guidance, FAST applied the rule of thumb that the greater the number or proportion of LEP persons served or encountered, the more likely the language services is needed. Analysis shows that the predominant language likely to be encountered within the FAST service area is Spanish.

Demographic Analysis

FAST identified the demographics of its service area using the 2016 American Community Survey (ACS). The analysis is used by FAST to assess the potential impacts of transportation changes on minority, low-income

and LEP populations.

Demographic analysis shows:

- More than half of the service area (60.87%) is minority;
- More than twenty-percent (21.8%) of households are identified as low-income; and
- The total of limited English proficient populations 6,862 with Spanish consisting of 47.39% (3,252) of the total LEP.

Race and Ethnicity

FAST uses 2016 ACS to determine the needs of traditionally underserved communities and to consider that input in transportation decisions affecting those communities. Historical trends show that minorities are the least likely to participate in public input sessions, even if they are most likely the beneficiary of services. Table 2 illustrates that more than half of the service area (60.87%) is comprised of non-white ethnicities.

Table 2. Ethnicity in Fayetteville Service Area

Race	Population	Percentage of Total Population
White	79,692	39.13%
Black	83,004	40.75%
Hispanic	23,725	11.65%
Asian	5,461	2.68%
Hawaiian Native and Pacific Islander	466	0.23%
Native American	1,620	0.80%
Two or More Races	9,042	4.44%
Other	660	0.32%
Total	203,670	100.00%

Source: 2012-2016 American Community Survey data.

Fayetteville Income Strata

Table 3 depicts the number of low-income households within the Fayetteville service area. More than twenty-percent (25.97%) of households are identified earn less than \$24,999 annually. Low-income is considered as a median income of less than 50% of the area median. For Fayetteville, the median income is \$43,882; the low-income threshold is \$21,941.

Table 3. Household Income

Income	Households	Percentage of Households
Less than \$10,000	6,655	8.44%
\$10,000 to \$14,999	4,426	5.61%
\$15,000 to \$24,999	9,408	11.93%
\$25,000 to \$34,999	10,680	13.54%
\$35,000 to \$49,999	13,569	17.20%
\$50,000 to \$74,999	15,668	19.86%
\$75,000 to \$99,999	8,161	10.35%
\$100,000 to \$149,999	6,890	8.73%
\$150,000 to \$199,999	1,856	2.35%
\$200,000 or more	1,566	1.99%
Total Households	78,879	100.00%

Source: 2012-2016 American Community Survey data

VI. BOARD MEMBERSHIP AND RECRUITMENT

FAST relies on oversight and guidance from diverse volunteers at every level of the department’s structure. The City of Fayetteville is an elected governing body. To provide ongoing feedback on transit issues FAST seeks guidance from the citizens’ “Fayetteville Advisory Committee for Transit” (“FACT”) diverse members. FAST seeks diverse membership by notifying diverse members through its outreach program. Membership is presented in Table 3 below.

Title VI requires recipients to provide a demographic analysis of non-elected advisory committees. The analysis is meant to provide the agency with information pertaining to the profile of the advisory committee members relative to the City of Fayetteville’s demographics.

TITLE 49 CFR SECTION 21.5(B)(1)(VII) STATES THAT A RECIPIENT MAY NOT, ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN, “DENY A PERSON THE OPPORTUNITY TO PARTICIPATE AS A MEMBER OF A PLANNING, ADVISORY, OR SIMILAR BODY WHICH IS AN INTEGRAL PART OF THE PROGRAM.” RECIPIENTS THAT HAVE TRANSIT-RELATED, NON-ELECTED PLANNING BOARDS, ADVISORY COUNCILS OR COMMITTEES, OR SIMILAR COMMITTEES, THE MEMBERSHIP OF WHICH IS SELECTED BY THE RECIPIENT, MUST PROVIDE A TABLE DEPICTING THE RACIAL BREAKDOWN OF THE MEMBERSHIP OF THOSE COMMITTEES, AND A DESCRIPTION OF EFFORTS MADE TO ENCOURAGE THE PARTICIPATION OF MINORITIES ON SUCH COMMITTEES.

Table 4. Fayetteville Advisory Committee for Transit (FACT) Membership

FACT Members	# of Members	White*	Hispanic	Black*	Native American*	Asian*	Hawaiian Native and Pacific Islander*	Other*	
City of Fayetteville	203,670	39.13%	11.65%	40.75%	0.80%	2.68%	0.23%	4.76%	
ADA Rider/representative	2	11.11%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	22.22%
Bus Rider	1	11.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%
FAMPO Director/Designee	1	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	11.11%
Outside Service Area	1	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	11.11%
Within Service Area	2	0.00%	0.00%	22.22%	0.00%	0.00%	0.00%	0.00%	22.22%
Local Community Business Representative	1	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	11.11%
FAST Operator	1	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	11.11%
*Non-Hispanic Total	9	22.22%	0.00%	77.78%	0.00%	0.00%	0.00%	0.00%	

Source: 2012-2016 ACS Census data.

VII. SUBRECIPIENT MONITORING

FAST currently has one subrecipient with plans for two additional subrecipients in the near future. Subrecipients may adopt FAST's Title VI plan.

Title 49 CFR Section 21.9(b) states that if

...A PRIMARY RECIPIENT EXTENDS FEDERAL FINANCIAL ASSISTANCE TO ANY OTHER RECIPIENT, SUCH OTHER RECIPIENT SHALL ALSO SUBMIT SUCH COMPLIANCE REPORTS TO THE PRIMARY RECIPIENT AS MAY BE NECESSARY TO ENABLE THE PRIMARY RECIPIENT TO CARRY OUT ITS OBLIGATIONS UNDER THIS PART.

VIII. FACILITIES SITING AND CONSTRUCTION

Other than in-progress projects such as bus stop improvements, which fall under a categorical exclusion, FAST has not constructed any facilities meeting the applicable definitions under Title VI during the covered fiscal years 2013, 2014, and 2015 (since its prior 2012 Title VI Program submission). See EJ Principles to refer to the outreach process.

Currently, Title 49 CFR Section 21.9(b)(3) states,

IN DETERMINING THE SITE OR LOCATION OF FACILITIES, A RECIPIENT OR APPLICANT MAY NOT MAKE SELECTIONS WITH THE PURPOSE OR EFFECT OF EXCLUDING PERSONS FROM, DENYING THEM THE BENEFITS OF, OR SUBJECTING THEM TO DISCRIMINATION UNDER ANY PROGRAM TO WHICH THIS REGULATION APPLIES, ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN; OR WITH THE PURPOSE OR EFFECT OF DEFEATING OR SUBSTANTIALLY IMPAIRING THE ACCOMPLISHMENT OF THE OBJECTIVES OF THE ACT OR THIS PART.

Title 49 CFR part 21, Appendix C, Section (3)(iv) provides,

THE LOCATION OF PROJECTS REQUIRING LAND ACQUISITION AND THE DISPLACEMENT OF PERSONS FROM THEIR RESIDENCES AND BUSINESSES MAY NOT BE DETERMINED ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN.

According to FTA Circular 4702.1B in order to comply with the regulations when constructing storage facilities, maintenance facilities, or operations centers, FAST will:

- Complete a Title VI equity analysis during the planning stage when deciding where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- When evaluating locations of facilities, recipients should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts may result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The recipient must show how both tests are met. It is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

IX. SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Service standards and guidelines serve as useful policy tools that reflect the mission and goals of the transit organization. These define attributes of service design and delivery as well as create an objective set of criteria under which existing services, proposed alterations to services, and prospective new services are evaluated. Service standards also provide a basis for the open and equitable allocation of budget-limited service resources in accordance with Title VI and Environmental Justice requirements.

The City of Fayetteville City Council adopted Transit Service Standards (Resolution No. R2013-040) according to 4702.1B in August 2013. For additional detail, see FAST's Service Standards (Attachment K).

FAST's service standards and policies are:

Standards:

- Vehicle Loads
- Vehicle Headway/Frequency of Service
- On-Time Performance
- Service Availability
- Route Design

Policies:

- Distribution of Transit Amenities
- Vehicle Assignment

These standards and policies assist in guiding the development and delivery of service in support of FAST's mission to improve quality of life by connecting people and places with safe, efficient, reliable, courteous and innovative transportation.

These standards and policies also provide benchmarks to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. They establish a basis for future monitoring and analysis of service delivery, availability, and the distribution of amenities and vehicles to determine whether or not any disparate impacts are evident.

Vehicle Loads

Standards for passenger capacity could be used to determine if a bus is overcrowded.

Vehicle Load: Vehicle Load Factor (passengers on board/bus seating capacity) shall not exceed 1.3 (i.e., 30% standing) on any trip for more than 10 minutes.

Routes with Vehicle Loads exceeding 1.3 will be considered first for headway improvement.

Vehicle Headway/Frequency of Service

FAST has developed a service standard for vehicle headway and service frequency.

Vehicle Headway/Frequency of Service: Regular Fixed Route Vehicle Headway on any route shall not exceed 60 minutes (or one vehicle per hour frequency) between 6:00a.m. and 7:00p.m.

Regular Fixed Route Vehicle Headway may exceed 60 minutes before 6:00a.m. and after 7:00p.m. (Weekdays and Saturday) or at any time on Sunday. This headway standard shall not apply to express bus or suburban bus services.

On-Time Performance

FAST has established measures and standards for on-time performance of bus service.

On-Time Performance: On-time is defined as the trips completed between one (1) minute early and five (5) minutes late as compared to schedule. Arriving at a trip's destination point early will not be counted as an early for calculations purposes.

System-wide on-time performance shall be a minimum of 95% of schedule at route origins and destinations (i.e., terminal points). Individual route on-time performance shall be a minimum of 90% of schedule at route origins and destinations. System-wide on-time performance shall be a minimum of 70% of schedule at published time points.

Service Availability

FAST developed a standard for availability of service within its service area.

Service Availability:

- Access to Service:
 - Sixty percent (60%) of service area residents shall have access to bus service. Access to bus service is defined as less than a mile walk from a residence to a bus stop from 6:00 a.m. to 7:00 p.m. on weekdays

- Bus Stop Spacing:
 - Stops shall be no closer than 800 feet, unless land use and passenger demand indicate a need for closer stops
 - Minimum five (5) stops per mile in core
 - Minimum two (2) stops per mile in outlying areas (depending on density and land use)
 - Bus stop spacing standards shall not apply to express or limited stop bus service

Route Design

Routes shall operate on major thoroughfares or arterial streets to the maximum extent possible. Exceptions will be allowed for turnaround loops or major destinations located on non-arterial streets. Services should be designed to operate in two directions on the same street whenever possible in order to reduce confusion to passengers and maximize service effectiveness. However, due to street configurations, some loop routes maybe necessary.

- Route Deviation: Fixed routes may deviate off their primary alignment for a variety of reasons - to serve a major destination, to avoid a bottleneck and to provide coverage. Deviations off the basic alignment of a fixed route should be minimized whenever possible. Any deviations considered as a part of a route change should meet the following criteria:
 - The additional time necessary for the deviation should not exceed five minutes, or 10% of the one-way travel time of the existing route without deviation.
 - Deviations should result in an increase in overall route productivity.

Distribution of Transit Amenities

FAST has written guidelines that form a framework for the deployment of amenities as part of its projects and programs. The following is FAST's transit amenities standard:

- Bus Shelters: At stops with 20 or more boardings per day or locations where 3 or more routes converge
- Bus Benches: At stops with 10 or more boardings per day
- Bus Stop Signs: At all stops. Bus stop signs should display FAST name, information contact number and route/schedule
- Sponsorships: Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop.

Vehicle Assignment

Vehicle assignment is described as follows by FTA Circular 4702.1B:

VEHICLE ASSIGNMENT REFERS TO THE PROCESS BY WHICH TRANSIT VEHICLES ARE PLACED INTO SERVICE IN DEPOTS AND ON ROUTES THROUGHOUT THE TRANSIT PROVIDER’S SYSTEM. POLICIES FOR VEHICLE ASSIGNMENT MAY BE BASED ON THE AGE OF THE VEHICLE, WHERE AGE WOULD BE A PROXY FOR CONDITION. FOR EXAMPLE, A TRANSIT PROVIDER COULD SET A POLICY TO ASSIGN VEHICLES TO DEPOTS SO THAT THE AGE OF THE VEHICLES AT EACH DEPOT DOES NOT EXCEED THE SYSTEM-WIDE AVERAGE. THE POLICY COULD ALSO BE BASED ON THE TYPE OF VEHICLE. FOR EXAMPLE, A TRANSIT PROVIDER MAY SET A POLICY TO ASSIGN VEHICLES WITH MORE CAPACITY TO ROUTES WITH HIGHER RIDERSHIP AND/OR DURING PEAK PERIODS. THE POLICY COULD ALSO BE BASED ON THE TYPE OF SERVICE OFFERED. FOR EXAMPLE, A TRANSIT PROVIDER MAY SET A POLICY TO ASSIGN SPECIFIC TYPES OF VEHICLES TO EXPRESS OR COMMUTER SERVICE. TRANSIT PROVIDERS DEPLOYING VEHICLES EQUIPPED WITH TECHNOLOGY DESIGNED TO REDUCE EMISSIONS COULD CHOOSE TO SET A POLICY FOR HOW THESE VEHICLES WILL BE DEPLOYED THROUGHOUT THE SERVICE AREA.

The following is FAST’s fleet and route assignment policy:

- Vehicle Equipment: Revenue vehicles shall be clean, in good condition, with working ramp or lift and working air conditioning or heat (depending on season)
- Route Assignment: Higher capacity buses shall be used on routes with the highest ridership and load factors

- Vehicle Age/Mileage: Vehicles shall be distributed equally throughout the route system. Vehicle assignments shall be evaluated every six (6) months to ensure equitable aging (accumulated miles) and distribution to all routes.

Evaluating and Altering Services

FAST strives to allocate service resources equitably and efficiently. Circumstances may change requiring that routes be evaluated and adjusted to ensure effectiveness and proper allocation of resources. Routes will be evaluated at least annually. Although several factors are considered, the primary route productivity measure FAST will use is Total Passengers per Revenue Service Hour.

- Routes to Review: Less than 80% of system average Passengers per Hour
- Routes to Modify: Less than 60% of system average Passengers per Hour
- Maturing Service: New routes do not generally generate stable ridership levels immediately. A two-year period permits adequate time to build a transit market. Routes that have operated less than two years will be considered maturing. Maturing routes will be monitored but may be exempted from corrective actions to provide opportunity to meet ridership expectations. FAST anticipates making fine-tuning adjustments to maturing routes over its first two years.
- Lifeline Routes: Factors such as percentage of population below federal poverty guidelines, elderly population, and zero-vehicle households will be examined when considering route modifications

Corrective Actions

- Targeted Marketing: Low ridership may result from a lack of awareness of routes and services available. A targeted marketing campaign before a service reduction may be considered.
- Route Realignment: A route may miss several key locations which can be accessed with short route deviations or extensions. A route may also have unproductive segments. Careful evaluation of boardings by stop can result in route revisions that can help to build ridership and improve service productivity.

