

# Chapel Hill Transit

## Title VI Program Plan



Date Adopted

**RECIPIENT INFORMATION**

**RECIPIENT:** Town of Chapel Hill – Chapel Hill Transit (1110)

This submission is an UPDATE and conforms to FTA Circular 4702.1B

**SUBMITTAL DATE:**

**EXPIRATION YEAR:** 2025

**PLAN REVIEW AND APPROVAL**

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

\_\_\_\_\_  
Signature of Mayor

\_\_\_\_\_  
DATE

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## 1.0 INTRODUCTION

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

The Town of Chapel Hill is a recipient of Federal financial assistance from the United States Department of Transportation (USDOT), receiving Federal Transit Administration (FTA) funds. As the direct recipient of USDOT funds (and any other Federal funds which might become available), the Town’s comprehensive Title VI Nondiscrimination Program serves a complete guide for all Town employees with regard to their responsibilities under Title VI of the 1964 Civil Rights Act.

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

## 2.0 DESCRIPTION OF PROGRAMS AND SERVICES

### 2.1 PROGRAM(S) AND SERVICES ADMINISTERED

Chapel Hill Transit provides public transportation options to its customers within the Towns of Chapel Hill and Carrboro, North Carolina and on the campus of the University of North Carolina at Chapel Hill. Chapel Hill Transit provides fixed-route bus services (30 weekday & weekend routes) and EZ Rider (ADA) services. Chapel Hill Transit has a fleet of 117 vehicles (98 fixed-route and 19 demand response) – providing over 7 million annual rides and covering over 2.5 million miles. Chapel Hill Transit is a fare-free system for all customers.

Chapel Hill Transit consists of approximately: 108 Fixed-Route Operators, 5 Fixed-Route Program Support Staff, 1 Training Specialist, 7 Fixed-Route Specialists, 2 Assistant Fixed-Route Operations Managers, 1 Fixed Route Operations Manager, 14 Demand Response Operators, 3 Part Time Demand Response Operators, 2 Demand Response Program Staff, 3 Demand Response Supervisors, 1 Demand Response Manager, 15 Mechanics, 5 Service Attendants, 2 Service Technicians, 3 Maintenance Supervisors, 1 Assistant Maintenance Manager, 1 Maintenance Manager and approximately 14 Administrative Staff. **See organizational chart in Appendix B for breakdown.**

### 2.2 FUNDING SOURCES / TABLES

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

1. grants and loans of Federal funds;
2. the grant or donation of Federal property and interest in property;

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

The Town of Chapel Hill currently receives funding under the USDOT’s Capital investment Grants (5309), Enhanced Mobility of Seniors & individuals with Disabilities (5310), Congestion Mitigation and Air Quality Program (23 USC 149), Surface Transportation Block Grant Program (23 USC 133), Grants for Buses and Bus Facilities Formula Program (5339a), Grants for Bus and Bus Facilities Programs (5339b), Low or No Emission Vehicle Program (5339c), and Urbanized Area Grant Formula Funding Program (5307).

Chapel Hill Transit is principally advised by three separate committees/boards: The Chapel Hill Town Council, The Chapel Hill Transit Funding Partners Committee (Committee) and the Chapel Hill Transportation and Connectivity Advisory Board (Board). **See Appendix C for demographics and descriptions.**

Board or Committee Name	Appointed	Elected	# of Members
Town Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Chapel Hill Transit Funding Partners Committee	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Chapel Hill Transportation and Connectivity Advisory Committee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
EZ Rider Advisory Committee (EZRAC)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

### 2.3 TITLE VI COORDINATOR

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

Brian Litchfield  
 Director, Chapel Hill Transit  
 6900 Millhouse Rd. Chapel Hill, NC 27516  
 919-969-4900  
 blitchfield@townofchapelhill.org

Key responsibilities of the Coordinator include:

- Maintaining knowledge of Title VI and related requirements.