- Service Reduction: A route may have more frequent service than warranted by load factors or ridership. Headway adjustments, reductions in hours of operation, and/or elimination of service on weekends may improve route productivity with limited negative impacts.
- Service Elimination: If ridership is consistently poor with little hope for future growth, a route may be eliminated. Service elimination is a last resort and generally follows prior actions to improve productivity. Elimination of service does not preclude restoration of service at a later time, but new factors supporting ridership demand must exist before such a step is considered.

ATTACHMENT A. Fayetteville’s City Council Resolution

**RESOLUTION TO APPROVE THE 2018 TITLE VI PROGRAM UPDATE FOR
THE FAYETTEVILLE AREA SYSTEM OF TRANSIT**

WHEREAS, the City of Fayetteville is the recipient of federal assistance for public transportation programs from the Federal Transit Administration (FTA); and

WHEREAS, FTA has established requirements and guidelines for recipients of federal grants program to ensure compliance with Title VI of the Civil Rights Act of 1964; and

WHEREAS; FTA requires grantees to review, update and submit Title VI programs for approval every three years; and

WHEREAS, The Fayetteville Area System of Transit (FAST) is committed to ensuring that no person is excluded from the participation in, or denied benefits, of its transit services or programs on the basis of race, color, national origin, age, sex, or disability as afforded by the non-discrimination laws and Title VI of the Civil Rights Act of 1964.

NOW THEREFORE BE IT RESOLVED by the City Council of the City of Fayetteville affirms its commitment to comply with provisions of Title VI of the Civil Rights Act of 1964 and hereby approves the 2018 Title VI program update for the Fayetteville Area System of Transit.

ADOPTED this 11th day of June, 2018.

MITCH COLVIN, Mayor

ATTEST:

PAMELA J. MEGILL, City Clerk

ATTACHMENT B. Title VI Notice Posted at Administrative Office



City of Fayetteville
North Carolina

EAST TITLE VI NOTICE TO PUBLIC

The Fayetteville Area Board of Transit (EAST) is established to ensure that no person is excluded from participation in, or denied the benefits of, its transit services on the basis of race, color, national origin, sex, or disability in accordance with the Americans with Disabilities Act (ADA) and the Fair Housing Act of 1988. Its objectives are to:

- Provide the highest level of quality of transportation services provided to all transit users, under an equitable system;
- Provide the full range of transportation services to all transit users, including those with disabilities;
- Provide the highest level of service to all transit users, including those with disabilities;
- Provide the highest level of service to all transit users, including those with disabilities;
- Provide the highest level of service to all transit users, including those with disabilities;

EAST is committed to a policy of equal treatment to the members of the business, including Title VI responsibilities in the delivery of transit services to its passengers, employees, and users.

If you believe EAST has denied you equal access to transit, or excluded you from participation in any transit service, you may file a complaint with EAST. If you wish to file a complaint, please contact the U.S. Department of Justice at the address listed below. EAST will refer to a complaint to the Department of Justice if it is not resolved within 90 days of receipt.

City of Fayetteville
Planning Department
111 South Street
Fayetteville, NC 28401

Federal Transit Administration
Office of Civil Rights
1415 North 17th Street, NW
Washington, DC 20035

U.S. Department of Justice
Civil Rights Division
200 Massachusetts Avenue, N.W.
Washington, DC 20530

Phone: (202) 455-3010
TDD: (202) 455-3014
Relay: (800) 768-6828

EAST provides transit services free of charge to the public. For more information, contact the Mayor's Office at (919) 438-3000.

Stephen Spivey
Mayor

City of Fayetteville
North Carolina

EAST AVISO AL PÚBLICO SOBRE EL TÍTULO VI

El Sistema de Área de Autoridad de Transporte (EAST) se estableció para garantizar que ninguna persona sea excluida de la participación en, o se denie los beneficios de, sus servicios de transporte en base a raza, color, origen nacional, sexo o discapacidad de acuerdo con la Ley de Estados Unidos de 1988 sobre el Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Igualdad de Oportunidades de 1988. Sus objetivos son:

- Proporcionar el más alto nivel de calidad de servicios de transporte que se proporcionen a todos los usuarios del sistema, bajo un sistema equitativo;
- Proporcionar el rango completo de servicios de transporte a todos los usuarios, incluidos los discapacitados;
- Proporcionar el más alto nivel de servicio a todos los usuarios, incluidos los discapacitados;
- Proporcionar el más alto nivel de servicio a todos los usuarios, incluidos los discapacitados;
- Proporcionar el más alto nivel de servicio a todos los usuarios, incluidos los discapacitados;

EAST se compromete a una política de igualdad de trato para los miembros del negocio, incluyendo las responsabilidades del Título VI en la entrega de servicios de transporte a sus pasajeros, empleados y usuarios.

Si usted cree que EAST le ha denegado el acceso igual al transporte, o lo ha excluido de la participación en cualquier servicio de transporte, usted puede presentar una queja con EAST. Si desea presentar una queja, por favor contacte al Departamento de Justicia de los Estados Unidos en la dirección siguiente. EAST se referirá a una queja al Departamento de Justicia si no se resuelve dentro de los 90 días de recepción.

City of Fayetteville
Planning Department
111 South Street
Fayetteville, NC 28401

Federal Transit Administration
Office of Civil Rights
1415 North 17th Street, NW
Washington, DC 20035

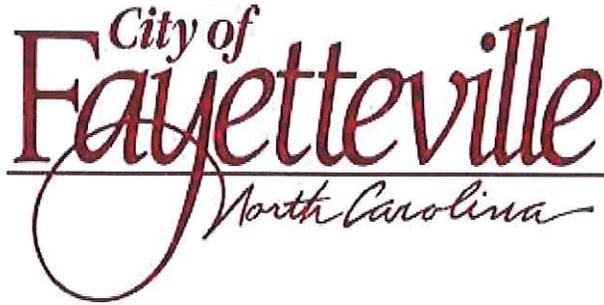
U.S. Department of Justice
Civil Rights Division
200 Massachusetts Avenue, N.W.
Washington, DC 20530

Phone: (202) 455-3010
TDD: (202) 455-3014
Relay: (800) 768-6828

EAST provides transit services free of charge to the public. For more information, contact the Mayor's Office at (919) 438-3000.

Stephen Spivey
Mayor

ATTACHMENT C. Notice to the Public



TITLE VI NOTICE TO PUBLIC

The Fayetteville Area System of Transit (FAST) is committed to ensuring that no person is excluded from participation in, or denied the benefits, of its transit services or programs on the basis of race, color, national origin, age, sex or disability as afforded by non-discrimination laws and Title VI of the Civil Rights Act of 1964. Its objective is to:

- Ensure that the level and quality of transportation service provided is without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

FAST is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities in the delivery of equal access to its programs, activities, and services.

If you believe FAST has denied you equal access to benefits, or excluded you from participation in services because of your race, color, national origin, sex, age, or disability, you may file a written complaint within 180 days of the alleged act of discrimination with FAST or the Federal Transit Administration or U.S. Department of Justice at the addresses listed below. FAST will strive to complete its investigation of all complaints within 90 days of receipt.

Title VI Coordinator
 Fayetteville Area System of Transit
 455 Grove Street
 Fayetteville, NC 28301

Federal Transit Administration
 Office of Civil Rights
 Region IV
 230 Peachtree Street, NW
 Suite 800
 Atlanta, GA 30303

U.S. Department of Justice
 Civil Rights Division
 950 Pennsylvania Avenue, N.W.
 Washington, D.C. 20530

FAST provides translation services free of charge to the public upon request.


 Theodore L. Voorhees
 City Manager

3/30/2015
 Date

ATTACHMENT D. Title VI Complaint Form



Title VI Complaint Form

Section I			
Name			
Street Address			
City	State	Zip Code	
Telephone (Home)	Telephone (Work)		
Email Address			
Accessible Format Requirements (check all that apply)	Large Print	Audio Tape	TDD
	Other (please detail)		
Section II			
Are you filing this complaint on your own behalf?		Yes*	<input type="checkbox"/>
		No	<input type="checkbox"/>
* If you answered "yes" to this question, please proceed to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:		Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>
Section III			
I believe the discrimination I experienced was based on (check all that apply):			
Race	<input type="checkbox"/>	Color	<input type="checkbox"/>
National Origin	<input type="checkbox"/>		
Date of Alleged Discrimination:			
Please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. You may attach additional sheets as necessary.			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>
Section V			
Have you filed this complaint with any other Federal, State or Local Agency? Please check all that apply.			
Department of Transportation	<input type="checkbox"/>		
Federal Transit Administration	<input type="checkbox"/>		
U.S. Department of Justice	<input type="checkbox"/>		
Equal Employment Opportunity Commission	<input type="checkbox"/>		
Other (please provide Agency Names)	<input type="checkbox"/>		
If you have filed this complaint with any other agency, please complete the following:			
Agency Name	Contact Person	Phone Number	Email Address

Please submit this form in person, or mail to the address below:

Fayetteville Area System of Transit (FAST), Attn: Title VI Coordinator, 455 Grove Street, Fayetteville, NC 28301

Last Revised: 01/16/15



Formulario de denuncia del Título VI

Sección I			
Nombre			
Dirección			
Ciudad	Estado		Código postal
Teléfono (particular)	Teléfono (laboral)		
Dirección de correo electrónico			
Requisitos de formato accesibles (marcar todas las opciones que corresponden)	En letra de imprenta grande	Cinta de audio	TDD
	Otro (detallar)		
Sección II			
¿Usted está presentando esta denuncia a su nombre?			Sí* <input type="checkbox"/> No <input type="checkbox"/>
* Si responde con un "sí" a esta pregunta, continúe con la Sección III.			
Si su respuesta es no, suministre el nombre y la relación con la persona para la cual está presentando la denuncia:			
Explique por qué ha presentado una denuncia para un tercero:			
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando la denuncia en nombre de un tercero:			Sí <input type="checkbox"/> No <input type="checkbox"/>
Sección III			
Creo que la discriminación que experimenté fue basado en (marque todas las que apliquen):			
La Raza	El Color	Origen Nacional	
Fecha de la Discriminación Presunta:			
Describa su denuncia. Debería incluir detalles específicos como nombres, fechas, horarios, números de ruta, testigos y cualquier otra información que nos pudiera ayudar en la investigación de sus acusaciones. También proporcione cualquier otra documentación que sea relevante para esta denuncia. Podrá adjuntar hojas adicionales si fuera necesario.			
Sección IV			
¿Ha presentado antes una denuncia de Título VI en esta agencia?			Sí <input type="checkbox"/> No <input type="checkbox"/>
Sección V			
¿Ha presentado esta denuncia en otra agencia federal, del estado o local? Marque todas las opciones que correspondan.			
Departamento de Transporte	<input type="checkbox"/>		
Administración Federal de Tránsito	<input type="checkbox"/>		
Departamento de Justicia de los Estados Unidos	<input type="checkbox"/>		
Comisión para la igualdad de oportunidades en el empleo	<input type="checkbox"/>		
Otra (proporcionar los nombres de las agencias)	<input type="checkbox"/>		
Si ha presentado esta denuncia en otra agencia, complete lo siguiente:			
Nombre de la agencia	Persona de contacto	Número de teléfono	Dirección de correo electrónico

Presente este formulario en persona o envíelo por correo a la siguiente dirección:

Fayetteville Area System of Transit (FAST), Atención: Coordinador del Título VI, 455 Grove Street, Fayetteville, NC 28301

Last Revised: 11/18/14

ATTACHMENT E. Environmental Justice Policy

City of Fayetteville Fayetteville Area System of Transit

ENVIRONMENTAL JUSTICE GUIDANCE FOR FAST STAFF

April 2015



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Background on Environmental Justice

Over the past two decades, there has been increasing concern over environmental impacts in minority and low-income populations. Evidence suggests that some communities face disproportionately high and adverse human health and environmental effects. This concern regarding environmental justice builds upon Title VI of the Civil Rights Act of 1964 (42 U.S.C 2000d) that requires nondiscrimination in federally assisted programs by emphasizing the need to identify and address disproportionate effects of federal programs, policies, and activities.

A formal federal policy on environmental justice was established in February 1994, with Executive Order 12898 (EO 12898), "Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations". The Council on Environmental Quality (CEQ) has oversight of the federal government's compliance with EO 12898. CEQ has published a guidance document on environmental justice for federal agencies. In addition, all federal agencies were directed under EO 12898 to establish internal directives to ensure that the spirit of the order is reflected in the full range of their activities.

In 2012, the Federal Transit Administration issued its Circular (4703.1A) to fulfill the environmental justice policy objectives laid out in Executive Order 12898. The central objective of the order is to ensure that all federally funded transportation-related programs, policies, or activities having the potential to adversely affect human health or the environment involve a planning and programming process that explicitly considers the effects on minority populations and low-income populations.

(US DOT FTA CIRCULAR FTA C 4703.1 AUGUST 15, 2012)

REFERENCE AUTHORITY:

1. EXECUTIVE ORDER 12898, FEDERAL ACTIONS TO ADDRESS ENVIRONMENTAL JUSTICE IN MINORITY POPULATIONS AND LOW-INCOME POPULATIONS, DATED FEBRUARY 11, 1994.
2. U.S. DOT ORDER 5610.2(A), ACTIONS TO ADDRESS ENVIRONMENTAL JUSTICE IN MINORITY POPULATIONS AND LOW-INCOME POPULATIONS, 77 FR 27534, MAY 10, 2012.
3. FEDERAL TRANSIT LAWS, TITLE 49, UNITED STATES CODE, CHAPTER 53.
4. US DOT ORDER 5610.2(A).

ENVIRONMENTAL JUSTICE PRINCIPLES

TO AVOID, MINIMIZE, OR MITIGATE DISPROPORTIONATELY HIGH AND ADVERSE HUMAN HEALTH AND ENVIRONMENTAL EFFECTS, INCLUDING SOCIAL AND ECONOMIC EFFECTS ON MINORITY AND LOW INCOME POPULATIONS.

TO ENSURE THE FULL AND FAIR PARTICIPATION BY ALL POTENTIALLY AFFECTED COMMUNITIES IN THE TRANSPORTATION PLANNING PROCESS.

TO PREVENT THE DENIAL, REDUCTION, OR SIGNIFICANTLY DELAY IN THE RECEIPT OF BENEFITS MINORITY AND LOW-INCOME POPULATIONS.

Under the process outlined in Executive Order 12898 (EO 12898) and the US Department of Transportation's order, FAST will give consideration of potential environmental justice issues during service activities. As such, FAST will follow these general principles set forth by the USDOT Executive Order "Identification of Minority or Low-Income Populations". FAST will consider the composition of the affected area to determine whether minority populations, low-income populations, or Indian tribes are present, and if so how to engage them in the decision-making process.

In support of the guiding principles outlined above, FAST will take reasonable steps to incorporate the following objectives into FAST's transportation decision-making process:

- Ensure that the level and quality of transportation service is provided without regard to race, ethnicity, national origin, or socioeconomic characteristics.
- Ensure that decisions related to vehicle replacement and new investments, or changes in transit facilities, deliver equitable levels of service and benefits to minority and low-income populations.
- Provide early, continuous, and meaningful public access to the transportation decision-making processes for all interested parties, including minority and low-income populations.
- Seek out and consider the input of minority and low-income populations in the transportation planning and decision-making process.
- Propose mitigation measures or consider alternative approaches for public consideration when disproportionately high and adverse impacts on minority or low-income populations are identified.

FAST will conduct meaningful input of minority and low-income populations in the decision-making process. This public outreach policy will be applied when siting a facility and with any other construction.

FACILITIES SITING AND CONSTRUCTION

Other than in-progress projects such as bus stops improvements, which fall under a categorical exclusion, FAST has not constructed any facilities meeting the applicable definitions under Title VI during the covered fiscal years 2011, 2012, and 2013 (since its prior 2010 Title VI Program submission).

Currently, Title 49 CFR Section 21.9(b)(3) states,

IN DETERMINING THE SITE OR LOCATION OF FACILITIES, A RECIPIENT OR APPLICANT MAY NOT MAKE SELECTIONS WITH THE PURPOSE OR EFFECT OF EXCLUDING PERSONS FROM, DENYING THEM THE BENEFITS OF, OR SUBJECTING THEM TO DISCRIMINATION UNDER ANY PROGRAM TO WHICH THIS REGULATION APPLIES, ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN; OR WITH THE PURPOSE OR EFFECT OF DEFEATING OR SUBSTANTIALLY IMPAIRING THE ACCOMPLISHMENT OF THE OBJECTIVES OF THE ACT OR THIS PART.

Title 49 CFR part 21, Appendix C, Section (3)(iv) provides,

THE LOCATION OF PROJECTS REQUIRING LAND ACQUISITION AND THE DISPLACEMENT OF PERSONS FROM THEIR RESIDENCES AND BUSINESSES MAY NOT BE DETERMINED ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN.

According to FTA Circular 4702.1B in order to comply with the regulations when constructing storage facilities, maintenance facilities, or operations centers, FAST may:

1. Complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site;
2. When evaluating locations of facilities, recipients should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis

- should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts;
3. If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The recipient must show how both tests are met;
 4. It is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

FAST's Environmental Justice Policy may be revised periodically by the Program Analyst.

ATTACHMENT F. Title VI Brochure



WHO CAN FILE A TITLE VI COMPLAINT?

Any individual or group who believes their rights under Title VI have been violated may file a complaint.

WILL I BE RETALIATED AGAINST FOR FILING A TITLE VI COMPLAINT?

A federal funds recipient is prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI.

FAST ADMINISTRATIVE OFFICES

455 GROVE STREET
FAYETTEVILLE, NC 28301



HOW CAN I FILE A COMPLAINT?

A written complaint must be filed within 180 days of the alleged act of discrimination. The FAST Title VI Complaint form is available in both English and Spanish; other languages are available upon request. The FAST Title VI Complaint form can be accessed via:

1. **Website:** www.ridefast.net/policies-and-forms.
2. **By mail:** To request a form by mail, please call (910) 433-1747.
3. **In person:** Printed form are available at the FAST Administrative Office (455 Grove Street) or the FAST Transit Center (505 Franklin Street).

Submit Completed Forms To:

Fayetteville Area System of Transit (FAST)
Attn: Title VI Coordinator
455 Grove Street
Fayetteville, NC 28301

Completed Forms May Also be Sent To:

Federal Transit Administration
Office of Civil Rights, Region IV
230 Peachtree Street, NW, Suite 1400
Atlanta, GA 30303

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530



YOUR RIGHTS

UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964



"No person in the United States 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 receiving Federal financial assistance."



Revised 12/14/17

WHAT IS TITLE VI?

Title VI is a component of the Civil Rights Act of 1964, which is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

It is the policy of the Fayetteville Area System of Transit (FAST) to ensure full and affirmative compliance with Title VI of the Civil Rights Act of 1964, as amended, and related statutes and implementing regulations.

WHAT TYPE OF DISCRIMINATION IS PROHIBITED UNDER TITLE VI?

There are many forms of discrimination based on race, color, national origin, sex, age, or disability that can limit the opportunity of individuals to gain equal access to service and programs.

FAST prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled;
- Different standards or requirements of participation;
- Separate treatment in any part of the program;
- Differences in quality, quantity or manner in which the benefits are provided;
- Discrimination in any activities conducted in a facility built in whole or part with Federal funds.



WHO IS A LIMITED ENGLISH PROFICIENCY (LEP) PERSON?

A Limited English Proficient (LEP) person does not speak English as their primary language and has a limited ability to read, speak, write or understand English. National origin discrimination also includes discrimination on the basis of limited English proficiency.

HOW DOES TITLE VI AFFECT LEP PERSONS?

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that persons of Limited English Proficiency (LEP) have meaningful access to programs, services, and activities.

FAST is committed to utilize available bilingual resources to assist customers when needed and treating all LEP individuals with respect.

At the minimum, FAST will:

- Provide interpretation services for Spanish speaking individuals at public meetings, as needed.
- Translate transit schedules into Spanish.
- Identify an employee and/or volunteer to provide translation for basic public services as needed.
- Provide telephone translation services for all languages other than English.

* All translation services are provided FREE of charge.

HOW CAN I LEARN ABOUT AND GET INVOLVED IN FAST'S PROGRAMS?

One of the best ways to help ensure that the transit system meets the needs of diverse groups is to stay informed and to be involved in the transit planning decision-making process.

FAST provides the public with full access to key decisions and the information upon which they are based.

FAST encourages the involvement of interested groups and the general public during the development of its transit plans and programs.

FAST's public participation process is designed to give the public the opportunity to participate in critical transit programs, plans, and decisions. All Advisory Committee meetings are open to the public.



SUS DERECHOS

EN VIRTUD DEL TÍTULO VI DE LA LEY DE DERECHOS CIVILES DE 1964



«Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se le negarán los beneficios de, ni será objeto de discriminación en virtud de ningún programa ni actividad que reciba asistencia financiera federal».

www.RideFAST.net

Revised 12/14/17

¿CÓMO PUEDO PRESENTAR UNA QUEJA?

Una queja por escrito se debe presentar dentro de los 180 días del presunto acto de discriminación. El formulario de Quejas del Título VI de FAST está disponible en inglés y español; otros idiomas están disponibles a pedido. Se puede acceder al formulario de Quejas del Título VI de FAST a través de los siguientes canales:

1. **Sitio web:** www.ridefast.net/policies-and-forms.
2. **Por correo postal:** Para solicitar un formulario por correo, llame al (910) 433-1747.
3. **En persona:** El formulario impreso está disponible en la Oficina Administrativa de FAST (455 Grove Street) o en el FAST Transit Center (505 Franklin Street).

Envíe los Formularios Completos a:

Fayetteville Area System of Transit (FAST)
A/A: Coordinador del Título VI
455 Grove Street
Fayetteville, NC 28301

Los Formularios Completos También Pueden Enviarse a:

Administración Federal de Tránsito
Oficina de Derechos Civiles, Región IV
230 Peachtree Street, NW, Suite 1400
Atlanta, GA 30303

Departamento de Justicia de Estados Unidos
División de Derechos Civiles
950 Pennsylvania Avenue, N.W.
Washington, D.C. (20530)



¿QUIÉN PUEDE PRESENTAR UNA QUEJA DEL TÍTULO VI?

Cualquier persona o grupo que crea que sus derechos en virtud del Título VI se hayan incumplido puede presentar una queja.

¿SE TOMARÁN REPRESALIAS CONTRA MÍ POR PRESENTAR UNA QUEJA DEL TÍTULO VI?

Se prohíbe que un receptor de fondos federales tome represalias contra usted o contra cualquier persona porque se haya opuesto a una política o práctica ilegal, presentado cargos, testificado o participado en una acción de queja conforme al Título VI.

OFICINAS ADMINISTRATIVAS DE FAST

455 GROVE STREET
FAYETTEVILLE, NC 28301

www.RideFAST.net



¿QUÉ ES EL TÍTULO VI?

El Título VI es un componente de la Ley de Derechos Civiles de 1964, que es la ley federal que protege a las personas de la discriminación en función de su raza, color u origen nacional en los programas que reciben asistencia financiera federal.

Es la política del Sistema de Tránsito del Área de Fayetteville (FAST) garantizar el cumplimiento pleno y afirmativo del Título VI de la Ley de Derechos Civiles de 1964, en su texto reformado, y los estatutos relacionados y las reglamentaciones de implementación.

¿QUÉ TIPO DE DISCRIMINACIÓN ESTÁ PROHIBIDA EN VIRTUD DEL TÍTULO VI?

Existen muchas formas de discriminación basadas en la raza, el color, el origen nacional, el sexo, la edad o la discapacidad que pueden limitar la oportunidad de las personas de obtener acceso equitativo a los servicios y programas.

FAST prohíbe todas las prácticas discriminatorias, que incluyen, entre otras:

- negación a cualquier persona de cualquier servicio, participación o beneficio provisto conforme al programa al cual él o ella puede tener derecho;
- diferentes normas o requisitos de participación;
- tratamiento separado en cualquier parte del programa;
- diferencias en calidad, cantidad o forma en que se proporcionan los beneficios;
- discriminación en cualquier actividad realizada en una instalación construida en su totalidad o en parte con fondos federales.



¿QUIÉN ES UNA PERSONA CON DOMINIO LIMITADO DEL INGLÉS (LEP, POR SUS SIGLAS EN INGLÉS)?

Una persona con dominio limitado del inglés (LEP) no habla inglés como idioma principal y tiene una capacidad limitada para leer, hablar, escribir o entender inglés. La discriminación por origen nacional también incluye la discriminación sobre la base del dominio limitado del inglés.

¿CÓMO AFECTA EL TÍTULO VI A LAS PERSONAS CON LEP?

El gobierno federal y los que reciben asistencia del gobierno federal deben tomar medidas razonables para garantizar que las personas con dominio limitado del inglés (LEP) tengan un acceso significativo a los programas, servicios y actividades.

FAST se compromete a utilizar los recursos bilingües disponibles para ayudar a los clientes cuando sea necesario y tratar con respeto a todas las personas con LEP.

Como mínimo, FAST realizará lo siguiente:

- Proporcionar servicios de interpretación para personas de habla hispana en reuniones públicas, según sea necesario.
- Traducir horarios de tránsito al español.
- Identificar a un empleado o voluntario para proporcionar traducción para servicios públicos básicos según sea necesario.
- Proporcionar servicios de traducción telefónica para todos los idiomas que no sean inglés.

* Todos los servicios de traducción se proporcionan de forma GRATUITA.

¿CÓMO PUEDO APRENDER Y PARTICIPAR EN LOS PROGRAMAS DE FAST?

Una de las mejores formas de ayudar a garantizar que el sistema de tránsito satisfaga las necesidades de diversos grupos es mantenerse informado y participar en el proceso de toma de decisiones sobre planificación de tránsito.

FAST brinda al público acceso total a las decisiones clave y a la información en la que se basan.

FAST fomenta la participación de los grupos interesados y el público en general durante el desarrollo de sus planes y programas de tránsito.

El proceso de participación pública de FAST está diseñado para brindarle al público la oportunidad de participar en programas, planes y decisiones de tránsito cruciales. Todas las reuniones del Comité Asesor están abiertas al público.



ATTACHMENT G. Outreach Data Collection Sample

Project Name: _____

Location: _____

Date: _____

Name	Address	Phone Number	Email	May we contact you about future transit planning meetings?	Preferred Method of Contact
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	

Attachment H. Enhanced Public Participation for FAST

Enhanced Public Participation for FAST Guidance for Public Outreach

I. Purpose

To provide guidance to FAST and City staff for properly inviting and including public participation principles when planning and developing projects for public transit facilities. FAST/City uses any combination of the below techniques to both Inform and Involve the public, as needed, on a project by project basis. Combination of the following techniques are used but not limited to pertaining specifically to each public outreach event.

II. Public Outreach Tools

1. Media

Public notices will be written in terminology and languages easily understood by the majority of readers. Effective modes of public notices include, but are not limited to:

a. Websites/social media

FAST uses www.ridefast.net to distribute information regarding transit. Interested persons can find information on transit services, routes, forms, and FASTTrac!. The City of Fayetteville also maintains a website for all city services and departments as well as maintaining a social media presence. Where applicable, FAST will advertise events on the City of Fayetteville's social media outlets.

The FAST website address and/or QR code will be included on all FAST publications and advertisements, in addition to any materials related to plans and studies.

b) Newspapers

Paid advertisements in local newspapers directed at different target audiences can be used as a tool to inform readers of the role and responsibilities of FAST and how the public can get involved. In cases requiring public notification as required by NC General Statutes:

- i. Advertisement shall be posted in a newspaper of general circulation and shall not be posted not less than 10 days and no greater than 30 days prior to the actual event.
- ii. Min. of ¼ page advertisement

b. Television/News Conferences

Television programming can be used as a way to present information on current projects while reaching a large targeted audience. Participation in news interviews and conferences can be used to inform the public and elicit audience response.

c. Radio

Project specific radio announcements can be used to inform listeners on upcoming public meetings and ongoing projects.

d. Press Releases

Formal press releases are sent to the City of Fayetteville's Public Relations Office to announce upcoming meetings and activities and to provide information on upcoming events and projects.

2. Data Distribution

a. Email and Direct Mailings

Email information to encourage participation and feedback from citizens and community based organizations. Project specific mailings may be used to announce upcoming meetings, activities or to provide information to a targeted area or group of people. Direct mailings are usually letters, but can be postcards or flyers.

b. Posters and Flyers

Posters and flyers can be used to announce FAST meetings and events. Posters and flyers can be distributed to public places such as City Hall, libraries, and recreation/community centers for display.

c. Fact Sheets

A condensed format of bullet point information related to certain projects and providing the public with the key project highlights and information.

d. Surveys

FAST may conduct, mail, in-person, or web-based surveys to obtain public input or to gauge public opinion regarding transit planning and services.

e. Comment Cards

Comment cards may be used to solicit public comment on specific issues being presented at public meetings. Comment cards may also be used to solicit input regarding general input regarding FAST plans and projects.

3. Community-Based Organizations

Community-based organizations, leaders and advisory councils are particularly valuable when developing strategies for engaging public participation. These

groups often have extensive knowledge of specific populations in targeted service areas. These groups can be helpful by hosting meetings, facilitating discussions and gaining feedback on public engagement plans. Community based organizations include, but are not limited to, leaders and advisory councils, churches, schools, community centers/parks and recreation facilities, and libraries.

4. Public Forums and Events

a. Facilitated Meetings

Targeted public meetings that are generally open and informal, with project team members interacting with the public on a one-to-one basis. Short presentations may be given at these meetings. Maps, presentation boards, and other visual aids are provided along with pens, markers, stickers, and other notation devices to allow the public to make comments pertaining to specific concerns and issues as well as ideas they may have about a specific project or plan.

b. Public Meetings and Hearings

Meetings that are open to the public, such as City Council Meetings and Advisory groups, and used to gather public comment on a project or issue being considered for adoption by FAST. Hearings provide a formal setting for public to provide comments to FAST or committees. Agendas will be available prior to and during the scheduled meetings and minutes will be taken during meetings and available after meetings.

c. Ongoing Community Meetings

FAST may attend ongoing community meetings to conduct, discuss and make presentations to the public to further promote planning activities and plans. Interested groups can contact the FAST staff about arranging a joint meeting. These meetings can also be used to collect input for ongoing FAST studies and plans through interactive activities or presentations and educate the public on plans and general transportation planning.

d. Special Events

Existing community events provide an opportunity for FAST to engage the public in an outreach effort. Informational booths can be set up at events with relative mapping providing the opportunity for public comments and to obtain public's contact information. FAST brochures and fact sheets may be distributed to educate the public on the FAST and it's services as well as promotional items with the logo and website to strengthen FAST branding.

5. Limited English Proficiency

As a recipient of federal funds, FAST is responsible for involving and providing meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are considered limited English proficient (LEP). LEP persons are individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. These individuals are entitled to free language assistance. FAST has adopted an LEP plan for its transit program. Information will be translated in Spanish, but other languages are available upon request. "I Speak" cards are provided.

III. Assessment Mechanisms

Assessing the public participation process is an essential part of the Public Participation Plan for many reasons. Effective evaluation of FAST's public participation processes will support continuous ongoing improvement of future processes and projects, help FAST assess the performance of the process in meeting objectives and improving the public participation process.

Some measurable performance objectives FAST will consider include, but are not limited to:

1. Copies of all written/posted contact for files to include email and written correspondence to the public and community based organizations, flyers, press releases.
2. Number of participants attending a participation activity (Appendix 1).
3. Number and percent of participants requesting information, submitting inquiries, or providing feedback in languages other than English (identify number of respondents by language).
4. Number and percent of responses received to a general survey, exit surveys, or questionnaires.
5. Number of webpage downloads occurring during a specific time period.
6. Number and percent of participants signed up to receive web, phone, or mail-based communications as a result of a participation activity (Appendix 2).
7. Number and percent of contacts updated (on a monthly or quarterly basis) to ensure participants continue receiving notices and announcements.
8. Number and percent of participants expressing satisfaction regarding the process or results of a participation activity.

9. Minutes from Advisory Committees, workshops, joint meetings, and public meeting and hearings, if applicable

ATTACHMENT I. Service Standards

**RESOLUTION TO ADOPT TRANSIT SERVICE STANDARDS
AND POLICIES**

WHEREAS, the City of Fayetteville provides public transportation services; and

WHEREAS, the City is the recipient of federal transit grants from the Federal Transit Administration (FTA) pursuant to 49 U.S.C. Chapter 53; and

WHEREAS, federal transit grant recipients are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964; and

WHEREAS, FTA requires that all fixed route providers of public transportation to adopt system-wide service standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Fayetteville that the Transit Service Standards and Policies as attached are hereby approved and adopted.

PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF FAYETTEVILLE, NORTH CAROLINA, on this, the 12th day of August, 2013; such meeting was held in compliance with the Open Meetings Act, at which meeting a quorum was present and voting.

CITY OF FAYETTEVILLE


Anthony G. Chavonne
ANTHONY G. CHAVONNE, Mayor

ATTEST:

Pamela J. Megill
PAMELA J. MEGILL, City Clerk

Service Standards & Policies

Service standards and guidelines serve as useful policy tools that reflect the mission and goals of the transit organization. These define attributes of service design and delivery, as well as, create an objective set of criteria under which existing services, proposed alterations to services and prospective new services are evaluated. Service standards also provide a basis for the open and equitable allocation of budget-limited service resources in accordance with the Title VI and Environmental Justice requirements.

Vehicle Load:

Vehicle Load Factor (passengers on board/bus seating capacity) shall not exceed 1.3 (i.e., 30% standing) on any trip for more than 10 minutes.

Routes with Vehicle Loads exceeding 1.3 will be considered first for headway improvement.

Vehicle Headway/Frequency of Service:

Regular Fixed Route Vehicle Headway on any route shall not exceed 60 minutes (or one vehicle per hour frequency) between 6:00 a.m. and 7:00 p.m.

Regular Fixed Route Vehicle Headway may exceed 60 minutes before 6:00 a.m. and after 7:00 p.m. (weekdays and Saturday) or at any time on Sunday.

This headway standard shall not apply to express bus or suburban bus services.

On-Time Performance:

On-time is defined as the trips completed between one (1) minute early and five (5) minutes late as compared to schedule. Arriving at a trip's destination point early will not be counted as an early for calculations purposes.

System-wide on-time performance shall be a minimum of 95% of schedule at route origins and destinations (i.e., terminal points).

Individual route on-time performance shall be a minimum of 90% of schedule at route origins and destinations.

System-wide on-time performance shall be a minimum of 70% of schedule at published time points.

Service Availability:

Access to Service: Sixty percent (60%) of service area residents shall have access to bus service. Access to bus service is defined as less than ½ mile walk from residence to bus stop from 6:00 a.m. to 7:00 p.m. on weekdays

Bus Stop Spacing: Stops shall be no closer than 800 feet, unless land use and passenger demand indicate a need for closer stops.

Minimum five (5) stops per mile in core

Minimum two (2) stops per mile in outlying areas (depending on density and land use)

Bus stop spacing standards shall not apply to express or limited stop bus service

Route Design:

Routes shall operate on major thoroughfares or arterial streets to the maximum extent possible. Exceptions will be allowed for turnaround loops or major destinations located on non-arterial streets. Services should be designed to operate in two directions on the same street whenever possible in order to reduce confusion to passengers and maximize service effectiveness. However, due to street configurations, some loop routes may be necessary.

Route Deviation Fixed routes may deviate off their primary alignment for a variety of reasons – to serve a major destination, to avoid a bottleneck and to provide coverage. Deviations off the basic alignment of a fixed route should be minimized whenever possible. Any deviations considered as a part of a route change should meet the following criteria:

- a) The additional time necessary for the deviation should not exceed five minutes, or 10% of the one-way travel time of the existing route without deviation.
- b) Deviations should result in an increase in overall route productivity.

Distribution of Transit Amenities:

Bus Shelters At stops with 20 or more boardings per day or locations where 3 or more routes converge

Bus Benches At stops with 10 or more boardings per day

Bus Stop Signs	At all stops. Bus stop signs should display FAST name, information contact number and route/schedule
Sponsorships	Shelters or benches may be placed at stops that have less boardings than noted above when a non-City entity agrees to provide funding to sponsor such stop.

Vehicle Assignment:

Vehicle Equipment	Revenue vehicles shall be clean, in good condition, with working ramp or lift and working air conditioning or heat (depending on season)
Route Assignment	Higher capacity buses shall be used on routes with the highest ridership and load factors
Vehicle Age/Mileage	Vehicles shall be distributed equally throughout the route system. Vehicle assignments shall be evaluated every six (6) months to ensure equitable aging (accumulated miles) and distribution to all routes.

Evaluating and Altering Services

FAST strives to allocate service resources equitably and efficiently. Circumstances may change requiring that routes be evaluated and adjusted to ensure effectiveness and proper allocation of resources. Routes will be evaluated at least annually. Although several factors are considered, the primary route productivity measure FAST will use is Total Passengers per Revenue Service Hour.

Routes to Review	Less than 80% of system average Passengers per Hour
Routes to Modify	Less than 60% of system average Passengers per Hour
Maturing Service	New routes do not generally generate stable ridership levels immediately. A two-year period permits adequate time to build a transit market. Routes that have operated less than two years will be considered maturing. Maturing routes will be monitored but may be exempted from corrective actions to provide opportunity to meet ridership expectations. FAST anticipates making fine-tuning adjustments to maturing routes over its first two years.
Lifeline Routes	Factors such as percentage of population below federal poverty guidelines, elderly population, and zero-vehicle households will be examined when considering route modifications.

Corrective Actions:

- Targeted Marketing Low ridership may result from a lack of awareness of routes and services available. A targeted marketing campaign before a service reduction may be considered.
- Route Realignment A route may miss several key locations which can be accessed with short route deviations or extensions. A route may also have unproductive segments. Careful evaluation of boardings by stop can result in route revisions that can help to build ridership and improve service productivity.
- Service Reduction A route may have more frequent service than warranted by load factors or ridership. Headway adjustments, reductions in hours of operation, and/or elimination of service on weekends may improve route productivity with limited negative impacts.
- Service Elimination If ridership is consistently poor with little hope for future growth, a route may be eliminated. Service elimination is a last resort and generally follows prior actions to improve productivity. Elimination of service does not preclude restoration of service at a later time, but new factors supporting ridership demand must exist before such a step is considered.

ATTACHMENT J. Language Assistance Plan

City of Fayetteville Fayetteville Area System of Transit

Language Assistance Plan (LAP)

Pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166

June 2018



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INTRODUCTION AND BACKGROUND

Purpose of LEP Plan

The Fayetteville Area System of Transit (FAST) Limited English Proficiency (LEP) Plan is designed to assist staff by providing guidance on translation, interpretation and outreach services for LEP persons seeking access to FAST programs, consistent with Title VI of the Civil Rights Act of 1964, 49 CFR § 21, and Executive Order 13166.

All employees ensure the public is treated with dignity and respect, identify the language needs for FAST customers, and utilize available bilingual resources to assist customers, when needed.

Policy Statement

FAST, under Title VI of the Civil Rights Act of 1964 and related statutes (42 U.S.C. §2000d et seq.), will ensure that no person on the grounds of race, color, national origin, sex, disability, and age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers. The agency is committed to taking steps to provide timely and meaningful access for LEP persons coming into contact with FAST's programs, activities, information, services, or benefits. FAST will provide free language assistance to LEP persons and inform members of the public that language assistance services are available free of charge to LEP persons.

Mission

To enhance awareness of the need and methods to ensure that LEP persons have meaningful access to federally assisted programs and to ensure implementation of language access requirements under Title VI of the Civil Rights Act, its implementing regulations found at 49 CFR § 21, and Executive Order 13166 (65 Fed. Reg. 50121) in a consistent and effective manner across program areas.

Who is Limited English Proficient?

LEP persons are individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English, as a result of their national origin. These individuals may be entitled to language assistance in a particular type of service, benefit, or encounter.

Program Analyst Responsibilities

The Program Analyst is the FAST expert on the Title VI Plan and plays a lead and participatory role in the development and implementation of the FTA Title VI Program. The Program Analyst provides leadership and guidance to ensure nondiscrimination in FAST programs, activities and services, and promotes the participation of all people regardless of race, color, national origin, sex, age, disability and socioeconomic status.

The Program Analyst, through the provision of guidance and technical assistance on Title VI matters, has overall program responsibility for preparing required reports regarding Title VI compliance and initiating monitoring activities, including developing procedures and monitoring for:

- Promptly processing and resolving Title VI complaints;
- The collection of statistical data of participants in and beneficiaries of FAST programs, activities, and services;
- The identification and elimination of discrimination when found to exist;
- Promptly resolving areas of deficiency;
- Pre-grant and post-grant approval reviews of compliance with Title VI requirements;
- Conducting annual Title VI reviews of program areas and their activities, and working with program staff to resolve any deficiencies;
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination;
- Coordinating the development and implementation of Title VI and related statutes training programs;
- Providing FTA reports of Title VI accomplishments, upcoming goals, and updates to the Title VI Plan that reflect organizational, policy and implementation changes;
- Assisting staff with the correction of Title VI problems, and discriminatory practices and policies to monitor and review FAST activities;
- Developing Title VI information for public dissemination and, where appropriate, in languages other than English;
- Monitoring the FAST language assistance plan and program activities for compliance with Title VI and related statutes; and

- Referring Title VI discrimination complaints to the Human Relations Department for investigation.

Public Dissemination of Title VI Information

United States Department of Justice regulations found at 28 CFR §42.405 states “Public Dissemination of Title VI Information” requires FAST, as a recipient of federal financial assistance, to publish program information in the news media. Advertisements will state that the program is an equal opportunity program and/or indicate that federal law prohibits discrimination. Reasonable steps must also be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by the program. The following is the notice that will be used by FAST:

The Fayetteville Area System of Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services or programs on the basis of race, color, national origin, age, sex or disability as afforded by non-discrimination laws and Title VI of the Civil Rights Act of 1964. Its objective is to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The Fayetteville Area System of Transit’s is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equal and equitable access to its programs, activities, and services.

Authority and Guidance

Section 601 of Title VI of the Civil Rights Act of 1964 found at 42 USC §2000d provides that no person “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 receiving Federal financial assistance.” The United States Supreme Court in *Lau v. Nicholls*, 414 U.S. 56 (1974) held that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English.

Executive Order 13166 states, “Improving Access to services for Persons with Limited English Proficiency,” was adopted to “improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English Proficiency.” This Executive Order is directed at implementing the protections afford by Title VI and related regulations. It prohibits recipients of Federal financial assistance from discriminating based on national origin or by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

Definitions

Bilingual – Department of Justice defines bilingual as the ability to speak two languages fluently and to communicate directly and accurately in two languages.

Interpretation – Department of Justice defines interpretation as the act of listening to a communication in one language and orally converting it into another language, while retaining the same meaning. Interpreting is a sophisticated skill needing practice and training, and should not be confused with simple bilingualism. Even the most proficient bilingual individuals may require rigorous and specialized training before serving as an interpreter.

Limited English Proficient Persons – Department of Justice defines LEP persons as individuals with a primary or home language other than English who must, due to a limited fluency in English, communicate in that primary or home language if the individuals are to have equal opportunity to participate effectively in, or benefit from, any aid, service or benefit provided by the transportation provider or other DOT recipient.

Linguistically Isolated – This term is described in the Census as the percentage of persons in the households in which no one over the age of 14 speaks English well, and is used as a direct measure of those persons with a severe language barrier, distinct from those of foreign origin who speak English well. Those who are linguistically isolated may also be unable to benefit from transportation services and the services of other DOT recipients and therefore, should receive attention from recipients as a high priority.

Primary Language – The language in which an individual is most effectively able to communicate.

Program – Includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (including education or training, health, welfare, rehabilitation, housing, or other services, whether provided through employees of the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient, and including work opportunities), or for the provision of facilities for furnishing services, financial aid or other benefits to individuals. The services, financial aid, or other benefits provided under a program receiving Federal financial assistance shall be

deemed to include any services, financial aid, or other benefits provided with the aid of Federal financial assistance or with the aid of any non-Federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions which must be met in order to receive the Federal financial assistance, and to include any services, financial aid or other benefits provided in or through a facility provided with the aid of Federal financial assistance or such non-Federal resources.

Qualified Interpreter – Department of Justice defines qualified interpreter to mean an interpreter who is able to interpret effectively, accurately, and impartially, either for individuals with disabilities or for individuals with limited English skills. The interpreter should be able to interpret both receptively and expressively, using any necessary specialized vocabulary.

Translation – The replacement of written text from one language into an equivalent written text in another language. Translation also requires special knowledge and skills. Translating documents for LEP's to a fourth grade literacy level ensures the targeted audience understands the information. Community-based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

Vital Documents – Documents that convey information that critically affects the ability of the recipient/customer to make decisions about his or her participation in the program.

Examples of vital documents include but are not limited to:

Applications, public notices, consent forms, letters containing important information regarding participation in a program, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, notices advising of the availability of language assistance, and outreach and community education materials.

It is recommended that program areas develop criteria, with assistance from the Program Analyst, for deciding which documents are vital.

Determining the Need

Four Factor Analysis

As a recipient of federal funding, FAST will take reasonable steps to ensure meaningful access to the information and services it provides.

The Department of Justice (“DOJ”) recommends, in determining “reasonable steps”, the consideration of four factors:

Factor One: The Number and Proportion of LEP Individuals Served

In accordance with FTA’s policy guidance, the initial step for providing meaningful access to services for LEP persons, and maintaining an effective LEP program, is to identify LEP populations in the service area and their language characteristics through an analysis of available data. Determining the presence of LEP populations in the FAST service district area was completed by creating a geographic information system analysis and census data. Analysis of the quantitative data showed that the estimated total LEP population aged five-years and older within FAST’s service area represents 3.4 percent with the largest proportion consisting of Spanish speaking LEP individuals (1.6%).

Table 1. LEP Population Fayetteville Service Area

Language Spoken at Home	LEP Population Estimate	Percentage of Total Population	Percentage of LEP Population
Spanish	3,252	7.10%	47.39%
Asian/Pacific Islander	2,348	2.20%	34.22%
Indo-European	1,010	2.60%	14.72%
Other Languages	252	0.60%	3.67%
Total	6,862	12.50%	100.00%

Source: 2012-2016 American Community Survey. The total limited English proficient population within FAST’s service area is 6,862 individuals. The highest concentration of limited English proficient populations is Spanish speaking LEP’s, followed by Asian-Pacific Islanders at 2,348 and Indo-European at 1,010.

According to the 2012-2016 ACS data for LEP individuals, the top language spoken at home is Spanish followed by Asian-Pacific Islander

("API") and Indo-European. FAST applied the DOJ safe harbor threshold (5% or 1,000 individuals, whichever is less) to determine whether or not translation is needed. Based on the data FAST will translate vital documents in Spanish.

The next highest language is Asian-Pacific Islander followed by Indo-European. However, the number of Asian-Pacific Islanders (2,348) represents multiple languages, i.e. Korean, Chinese, etc. None of the individual languages (Korean, Chinese, etc.) have greater than 5% or 1,000 individuals classified as speaking English "less than very well." Likewise, the number of Indo-European (1,010) represents multiple languages as well, i.e. French, Italian, etc. None of the individual languages (French, Italian, etc.) have greater than 5% or 1,000 individuals classified as speaking English "less than very well." When examining individual census tracts within the service area, there are no individual census tracts (within each language spoken at home) that exceeds the 5% or 1,000 threshold. Therefore, translation is not required for Asian-Pacific Islander or European.

Based on the FTA LEP guidance, FAST applied the rule of thumb that the greater the number or proportion of LEP persons served or encountered, the more likely the language services is needed. Analysis shows that the predominant language likely to be encountered within the FAST service area is Spanish.

Factor Two: Frequency of LEP Contact

FAST has conducted an analysis to assess the frequency with which LEP's come into contact with its essential services. FAST's paratransit service line received the most contact of LEP individuals where the callers chose the "Spanish Speaking" option in the menu. Additionally, FAST's operators carry "I Speak" cards, however there have been no requests for individual languages on record. FAST provides "vital documents" in Spanish. However, there has not been a significant frequency of LEP contact that would require excessive amounts of documents to be reproduced. Based on the analysis, it is not the case that LEPs frequently come into contact with FAST's services.

It is FAST's policy, however, that in areas where public outreach or public involvement is central to the mission of the activity, staff will consider

whether appropriate outreach to LEP persons could increase the frequency of contact with those groups, triggering a higher level of language assistance.

Factor Three: Nature and Importance of the Services Provided

Once the demographic analysis and the 2nd factor was complete, FAST reviewed the nature and importance of the agency's programs, activities and services. FAST applied the rule, the more important the activity, information, service or program, then the greater likelihood the contact with LEP individuals occurs.

FAST analyzed essential services and programs. The analysis included a comprehensive review of FAST's services to determine which of its services are important. FAST created a list of these services and identified which are "vital". Analysis also considered whether the LEP individual or population is denied access to a service, program, or activity.

As a result of the analysis, FAST's policy is to translate any document, displayed for the public, in Spanish and English.

The policy results in FAST translating maps, schedules, brochures, signs, notifications, applications, and more in Spanish. FAST's translation policy applies to customer information such as translating notifications regarding service changes, holiday hours, changes to policy/procedures, amongst others. FAST advertises public meetings in the local Spanish newspaper, Acento Latino. FAST's website provides the user with the option to translate all information into any language the user chooses.

Factor Four: Resources

The first-factor requiring a demographic analysis shows Spanish is the primary language spoken by LEP populations within its service area. While LEP's do not frequently come into contact with FAST's service, FAST will translate vital documents in Spanish. FAST has assessed the fourth factor by examining the resources associated with translation costs (approximately \$2,000). Upon conclusion of assessing the costs, FAST concluded translation costs were reasonable.

FAST has created an extensive list of language assistance for LEPs. In order to contain costs, FAST will utilize bilingual staff as interpreters, and will continually explore the most cost-effective means of delivering competent and accurate language services. All language services are free to the public.

Language Assistance

Providing Notice to LEP Persons

FAST provides a notice of language assistance to LEP individuals:

Some notification steps FAST takes can include:

- Posting signs in areas where the public is likely to read them, e.g., entry points, stations, vehicles, public areas, etc.
- Stating in outreach materials (brochures, booklets, pamphlets, and flyers) that language services are available for free.
- Working with community-based organizations to inform LEP persons of the language assistance availability.
- Including notices in local newspapers in languages other than English.
- Providing notices on non-English language radio and television stations about the availability of free language services for important events.
- Presentations and/or notices at religious organizations and schools for important events or where community involvement is critical.
- Using a telephone voice mail menu (if available) in the most common languages encountered.

Language Assistance Measures

Language assistance will be provided for LEP individuals through translation of some key materials, as well as through oral interpretation when necessary and possible. LEP persons are notified of free translation services provided by qualified interpreters.

FAST balances the understanding that not all LEP populations are literate in their native language with the need to provide written and oral translation services. FAST considers the importance of the service, benefit, or activity that the program provides. FAST encourages its staff to consider the following questions to guide decision-making:

- If an LEP person cannot access the service, benefit, or activity, will the individual be deprived of critical services, such as the ability to exercise his or her legal rights or receive a financial benefit for which the individual is eligible? If so, the program area should focus on improving access for LEP persons to this service, benefit, or activity.
- Even if the program area does not provide a critical service, benefit, or activity, what is the impact of the denial or delay of the service, benefit, or activity on actual and intended beneficiaries? The office will consider the long and short-term impact on beneficiaries when determining what language assistance is appropriate.
- What are the points of contact where LEP persons interact with the program areas? What language assistance will we provide LEP persons for each point of contact?
- How can staff access the language assistance our program provides? For example, if we have interpreter services or translation services, how will staff contact the service provider once the need has been identified?

Translation and Interpretation Principles

FAST has adopted the following translation and interpretation assistance policy to guide each program area in developing its plan to improve access to LEP persons.

The Department of Justice (67 Fed. Reg. 41463) indicates that translation is the rendering of a written text from one language (source language) into another language (target language). Interpretation is the immediate rendering of oral language from the source language into the target language.

Each program area will work with the Program Analyst to ensure reasonable steps are taken to provide high-quality translation services through individuals who are competent to provide those services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type and purpose of the information at issue.

Quality Standards for Translated Documents

Translators of written documents, as with oral interpreters, will be competent. Many of the same considerations apply. However, the skill of translating is very different from the skill of interpreting, and a person who is a competent interpreter may or may not be competent to translate, and vice versa. Where vital documents are being translated, competence can often be achieved by use of certified translators.

Vital Documents

A vital document is a document that conveys information that critically affects the ability of the customer to make decisions about his or her participation in the program. Vital documents are available in English and Spanish (See Appendix A).

Examples of vital documents are:

- Emergency transportation information.
- Notices of proposed public hearings regarding proposed transportation plans, projects, changes, fare increases, or route changes.
- Notices of reduction, denial, or termination of services or benefits.

- Signs in reception areas and other points of initial entry, *e.g.*, stations, facility stops, vehicles.
- Notices advising LEP persons of free language assistance.
- Statements about the services available and the right to free language assistance services in brochures, pamphlets, outreach and recruitment information and other materials routinely disseminated to the public.
- Applications or instructions on how to participate in a program or activity or to receive benefits or services.

FAST created a Title VI brochure titled “Know Your Rights – FAST Responsibilities Under Title VI of the Civil Rights Act of 1964” (See Appendix B). This was developed to provide the public with information regarding Title VI and related statutes and their rights under the law. The brochure has been translated into Spanish.

Internal Procedures for Translating Written Documents

FAST has an internal procedure for translation of written documents. For example, staff is encouraged to consider the following steps:

- Attempt to determine the language that the document is written in.
- Once you have identified the language, or possible language, contact the Program Analyst to obtain interpreter and/or translation services.
- Determine what the LEP customer requested and determine who should respond.
- The Program Analyst will notify the appropriate person that the document has been received and relay the importance of a timely and quality response as required by Title VI and related statutes.
- Ideally, the translated version of a document should be released simultaneously with the release of the English language version. If this is not possible, the translated version should be distributed as soon as possible after the distribution of the English language version.
- Ask the program contact to draft a letter in English. Ask the translator to rewrite the response letter in the necessary language. The use of two translators for the translation of one written document is recommended.
- Once the translator completes the initial translation, the second reviews and edits the translation for accuracy and appropriate use of language.
- Coordinate the response and follow up.
- Give the LEP customer the same level of service as an English-speaking customer.
- Thank the interpreter/translator for their assistance.

How We Assist Our LEP Customers

FAST will assess the circumstances surrounding the need for interpretative service and provide assistance in a timely and effective manner, appropriate to the situation and need of the LEP. FAST will consider the following:

Interaction with Walk-In LEP individuals

FAST uses identification cards (or “I Speak” cards), which invite LEP persons to identify their language needs to program staff. The Federal government has made these cards available at:

<http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards2004.pdf>

FAST will disseminate these cards (Appendix C) to all FAST employees to be used with the Walk-In LEP Customer procedures below.

Walk-In LEP Customers

1. The FAST employee will attempt to communicate in English first to determine if the customer can understand English sufficiently to be fully understood.
2. If the customer cannot understand or effectively communicate in English, the employee will determine the language he or she is speaking. If the FAST employee recognizes the language the customer is speaking but does not speak that language, skip to Step 4.
3. If the FAST employee cannot recognize the language the customer is speaking, he or she will use the “I Speak” card (see Appendix C) so the customer can point to his or her language. The FAST employee will quickly determine if any of the employees working in the program area speak the necessary language and are willing to interpret. If not, the FAST employee will reference the Volunteer Interpreters List coordinated through the Human Relations Department, and quickly call a volunteer who speaks the necessary language. If the volunteer

cannot immediately come to the location of the LEP person, the FAST employee will use the telephone for interpreting.

4. The interpreter will determine the customer needs, request, comment or complaint. Subsequently, the FAST employee will determine the appropriate contact to respond and have the interpreter assist in a timely and quality response to the LEP customer. If an interpreter is not available, the FAST employee will use the language assistance line to assist the LEP with his or her needs.
5. The FAST employee will give the LEP person a Title VI brochure in his or her language, if available.
6. The FAST employee will give the LEP customer the same level of service as an English-speaking customer.
7. The FAST employee will thank the volunteer for his or her assistance.

Phone calls from LEP individuals:

FAST takes steps to respond in a timely and effective manner to LEP persons who call seeking information or assistance. FAST utilizes the following steps to assist phone-in LEP customers:

Phone-In Services to Assist LEP Customers:

1. The FAST employee will attempt to communicate in English first. If it is not possible to effectively communicate in English, the FAST employee will determine the language being spoken.
2. If the FAST employee recognizes the language, he or she will access the phonetic "Please hold while I get an interpreter" list and ask the LEP person to hold in his or her language.
3. The FAST employee will quickly determine if any of the employees working in the program area speak the necessary language and are willing to interpret. If not, the FAST employee will reference the Volunteer Interpreters List coordinated through the Human

Relations Department, and quickly call a volunteer who speaks the necessary language. The FAST employee will ask the interpreter to come to the phone or transfer the call.

4. The interpreter will determine the customer's need, request, comment, or complaint and relay it to the appropriate contact person to ensure a response is relayed to the LEP customer.
5. If the interpreter cannot communicate effectively with the LEP customer, all FAST employees can access the telephonic interpretive service.
6. The FAST employee will make every effort to give the LEP customer the same level of service as an English-speaking customer.
7. The FAST employee will thank the volunteer for his or her assistance.

Language Line to Assist LEP Customers

FAST will contact a simultaneous translator through the language assistance line to provide free language assistance to LEPs. The language line is available to all departments and provides translation services in all languages. This cost is billed to the department.

Tools to Communicate with LEPs

Bilingual Staffing

FAST will employ bilingual staff in program areas when feasible, where the percentage of LEP customers or potential customers is statistically significant, or where the frequency of contact with such persons will provide for efficient and effective communication. A decision to employ bilingual staff will be based on a needs assessment and in accordance with FAST human resource policies and procedures.

Language Identification Flashcards

To identify LEP individuals who need language assistance, FAST will use “I

Speak” cards when first encountering an LEP individual. These cards, developed by the US Census Bureau, have the phrase “Mark this Box if you read or speak (name of language)” translated into 38 different languages. They are used by government and non-government agencies to identify the primary language of LEP individuals during face-to-face contact. The Census Bureau’s Language Identification Flashcard can be downloaded for free at:

<http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards2004.pdf>

The flashcards should be available at all public service counters.

Paid Interpreters

FAST is committed to using qualified paid interpreters free of charge to LEP’s. The DOJ (66 Fed. Reg. 14) has interpreted that “qualified” means an interpreter who is able to interpret effectively, accurately and impartially, either for individuals with disabilities or for individuals with limited English skills. The interpreter will be able to interpret both receptively and expressively, using any necessary specialized vocabulary.

A paid interpreter will be:

- Proficient in and have the ability to communicate accurately in both English and in the other language, as well as employ the appropriate mode of interpreting (*e.g.*, consecutive, simultaneous, summarization, or sight translation).
- Have knowledge in both languages of any specialized terms or concepts specific to the program.
- Understand and follow confidentiality and impartiality rules to the same extent as a FAST employee for whom he or she is interpreting or to the extent that the position requires.
- Understand and adhere to his or her role as interpreter without deviating into a role of counselor, legal advisor, or other inappropriate role.

Telephonic Interpretative Services

FAST utilizes a language line service when phone interpretation may be needed along with the Volunteer Interpreter List through the Human

Relations Department. The Language Line is currently available to every department and is utilized by various offices within the City. The Language Line is included as part of the City's Strategic Plan. The Line can be accessed at:

<http://www.languageline.com/page/webpi/>

FAST uses its credit card to pay for services when needed.

Language Assistance Volunteers

For assistance with interpretation, FAST will utilize the Volunteer Interpreter List (See Appendix D) through the Human Relations Department. These volunteers may be called on for assistance in oral communication. Their activities do not cover translation, although they may review translations. Each program area will be provided the list of volunteers at FAST (along with the "I Speak" cards) at the front counters of their main offices where the public may come in.

Community Volunteers

Volunteer interpreters from community based organizations serving LEP's may be another form of assistance. Institutions of higher education, hospitals, and law enforcement agencies are excellent sources for identifying interpreters and translators. FAST will work with community organizations to identify potential individuals that may be available to serve as interpreters in other languages, when needed.

Written Translation Services

FAST has a process in place for managing written communication with LEP's. Some program areas require interaction with the public as a part of daily operations and include contact with one or more LEP populations. If this interaction includes letters, notices, or forms, and the nature of these documents would be considered of critical importance to the LEP person, consideration will be given to written translation of the documents or forms. FAST will work with the Human Relations department to translate any written correspondence it receives and will translate all outgoing documents. FAST will work with translators to ensure the target audience understands the information.

External Interpreter/Translation Services

Interpreter/Translation services are available to FAST customers by contacting the Civil Rights Program Analyst at:

Civil Rights Program Analyst/DBELO
Fayetteville Area System of Transit
455 Grove Street
Fayetteville, NC 28301

Translation services will be coordinated through the Program Analyst to ensure that the level of services is adequate and meets the needs of the LEP individual/population served.

Technical Assistance

FAST's Program Analyst is responsible for providing managers and staff with technical assistance. This includes advising about LEP requirements and implementation, and assisting in developing program area procedures to ensure compliance.

FAST's Program Analyst provides ongoing training to FAST employees. Training staff on the procedures of providing language assistance and how to determine whether and what type of language services a customer needs is essential to bridging the gap between policies or procedures and actual practices. Training will include how to obtain language assistance services and how to communicate needs to interpreters and translators. Providing language assistance in some program areas may also mean training staff to avoid using acronyms or industry jargon when communicating with LEP customers.

Language services should be provided at a time and place that avoids the effect of denying access to the services or benefit of the program. However, in some situations it may be reasonable to ask the LEP individual to return at a specified date and time to allow arranging for interpreter services.

In order to ensure LEP persons are not discriminated against on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint (see Appendix E).

All managers and supervisors are trained even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand what an LEP is so they can reinforce the importance of providing meaningful language to LEP's and ensure language assistance is properly implemented by staff.

Monitoring Continuous Assessment

Managers and supervisors are responsible for ensuring that meaningful services to LEP persons are provided in their respective program areas. This Plan must be incorporated by reference into the appropriate procedure manuals in order to ensure that employees are aware of their obligations for compliance. The Program Analyst will monitor programs to ensure LEP requirements are fulfilled and report annually on the accomplishments related to LEP activities to the City Council and triennially to the Federal Transit Administration. In monitoring compliance, an assessment will be made as to whether the program area's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in program activities and services. The program area's appropriate use of methods and options detailed in this LEP Plan will demonstrate their intent to comply with LEP requirements and Title VI of the Civil Rights Act of 1964.

A vital resource in this evaluation process will be the procedures developed to identify LEP persons who need language assistance. As soon as the interpreter/translation assistance is provided, the services can be documented by completing the LEP Reporting Form (see Appendix F). Once the form is completed, it will be sent to the Program Analyst. Information from this form will be included in the annual assessment and report.

As with all other activities associated with compliance under Title VI, the FTA is responsible for enforcement, and in some cases, investigation of complaints.

Documentation shall include:

- Nature of the service (walk-in, telephone, or translation of a document).
- Means by which assistance was rendered (program area or district volunteer, local volunteer, etc.).
- Language translated or interpreted.
- Race and national origin of LEP person.
- Subject matter or services rendered.
- Date, time (start to finish).

Conclusion

Providing meaningful access to LEP persons to FAST's programs, services, and activities is an important effort that will enable FAST to achieve its mission of providing equitable and timely transit services to all persons. As FAST works together to ensure equity, LEP persons will gain access to the valuable programs, services, activities, and benefits.

APPENDIX A. Vital Document List

FAST Vital Documents List

Document/Communication Name	Vital?	Where is this Published?	Date Translated	Date Updated
Bus Advertisements	No	No external advertising on the vehicles, have had limited internal advertising to date. Do not currently require that advertisement be in both English and Spanish.	N/A	
Email Notifications to Transit Staff	No	N/A	N/A	
Email Notifications to City Staff	No	N/A	N/A	
Email correspondence (general)	No	N/A	N/A	
ADA Acceptance Letter	Yes	Internal document, sent only to FASTTRAC! applicants that qualify to use the system	8/8/2012	
ADA Application	Yes	Available on www.ridefast.net, at the Information Center, Administrative Office and by mail	8/8/2012	
ADA Class Book	Yes	Internal document, given to FASTTRAC! clients that attend the travel training class.	8/8/2012	
ADA Out of Service Area Letter	Yes	Internal document, sent only to FASTTRAC! applicants that do not qualify to use the system based on location	8/8/2012	
ADA Recertification Letter	Yes	Internal document, sent only to FASTTRAC! applicants that are currently using the system and have reached their 3-year "requalification" date.	8/8/2012	
Courtesy Cards	Yes	Given to passengers in the event of an accident/incident so they can make a statement.	8/8/2012	
EEO Statement	Yes	Located on www.ridefast.net, in the lobbies of our Administrative Office and Information Center, as well as in the employee break rooms at both locations.	8/8/2012	
Reduced Fare Application	Yes	Available on www.ridefast.net, at the Information Center, Administrative Office and by mail	8/8/2012	
Reduced Fare Checklist	Yes	Available on www.ridefast.net, at the Information Center, Administrative Office and by mail	8/8/2012	
Reduced Fare Policy	Yes	Available on www.ridefast.net, at the Information Center, Administrative Office and by mail	8/8/2012	
Rider Rules of Conduct	Yes	Available on www.ridefast.net and on our vehicles.	8/8/2012	
Title VI Notice to the Public	Yes	net, in the lobbies of our Administrative Office and Information Center, as well as in the employee break rooms at both locations. In the process of creating sig	8/8/2012	11/14/2014
Route Booklet / Map	Yes	Available at our Information Center, Administrative Office and vehicles, as well as locations around town that have requested inventory.	8/20/2012	7/15/2014
Transit Website	Yes	Uses Google translator to make any language available to the user.	11/1/2012	
Davis Bacon Interview Form	Yes	Internal document, used during Davis Bacon interviews for payroll compliance.	11/22/2012	
Passes (Instructions on Back)	Yes		11/22/2012	
Public Hearing/Meeting/Workshop Notices	Yes	All public hearing / meeting/ workshop notices are posted at the Information Center, Administrative Office and on revenue vehicles, as well as on our website.	On-Going	
Notices Regarding Hours of Operation	Yes	All signs that are posted regarding changes to our normal operating hours are posted at our Administrative Office, Information Center and on vehicles.	On-Going	
Title VI Right to Know Brochure	Yes	Available on our website, at our Information Center, Administrative Office and vehicles.	12/3/2014	12/14/2017
Title VI Complaint Form	Yes	Available on our website, at our Information Center and Administrative, as well as by mail.	12/3/2014	12/14/2017
FASTTRAC Brochure	Yes	Available on our website, at our Information Center and Administrative, as well as by mail.	8/1/2015	12/14/2017
FAST Informational Brochure	Yes	Available on our website, at our Information Center and Administrative, as well as by mail.	8/1/2015	12/14/2017

APPENDIX B. Title VI Brochure

YOUR RIGHTS

UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964



"No person in the United States 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 receiving Federal financial assistance."

HOW CAN I FILE A COMPLAINT?

A written complaint must be filed within 180 days of the alleged act of discrimination. The FAST Title VI Complaint form is available in both English and Spanish; other languages are available upon request. The FAST Title VI Complaint form can be accessed via:

1. **Website:** www.ridefast.net/policies-and-forms.
2. **By mail:** To request a form by mail, please call (910) 433-1747.
3. **In person:** Printed form are available at the FAST Administrative Office (455 Grove Street) or the FAST Transit Center (505 Franklin Street).

Submit Completed Forms To:

Fayetteville Area System of Transit (FAST)
Attn: Title VI Coordinator
455 Grove Street
Fayetteville, NC 28301

Completed Forms May Also be Sent To:

Federal Transit Administration
Office of Civil Rights, Region IV
230 Peachtree Street, NW, Suite 1400
Atlanta, GA 30303

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530



WHO CAN FILE A TITLE VI COMPLAINT?

Any individual or group who believes their rights under Title VI have been violated may file a complaint.

WILL I BE RETALIATED AGAINST FOR FILING A TITLE VI COMPLAINT?

A federal funds recipient is prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI.

FAST ADMINISTRATIVE OFFICES

455 GROVE STREET
FAYETTEVILLE, NC 28301



Revised 12/14/17

WHAT IS TITLE VI?

Title VI is a component of the Civil Rights Act of 1964, which is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

It is the policy of the Fayetteville Area System of Transit (FAST) to ensure full and affirmative compliance with Title VI of the Civil Rights Act of 1964, as amended, and related statutes and implementing regulations.

WHAT TYPE OF DISCRIMINATION IS PROHIBITED UNDER TITLE VI?

There are many forms of discrimination based on race, color, national origin, sex, age, or disability that can limit the opportunity of individuals to gain equal access to service and programs.

FAST prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled;
- Different standards or requirements of participation;
- Separate treatment in any part of the program;
- Differences in quality, quantity or manner in which the benefits are provided;
- Discrimination in any activities conducted in a facility built in whole or part with Federal funds.



WHO IS A LIMITED ENGLISH PROFICIENCY (LEP) PERSON?

A Limited English Proficient (LEP) person does not speak English as their primary language and has a limited ability to read, speak, write or understand English. National origin discrimination also includes discrimination on the basis of limited English proficiency.

HOW DOES TITLE VI AFFECT LEP PERSONS?

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that persons of Limited English Proficiency (LEP) have meaningful access to programs, services, and activities.

FAST is committed to utilize available bilingual resources to assist customers when needed and treating all LEP individuals with respect.

At the minimum, FAST will:

- Provide interpretation services for Spanish speaking individuals at public meetings, as needed.
- Translate transit schedules into Spanish.
- Identify an employee and/or volunteer to provide translation for basic public services as needed.
- Provide telephone translation services for all languages other than English.

* All translation services are provided FREE of charge.

HOW CAN I LEARN ABOUT AND GET INVOLVED IN FAST'S PROGRAMS?

One of the best ways to help ensure that the transit system meets the needs of diverse groups is to stay informed and to be involved in the transit planning decision-making process.

FAST provides the public with full access to key decisions and the information upon which they are based.

FAST encourages the involvement of interested groups and the general public during the development of its transit plans and programs.

FAST's public participation process is designed to give the public the opportunity to participate in critical transit programs, plans, and decisions. All Advisory Committee meetings are open to the public.



SUS DERECHOS

EN VIRTUD DEL TÍTULO VI DE LA LEY DE DERECHOS CIVILES DE 1964



«Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se le negarán los beneficios de, ni será objeto de discriminación en virtud de ningún programa ni actividad que reciba asistencia financiera federal».

www.RideFAST.net

Revised 12/14/17

¿CÓMO PUEDO PRESENTAR UNA QUEJA?

Una queja por escrito se debe presentar dentro de los 180 días del presunto acto de discriminación. El formulario de Quejas del Título VI de FAST está disponible en inglés y español; otros idiomas están disponibles a pedido. Se puede acceder al formulario de Quejas del Título VI de FAST a través de los siguientes canales:

1. **Sitio web:** www.ridefast.net/policies-and-forms.
2. **Por correo postal:** Para solicitar un formulario por correo, llame al (910) 433-1747.
3. **En persona:** El formulario impreso está disponible en la Oficina Administrativa de FAST (455 Grove Street) o en el FAST Transit Center (505 Franklin Street).

Envíe los Formularios Completos a:

Fayetteville Area System of Transit (FAST)
A/A: Coordinador del Título VI
455 Grove Street
Fayetteville, NC 28301

Los Formularios Completos También Pueden Enviarse a:

Administración Federal de Tránsito
Oficina de Derechos Civiles, Región IV
230 Peachtree Street, NW, Suite 1400
Atlanta, GA 30303

Departamento de Justicia de Estados Unidos
División de Derechos Civiles
950 Pennsylvania Avenue, N.W.
Washington, D.C. (20530)



¿QUIÉN PUEDE PRESENTAR UNA QUEJA DEL TÍTULO VI?

Cualquier persona o grupo que crea que sus derechos en virtud del Título VI se hayan incumplido puede presentar una queja.

¿SE TOMARÁN REPRESALIAS CONTRA MÍ POR PRESENTAR UNA QUEJA DEL TÍTULO VI?

Se prohíbe que un receptor de fondos federales tome represalias contra usted o contra cualquier persona porque se haya opuesto a una política o práctica ilegal, presentado cargos, testificado o participado en una acción de queja conforme al Título VI.

OFICINAS ADMINISTRATIVAS DE FAST

455 GROVE STREET
FAYETTEVILLE, NC 28301

www.RideFAST.net



¿QUÉ ES EL TÍTULO VI?

El Título VI es un componente de la Ley de Derechos Civiles de 1964, que es la ley federal que protege a las personas de la discriminación en función de su raza, color u origen nacional en los programas que reciben asistencia financiera federal.

Es la política del Sistema de Tránsito del Área de Fayetteville (FAST) garantizar el cumplimiento pleno y afirmativo del Título VI de la Ley de Derechos Civiles de 1964, en su texto reformado, y los estatutos relacionados y las reglamentaciones de implementación.

¿QUÉ TIPO DE DISCRIMINACIÓN ESTÁ PROHIBIDA EN VIRTUD DEL TÍTULO VI?

Existen muchas formas de discriminación basadas en la raza, el color, el origen nacional, el sexo, la edad o la discapacidad que pueden limitar la oportunidad de las personas de obtener acceso equitativo a los servicios y programas.

FAST prohíbe todas las prácticas discriminatorias, que incluyen, entre otras:

- negación a cualquier persona de cualquier servicio, participación o beneficio provisto conforme al programa al cual él o ella puede tener derecho;
- diferentes normas o requisitos de participación;
- tratamiento separado en cualquier parte del programa;
- diferencias en calidad, cantidad o forma en que se proporcionan los beneficios;
- discriminación en cualquier actividad realizada en una instalación construida en su totalidad o en parte con fondos federales.



¿QUIÉN ES UNA PERSONA CON DOMINIO LIMITADO DEL INGLÉS (LEP, POR SUS SIGLAS EN INGLÉS)?

Una persona con dominio limitado del inglés (LEP) no habla inglés como idioma principal y tiene una capacidad limitada para leer, hablar, escribir o entender inglés. La discriminación por origen nacional también incluye la discriminación sobre la base del dominio limitado del inglés.

¿CÓMO AFECTA EL TÍTULO VI A LAS PERSONAS CON LEP?

El gobierno federal y los que reciben asistencia del gobierno federal deben tomar medidas razonables para garantizar que las personas con dominio limitado del inglés (LEP) tengan un acceso significativo a los programas, servicios y actividades.

FAST se compromete a utilizar los recursos bilingües disponibles para ayudar a los clientes cuando sea necesario y tratar con respeto a todas las personas con LEP.

Como mínimo, FAST realizará lo siguiente:

- Proporcionar servicios de interpretación para personas de habla hispana en reuniones públicas, según sea necesario.
- Traducir horarios de tránsito al español.
- Identificar a un empleado o voluntario para proporcionar traducción para servicios públicos básicos según sea necesario.
- Proporcionar servicios de traducción telefónica para todos los idiomas que no sean inglés.

* Todos los servicios de traducción se proporcionan de forma GRATUITA.

¿CÓMO PUEDO APRENDER Y PARTICIPAR EN LOS PROGRAMAS DE FAST?

Una de las mejores formas de ayudar a garantizar que el sistema de tránsito satisfaga las necesidades de diversos grupos es mantenerse informado y participar en el proceso de toma de decisiones sobre planificación de tránsito.

FAST brinda al público acceso total a las decisiones clave y a la información en la que se basan.

FAST fomenta la participación de los grupos interesados y el público en general durante el desarrollo de sus planes y programas de tránsito.

El proceso de participación pública de FAST está diseñado para brindarle al público la oportunidad de participar en programas, planes y decisiones de tránsito cruciales. Todas las reuniones del Comité Asesor están abiertas al público.



APPENDIX C. I Speak Card

LANGUAGE IDENTIFICATION FLASHCARD

Hello, I'm from the U.S. Census Bureau. Is someone here now who speaks English and can help us? If not, please write your phone number and someone will contact you in English.

01. English

Buenos días (Buenas tardes), soy de la Oficina del Censo de los Estados Unidos. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, por favor, anote su número de teléfono y alguien se comunicará con usted en español.

02. Español/
Spanish

Përshëndetje, unë vij nga Zyra e Regjistrimit të Popullsisë së Sh.B.A-së. A ndodhet dikush tani këtu që flet anglisht dhe mund të na ndihmojë? Nëse jo, ju lutemi shkruani numrin e telefonit tuaj dhe dikush do t'ju kontaktojë në gjuhën shqipe.

03. Shqip/
Albanian

እንደምንት ፣ ከአሜሪካ የሕዝብ ቆጠራ ቢሮ ነኝ ። አሁን እንግሊዝኛ ቋንቋ የሚናገር እና ሊረዳን የሚችል ሰው አለ? ከሌለ እባክትን የስልክ ቁጥርን ይጻፉልንና በአማርኛ የሚያናግርት ይናገሩልን።

04. ቁጥርቁሽ/ Amharic

مرحبًا، أنا من مكتب الإحصاء الأمريكي. هل يوجد هنا الآن شخص يتحدث الإنجليزية ويمكنه مساعدتنا؟ إذا آان لا يوجد، فلارجاء آأابة رقم هاتفكم وسيصل بكم آأد الأشخاص بالآغة العربية.

05. العربية/
Arabic

Բարև Ձեզ, Ես ԱՄՆ-ի Մարդահամարի Բյուրոյից եմ: Ներկա՞ է արդյոք մեկը, որը խոսում է Անգլերեն և կարող է մեզ օժնկել: Եթե ոչ, մխրեք Ձեր հեռախոսի համարը և Ձեզ հետ կկապվեն Հայերենով:

06. Հայերեն/
Armenian

হ্যালো, আমি ইউ.এস. সেন্সাস বিউরো থেকে এসেছি। এখানে এখন এমন কেউ আছেন কি যিনি ইংরেজি বলতে পারেন এবং আমাদের সাহায্য করতে পারেন যদি তেমন কেউ না থাকে, আপনার ফোন নম্বর লিখে দিন এবং আপনার সঙ্গে একজন বাংলায় যোগাযোগ করবেন।

07. বাংলা/
Bengali

Разрешете да ви се представя, аз съм служител на Бюрото по преброяване на населението на САЩ. Има ли тук някой, който говори английски и би могъл да ни помогне? Ако няма, моля, напишете своя телефонен номер, за да може някой от нашите служители да ви се обади на български.

08. български/
Bulgarian

“နူသယူ၁်မသာ အုန နှ် ဃနညကျ ကြမနကေ၁်ပ၁ာနသညန. နမန ညသတ တုသ ပ၁နဂ္ဂ နညါ၁ျ ညိ
ခညေ. နူစ ကျိ ညသအယ စူနဂ္ဂန တမအန ပသကမ စုသညန ညကာတနမ ညိ ပ၁ာနသညန တဂ္ဂ
ခသညအခေအ ပသက ငည နညါ၁ျ.

09. မြန်မာ/
Burmese

សូម្បី ខ្ញុំមកពីការិយាល័យជំរឿនរបស់សហរដ្ឋអាមេរិក ១ ឬ ១ ជនសុស ពុរពុច ។ តើមាននរណានៅ ទីនេះដែលចេះនិយាយភាសាអង់គ្លេសហើយអាចជួយយើងបា
នទេ ? ប្រសិនបើមិនមានទេ សូមសរសេរ លេខទូរស័ព្ទរបស់អ្នកមក ហើយនរណាម្នាក់នឹងទាក់ទងអ្នកជាភាសាខ្មែរ ។

10. ភាសាខ្មែរ/
Cambodian

您好。我是为美国人口普查局工作的。您这里有没有会说英语的人可以帮助我们？如果没有，
请写下您的电话号码，然后将有人用中文与您联系。

11. 中文/
Chinese
(Simplified)

您好。我是为美國人口普查局工作的。請問您這里有沒有會說英語的人可以幫助我們？如
果沒有，請寫下您的電話號碼，之後將有人使用中文與您聯絡。

12. 中文/
Chinese
(Traditional)

Dobar dan, ja sam iz Američkog biroa za cenzus. Ima li ovdje nekoga tko govori engleski i može
nam pomoći? Ako nema, molim Vas da napišete svoj broj telefona, pa ćemo stupiti s Vama u
kontakt na hrvatskom jeziku.

13. hrvatski/
Croatian

Dobrý den, jsem z Amerického úřadu pro sčítání lidu (U.S. Census Bureau). Je zde někdo, kdo
hovoří anglicky a může nám pomoci? Pokud ne, napište prosím své telefonní číslo a někdo Vás
bude kontaktovat v češtině.

14. čeština/
Czech

سلام، من در دفتر نفوس شماری، در ایالات متحدهء امریکا ایفای وظیفه مینمایم. آیا همراه شما،
همین لحظه کسی است که با لسان انگلیسی آشنایی داشته باشد و ما را کمک کرده بتواند؟ اگر
نیست، پس لطفاً نمبرتیلیفونتانرا بدهیتا به لسان هندی با شما درتماس شویم.

15. دری/
Dari

Kudual, ɣen ye raan de maktam de kuɛn de kɔc de Amerika. Nɔŋ raan ye jam ɛ thon de Linglith lɛu
bɛ wok kony ɛ kɛ looiku? Na liu, ke yi göör telepundu ku anɔŋ raan bɛ yiin col ɛ thuɔŋjɔŋ.

16. Thuɔŋjɔŋ/
Dinka

Hallo, ik ben van het Amerikaanse Census Bureau. Is er iemand hier die Engels spreekt en ons kan
helpen? Als dat niet zo is, wilt u dan uw telefoonnummer opschrijven? Dan zal iemand telefonisch
contact met u opnemen in het Nederlands.

17. Nederlands/
Dutch

سلام. من یک کارمند اداره سرشماری ایالات متحده هستم. آیا کسی حالا اینجا هست که به زبان انگلیسی صحبت میکند و میتواند به ما کمک کند؟ اگر کسی نیست، لطفاً شماره تلفنتان را بنویسید، و یک نفر به زبان فارسی با شما تماس خواهد گرفت.

18. فارسی/
Farsi

Bonjour, je travaille pour le Bureau de Recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et puisse nous aider ? Sinon, notez votre numéro de téléphone pour que quelqu'un puisse vous contacter en Français.

19. Français/
French

Guten Tag, ich komme im Auftrag des Bundesbüro zu Durchführung von Volkszählungen. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, schreiben Sie bitte Ihre Telefonnummer auf und es wird sich jemand in deutscher Sprache mit Ihnen in Verbindung setzen.

20. Deutsch/
German

Γειά σας,
Είμαστε από την Υπηρεσία Απογραφής των ΗΠΑ. Είναι κανείς εδώ αυτή τη στιγμή που μιλάει Αγγλικά να μας εξυπηρετήσει; Αν όχι, παρακαλώ σημειώστε το τηλέφωνό σας και θα επικοινωνήσει κάποιος μαζί σας στα ΕΛΛΗΝΙΚΑ.

21. Ελληνικά/
Greek

Bonjou, mwen se anpwlaye biwo resansman ameriken. Èske m ka pale ak yon moun nan kay la ki konn pale anglè ? Si pa gen moun nan kay la ki pale anglè, tanpri ekri nimewo telefòn ou pou yon moun kki pale kreyòl ayisyen rele w.

22. kreyòl ayisyen/
Haitian Creole

שלום, אני ממושרד מפקד האוכלוסין של ארצות הברית. האם יש כאן מישהו ברגע זה שמדבר אנגלית ויכול לעזור לנו? במידה ולא, אנא כתבו את מספר הטלפון שלכם ומישהו ייצור קשר אתכם בשפה העברית.

23. עברית/
Hebrew

हैलो, मैं यू.एस. जनगणना ब्यूरो से हूँ। क्या अभी यहां ऐसा कोई व्यक्ति है जो अंग्रेजी बोलता हो और हमारी मदद कर सकता हो? यदि नहीं, तो कृपया अपना फोन नंबर लिखें और कोई व्यक्ति आपसे हिन्दी में संपर्क करेगा।

24. हिन्दी/
Hindi

Nyob zoo. Kuv tuaj hauv Teb Chaws Asmeskas Chaw Suav Pej Xeem tuaj. Puas muaj leej twg nyob hauv tsev uas txawj lus Askiv thiab pab tau peb? Yog tsis muaj, thov sau koj tus xov tooj tseg, mam li muaj ib tug neeg hais lus Hmoob hu tuaj rau koj.

25. Hmoob/
Hmong

Jó napot kívánok, az Egyesült Államok Népszámlálási Hivatalától vagyok. Van a közelben valaki, aki beszél angolul, és segíteni tud nekünk? Ha nem, kérem, írja le a telefonszámát, és kapcsolatba fogunk lépni Önnel magyarul.

26. Magyar/
Hungarian

Hello, taga Census Bureau ako ng U.S. Adda kadi kadakayo nga makapagsarita ti English ken mabalin nga tumulong kaniami? Nu awan paki surat yo iti numero iti telepono yo ta adda iti tumawag kaniayo nga ag Ilocano.

27. Ilocano/
Ilocano

Salve, chiamo da parte del Census Bureau degli Stati Uniti. C'è qualcuno che parla inglese ed è in grado di aiutarci? In caso negativo, scriva il numero di telefono e sarà contattato da qualcuno che parla Italiano.

28. Italiano/
Italian

こんにちは。私は米国勢調査局の係員です。こちらには英語を理解できこの調査にご協力いただける方がいらっしゃいますか？もしない場合は、あなたのお電話番号をお書きいただければ、日本語を話す係員が連絡をいたします。

29. 日本語/
Japanese

안녕하세요. 저는 미국 인구조사국에서 일하고 있습니다. 영어를 사용하시는 분 중에 저희를 도와 주실 수 있는 분이 여기 계십니까? 없으신 경우, 전화번호를 적어주시면 한국어를 할 수 있는 직원이 연락을 드릴 것입니다.

30. 한국어/
Korean

ສະບາຍດີ, ຂ້າພະເຈົ້າ ມາຈາກສຳນັກງານສຳຫຼວດພົນລະເມືອງ ແຫ່ງສະຫະລັດອາເມລິກາ. ມີໃຜຢູ່ທີ່ນີ້ ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ກະລຸນາຂຽນເລກ ໂທລະສັບຂອງທ່ານ ແລະ ພວກເຮົາ ຈະຕິດຕໍ່ທ່ານ ເປັນພາສາລາວ.

31. ພາສາລາວ/
Laotian

Sveiki, aš esu iš JAV Gyventojų surašymo biuro. Ar čia dabar yra kas nors, kas kalba angliškai ir galėtų mums padėti? Jei ne, prašome užrašyti savo telefono numerį ir su jumis susisieks lietuvių kalba.

32. Lietuvių/
Lithuanian

ഹലോ, ഞാൻ യു എസ് സെൻസസ് ബ്യൂറോയിൽ നിന്നാണ്. ഇംഗ്ലീഷ് സംസാരിക്കുന്ന ആരെങ്കിലും ഇപ്പോൾ ഇവിടെയുണ്ടോ ഞങ്ങളെ സഹായിക്കാൻ? ഇല്ലെങ്കിൽ, നിങ്ങളുടെ ടെലിഫോൺ നമ്പർ എഴുതി നൽകുക. മലയാളത്തിൽ സംസാരിക്കുന്ന ആരെങ്കിലും താങ്കളെ ബന്ധപ്പെടും.

33. മലയാളം/
Malayalam

Yá'át'ééh, Neeznáá nináháháágo Bila'ashdla'ii náóltah bíł haz'á bá naashnish. Háidaaish kóó Bilagáanaa biq zaad yee yáłti'ígíí hóló? 'Ádingo 'éí nibéesh bee hane'é nihá 'ádííłííł dóó t'áá háida t'áá Diné Bizaad yee yáłti'ígíí nich'í' náhodoolnih.

34. Diné Bizaad/
Navajo

नमस्ते, म अमेरिकाको जनगणना अफिसबाट आएको । यहाँ अंग्रेजी बोल्न जान्ने अन्त हामीलाई मदत गर्नसक्ने कोहि मान्छे छन ? नभा, तपाईंको फोन नम्बर लेखिदिनु अनि कसैले तपाईंसित नेपाली भाषामा कुरा गर्नेछन् ।

35. नेपाली/
Nepali

ਹੈਲੋ, ਮੈਂ ਯੂ ਐੱਸ. ਜਨਗਣਨਾ ਬਿਊਰੋ ਵਲੋਂ ਆਇਆ/ਆਈ ਹਾਂ। ਕੀ ਇਥੇ ਕੋਈ ਅੰਗਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ ਅਤੇ ਸਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ? ਜੇ ਨਹੀਂ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣਾ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਦਿਉ ਅਤੇ ਕੋਈ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੰਪਰਕ ਕਰੇਗਾ।

36. ਪੰਜਾਬੀ/
Panjabi

Dzień dobry. Jestem z Amerykańskiego Biura Spisu Ludności. Czy ktoś tutaj mówi po angielsku i mógłby nam pomóc? Jeżeli nie, proszę napisać swój numer telefonu, a ktoś skontaktuje się z Państwem po polsku.

37. Polski/
Polish

Olá, sou do Serviço de censo dos Estados Unidos. Alguém aqui fala inglês e pode nos ajudar? Caso contrário, escreva seu telefone e alguém vai entrar em contato com você em português.

38. Português/
Portuguese

Bună ziua, sunt de la Biroul de Recensământ al S.U.A. Este cineva aici, în acest moment, care vorbește engleză și ne poate ajuta? Dacă nu, vă rog scrieți-vă numărul de telefon și cineva vă va contacta telefonic în română.

39. Română/
Romanian

Здравствуйте! Я представляю Бюро переписи населения Соединенных Штатов. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то, пожалуйста, напишите свой телефонный номер, чтобы наши сотрудники могли побеседовать с вами по-русски.

40. русский/
Russian

Добар дан, ја сам из Америчког бироа за попис становништва. Да ли овде има некога ко говори енглески и може да нам помогне? Ако нема, молим Вас да напишете свој број телефона, па ћемо контактирати с Вама на српском језику.

41. српски/
Serbian

Hallo, Waxaan anigu ka tirsanahay Xafiiska Tirakoobka Mareykanka. Halkan ciddi ma Joogta hadda oo ku hadasha Ingiriisiga oo na caawin karta? Haddi kalese, fadlan qor lambarka talafoonkaaga markaasna qof ayaa kugulasoo xidhiidhi doona adiga Soomaalliga.

42. Soomaali/
Somali

Halo, nimetoka Shirika la Sensa la Merika Je, kuna mtu hapa sasa anayezungumza Kiingereza na anaweza kutusaidia? Ikiwa hakuna, tafadhali andika nambari yako ya simu na mtu atawasiliana na wewe kwa Kiswahili.

43. Kiswahili/
Swahili

Hello, Ako'y galing sa U.S. Census Bureau. Mayroon ba ditong marunong magsalita ng Ingles at makakatulong sa amin ngayon? Kung wala, pakisulat ang telepono ninyo at may tatawag sa inyo sa Tagalog.

44. Tagalog/
Tagalog

สวัสดีครับ/ค่ะ ผม/ดิฉันเป็นเจ้าหน้าที่จากสำนักงานสัมมะโนประชากรสหรัฐ มีใครพอจะพูดภาษาอังกฤษเพื่อช่วยแปลได้บางหรือเปล่า ครับ/ค่ะ ถ้าไม่มีช่วยแจ้งเบอร์โทรศัพท์เพื่อที่เราจะสามารถติดต่อกลับมาใหม่ได้เป็นภาษาไทย

45. ไทย/
Thai

ሃሎው፡ ካብ ቤት ጽሕፈት ምዕጻር ሕዝቢ ከሜሪካ እየ ኣነ። ሕጻ እንግሊዝኛ ምህራብን ክሕግዘን ምእኩልን ሰብ ኣጠቢ ኣሎዶ? እንተዘይቲ፡ ብክብረትኩም ቁጽሪ ቴሌፎንኩም ጽሓፉ ሓደሰብ ብትግርኛ ከሃረብኩም እየ።

46. ትግርኛ/
Tigrinya

Merhaba, A.B.D. İstatistik Bürosu'ndanım. Orada İngilizce konuşan ve bize yardım edebilecek birisi var mı? Yoksa, lütfen telefon numaranızı yazın, sizinle Türkçe dilinde temasa geçilecek.

47. TÜRKÇE/
Turkish

Привіт, Ми з США. Сенсес Бюро. Тут є хтось, хто володіє англійською мовою і може допомогти нам? Якщо ні, будь ласка, запишіть ваш телефонний номер і з вами зв'яжуться на українській мові.

48. українська
мова/
Ukrainian

ہیلو، میں امریکی مردم شماری بیورو سے ہوں۔ کیا یہاں کوئی ایسا شخص ہے جو انگریزی بولتا ہو اور ہماری مدد کر سکتا ہو؟ اگر نہیں، تو براہ کرم اپنا فون نمبر لکھوائیں اور کوئی شخص آپ سے اردو زبان میں رابطہ کرے گا۔

49. اردو/
Urdu

Xin chào, tôi là nhân viên của Cục Thống Kê Dân Số Hoa Kỳ. Ở đây hiện có ai biết nói tiếng Anh và có thể giúp chúng tôi không? Nếu không, xin vui lòng ghi lại số điện thoại của quý vị. Chúng tôi sẽ liên lạc lại với quý vị bằng tiếng Việt.

50. Tiếng Việt/
Vietnamese

האלאו, איך בין פון די יונייטעד סטעיטס צענזוס ביורא. איז פאראן דא איינער וואס רעדט ענגליש און קען אונז העלפן? אויב נישט, ביטע שרייבט אראפ אייער טעלעפאן נומער און איינער וועט זיך פארשטענדליגן מיט אייך אויף אידיש.

51. אידיש/
Yiddish

APPENDIX D. Volunteer Interpreter List

EMPLOYEE LANGUAGE ASSISTANT LIST

The following employees have volunteered to assist people with Limited English Proficiency who need assistance with City services or programs.

Language	Last Name	Employee 1st Name	Department	Office Phone Number
Chinese	Miller	Nancy	Police	433-1911
Dutch	Tuinstra	Richard F.	I.T.	433-1721
French	Jordan	Silvia	Police	433-1851
French	Thomas	Kimberly	Police	433-1831
German	Johannes	Ulrich D.	I.T.	433-1718
German	Lohr	Max	Fire	433-1408
German	Paul	Lars	Police	433-1845
German	Sexton	Birgit	Budget & Evaluation	433-1379
Italian	Jordan	Silvia	Police	433-1851
Norwegian	MacRoberts	Gavin	CorpComm	433-1488
Samoan	Thomsen	Ben A.	Fire	433-1190
Sign Language	Cody	Christopher	Police	237-9395
Sign Language-American	Patterson	Doris E.	Transit	433-1931
Spanish	Alvarez	Moisbiell	Fire	433-1432
Spanish	Blanco	Sandy	Police	433-1045
Spanish	Contreras	Lorena	Airport	433-1176
Spanish	De Jesus	Manuel	Police	433-1830
Spanish	Eckhardt	Heather M.	Development Services	433-1056
Spanish	Feliciano	Veronica L.	Transit	433-1498
Spanish	Gonzalez	Cesar A.	Enviromental Services	978-0058
Spanish	Gutierrez Jr	Rafael A.	Airport	433-1160
Spanish	Hernandez	Ivan	Enviromental Services	433-1923
Spanish	Larregui	Juan J.	Transit	433-1931
Spanish	Lugo	William	Enviromental Services	433-1923
Spanish	Molina	Merla	Police	433-1911
Spanish	Nazar	Yamile	Human Relations	433-1696
Spanish	Perez	Carolina M.	Transit	855-1265
Spanish	Rivera	Josue	Police	433-1885
Spanish	Rodriguez	Giselle	Public Services	433-1303
Spanish	Sanchez	Elliot	Parks & Rec	624-8122
Spanish	Walton	Marlene	Police	433-1045
Spanish	Zeledon	Denis R.	Fire	433-1008

APPENDIX E. Title VI Complaint Form



Title VI Complaint Form

Section I				
Name				
Street Address				
City	State		Zip Code	
Telephone (Home)	Telephone (Work)			
Email Address				
Accessible Format Requirements (check all that apply)		Large Print	Audio Tape	TDD
		Other (please detail)		
Section II				
Are you filing this complaint on your own behalf? Yes* <input type="checkbox"/> No <input type="checkbox"/>				
* If you answered "yes" to this question, please proceed to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: Yes <input type="checkbox"/> No <input type="checkbox"/>				
Section III				
I believe the discrimination I experienced was based on (check all that apply):				
Race <input type="checkbox"/>	Color <input type="checkbox"/>	National Origin <input type="checkbox"/>		
Date of Alleged Discrimination:				
Please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. You may attach additional sheets as necessary.				
Section IV				
Have you previously filed a Title VI complaint with this agency? Yes <input type="checkbox"/> No <input type="checkbox"/>				
Section V				
Have you filed this complaint with any other Federal, State or Local Agency? Please check all that apply.				
Department of Transportation	<input type="checkbox"/>			
Federal Transit Administration	<input type="checkbox"/>			
U.S. Department of Justice	<input type="checkbox"/>			
Equal Employment Opportunity Commission	<input type="checkbox"/>			
Other (please provide Agency Names)	<input type="checkbox"/>			
If you have filed this complaint with any other agency, please complete the following:				
Agency Name	Contact Person	Phone Number	Email Address	

Please submit this form in person, or mail to the address below:

Fayetteville Area System of Transit (FAST), Attn: Title VI Coordinator, 455 Grove Street, Fayetteville, NC 28301

Last Revised: 01/16/15



Formulario de denuncia del Título VI

Sección I			
Nombre			
Dirección			
Ciudad	Estado	Código postal	
Teléfono (particular)	Teléfono (laboral)		
Dirección de correo electrónico			
Requisitos de formato accesibles (marcar todas las opciones que corresponden)	En letra de imprenta grande	Cinta de audio	TDD
	Otro (detallar)		
Sección II			
¿Usted está presentando esta denuncia a su nombre?		Sí*	<input type="checkbox"/>
		No	<input type="checkbox"/>
* Si responde con un "sí" a esta pregunta, continúe con la Sección III.			
Si su respuesta es no, suministre el nombre y la relación con la persona para la cual está presentando la denuncia:			
Explique por qué ha presentado una denuncia para un tercero:			
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando la denuncia en nombre de un tercero:		Sí	<input type="checkbox"/>
		No	<input type="checkbox"/>
Sección III			
Creo que la discriminación que experimenté fue basado en (marque todas las que apliquen):			
La Raza	El Color	Origen Nacional	
Fecha de la Discriminación Presunta:			
Describa su denuncia. Debería incluir detalles específicos como nombres, fechas, horarios, números de ruta, testigos y cualquier otra información que nos pudiera ayudar en la investigación de sus acusaciones. También proporcione cualquier otra documentación que sea relevante para esta denuncia. Podrá adjuntar hojas adicionales si fuera necesario.			
Sección IV			
¿Ha presentado antes una denuncia de Título VI en esta agencia?		Sí	<input type="checkbox"/>
		No	<input type="checkbox"/>
Sección V			
¿Ha presentado esta denuncia en otra agencia federal, del estado o local? Marque todas las opciones que correspondan.			
Departamento de Transporte	<input type="checkbox"/>		
Administración Federal de Tránsito	<input type="checkbox"/>		
Departamento de Justicia de los Estados Unidos	<input type="checkbox"/>		
Comisión para la igualdad de oportunidades en el empleo	<input type="checkbox"/>		
Otra (proporcionar los nombres de las agencias)	<input type="checkbox"/>		
Si ha presentado esta denuncia en otra agencia, complete lo siguiente:			
Nombre de la agencia	Persona de contacto	Número de teléfono	Dirección de correo electrónico

Presente este formulario en persona o envíelo por correo a la siguiente dirección:

Fayetteville Area System of Transit (FAST), Atención: Coordinador del Título VI, 455 Grove Street, Fayetteville, NC 28301

Last Revised: 11/18/14

APPENDIX F. LEP Reporting Form



TITLE VI PLAN
LIMITED ENGLISH PROFICIENCY (LEP) REPORTING FORM

DATE: _____

NAME: _____

PROGRAM AREA: _____

HOW DID THE LEP PERSON CONTACT YOU?

WALK-IN: _____

TELEPHONE: _____

IN WRITING: _____

INTERPRETER/TRANSLATION SERVICE PROVIDED BY:

DEPARTMENT VOLUNTEER _____

QUALIFIED INTERPRETER _____

CONTRACTED TRANSLATION SERVICE _____

OTHER (PLEASE SPECIFY) _____

LANGUAGE _____

LENGTH OF TIME TO PROVIDE SERVICE _____

PLEASE SEND COMPLETED FORM TO:

_____, TITLE VI OFFICER/LEP COORDINATOR

APPENDIX G. ACS 2015 LEP Data



B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
 Universe: Population 5 years and over
 2011-2015 American Community Survey 5-Year Estimates

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

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

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

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

	Fayetteville city, North Carolina	
	Estimate	Margin of Error
Total:	186,157	+/-580
Speak only English	163,185	+/-1,292
Spanish or Spanish Creole:	13,105	+/-757
Speak English "very well"	9,705	+/-628
Speak English less than "very well"	3,400	+/-442
French (incl. Patois, Cajun):	669	+/-207
Speak English "very well"	513	+/-156
Speak English less than "very well"	156	+/-93
French Creole:	288	+/-188
Speak English "very well"	128	+/-76
Speak English less than "very well"	160	+/-169
Italian:	255	+/-107
Speak English "very well"	224	+/-109
Speak English less than "very well"	31	+/-29
Portuguese or Portuguese Creole:	68	+/-71
Speak English "very well"	50	+/-67
Speak English less than "very well"	18	+/-19
German:	1,688	+/-309
Speak English "very well"	1,425	+/-289
Speak English less than "very well"	263	+/-100
Yiddish:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Other West Germanic languages:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Scandinavian languages:	9	+/-14
Speak English "very well"	9	+/-14
Speak English less than "very well"	0	+/-28
Greek:	117	+/-65
Speak English "very well"	76	+/-53
Speak English less than "very well"	41	+/-36

	Fayetteville city, North Carolina	
	Estimate	Margin of Error
Russian:	181	+/-97
Speak English "very well"	134	+/-86
Speak English less than "very well"	47	+/-35
Polish:	86	+/-69
Speak English "very well"	68	+/-59
Speak English less than "very well"	18	+/-20
Serbo-Croatian:	33	+/-53
Speak English "very well"	33	+/-53
Speak English less than "very well"	0	+/-28
Other Slavic languages:	16	+/-25
Speak English "very well"	16	+/-25
Speak English less than "very well"	0	+/-28
Armenian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Persian:	33	+/-38
Speak English "very well"	23	+/-27
Speak English less than "very well"	10	+/-16
Gujarati:	107	+/-98
Speak English "very well"	97	+/-90
Speak English less than "very well"	10	+/-17
Hindi:	104	+/-88
Speak English "very well"	104	+/-88
Speak English less than "very well"	0	+/-28
Urdu:	109	+/-98
Speak English "very well"	73	+/-62
Speak English less than "very well"	36	+/-42
Other Indic languages:	144	+/-71
Speak English "very well"	110	+/-67
Speak English less than "very well"	34	+/-22
Other Indo-European languages:	82	+/-60
Speak English "very well"	32	+/-37
Speak English less than "very well"	50	+/-51
Chinese:	499	+/-171
Speak English "very well"	195	+/-125
Speak English less than "very well"	304	+/-116
Japanese:	343	+/-132
Speak English "very well"	179	+/-91
Speak English less than "very well"	164	+/-80
Korean:	1,487	+/-256
Speak English "very well"	695	+/-157
Speak English less than "very well"	792	+/-221
Mon-Khmer, Cambodian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Hmong:	144	+/-103
Speak English "very well"	90	+/-70
Speak English less than "very well"	54	+/-77
Thai:	230	+/-117
Speak English "very well"	129	+/-76
Speak English less than "very well"	101	+/-81
Laotian:	125	+/-143
Speak English "very well"	38	+/-46
Speak English less than "very well"	87	+/-99
Vietnamese:	541	+/-273
Speak English "very well"	177	+/-94
Speak English less than "very well"	364	+/-260
Other Asian languages:	458	+/-285
Speak English "very well"	258	+/-205

	Fayetteville city, North Carolina	
	Estimate	Margin of Error
Speak English less than "very well"	200	+/-132
Tagalog:	942	+/-277
Speak English "very well"	708	+/-202
Speak English less than "very well"	234	+/-145
Other Pacific Island languages:	332	+/-215
Speak English "very well"	271	+/-175
Speak English less than "very well"	61	+/-79
Navajo:	29	+/-26
Speak English "very well"	6	+/-12
Speak English less than "very well"	23	+/-24
Other Native North American languages:	55	+/-51
Speak English "very well"	55	+/-51
Speak English less than "very well"	0	+/-28
Hungarian:	37	+/-35
Speak English "very well"	19	+/-26
Speak English less than "very well"	18	+/-23
Arabic:	326	+/-191
Speak English "very well"	223	+/-141
Speak English less than "very well"	103	+/-86
Hebrew:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
African languages:	314	+/-139
Speak English "very well"	291	+/-131
Speak English less than "very well"	23	+/-36
Other and unspecified languages:	16	+/-26
Speak English "very well"	16	+/-26
Speak English less than "very well"	0	+/-28

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

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2011-2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

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

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.