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

#### **2.4 CHANGE OF TITLE VI COORDINATOR AND/OR HEAD OF DECISION-MAKING BODY’S TITLE OR “CAO”**

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

#### **2.5 ORGANIZATIONAL CHART**

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

#### **2.6 SUBRECIPIENTS**

Chapel Hill Transit does not have pass through funds to any other organizations and, therefore, does not have any subrecipients.

### 3.0 TITLE VI NONDISCRIMINATION POLICY STATEMENT

The Town of Chapel Hill, or “Recipient,” hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives. 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 otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

- a. That the Recipient agrees that each “program” and each “facility”, as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
- b. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- c. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
- d. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- e. The Recipient shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.

- f. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
  
- g. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.<sup>1</sup>

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Pam Hemminger, Mayor

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Date

**I. Title VI and Related Authorities**

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

Related nondiscrimination authorities include, but are not limited to: U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act”; 49 U.S.C. 5332, “Nondiscrimination (Public Transportation)”; FTA Circular 4702.1B - Title VI Requirements and Guidelines for Federal Transit Administration Recipients; DOT Order 5610.2a, “Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”; FTA C 4703.1 - Environmental Justice Policy Guidance For Federal Transit Administration Recipients; Policy Guidance Concerning (DOT) Recipient’s Responsibilities to Limited English Proficient (LEP) Persons, 74 FR 74087; The Americans with Disabilities Act of 1990, as amended, P.L. 101-336; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 790; Age Discrimination Act of 1975, as amended 42 U.S.C. 6101; Title IX of the Education Amendments of 1972, 20 U.S.C. 1681; Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601; Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794d;

#### 4.0 NOTICE OF NONDISCRIMINATION

- The Town of Chapel Hill operates its programs and services without regard to **race, color, national origin, sex, religion, age, and disability** in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Town of Chapel Hill.
- For more information on Chapel Hill Transit's civil rights program, and the procedures to file a complaint, contact 919-969-4900; email [blitchfield@townofchapelhill.org](mailto:blitchfield@townofchapelhill.org); or visit our administrative office at 6900 Millhouse Rd. Chapel Hill, NC 27516. For more information, visit [www.chtransit.org](http://www.chtransit.org).
- If information is needed in another language, contact 919-485-7433.
- A complainant may file a complaint directly with the Town of Chapel Hill or by filing with North Carolina Department of Transportation's Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Or US Department of Justice, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228

## **5.0 PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES**

In compliance with 49 CFR Section 21.9(b), Chapel Hill Transit has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. Per The Town of Chapel Hill's Limited English Proficiency (LEP) Plan, these procedures are made available in both English and Spanish. The Discrimination Complaint Form is consistent with the Nondiscrimination Assurance in Group 01.D of the FTA Certifications & Assurances.

### **PUBLIC NOTICE OF RIGHTS**

It is the Town's policy that no person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which Chapel Hill Transit receives Federal financial assistance. Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Chapel Hill Transit. Any such complaint must be in writing or in person with Chapel Hill Transit Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence, or 180 days from when the date when the individual became aware of the alleged occurrence, or where there has been a continuing course of conduct, 180 days from the date on which that conduct was discontinued or the latest instance of the conduct.

Title VI Discrimination Complaint forms may be obtained from Chapel Hill Transit administrative offices at no cost by calling 919-969-4900, or via internet at <http://www.townofchapelhill.org>. Electronic complaints will not be accepted. Anyone who requires assistance to complete the complaint form should contact the Title VI Coordinator at (919)969-4900. Complaints shall be in writing and signed by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Chapel Hill Transit and an external entity simultaneously, the external complaint shall supersede the Chapel Hill Transit complaint and Chapel Hill Transit's complaint procedures will be suspended pending the external entity's findings.

### **INVESTIGATIONS**

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). Chapel Hill Transit's Director will serve as the Title VI Coordinator.

The investigation will address complaints against any Chapel Hill Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Chapel Hill Transit will track all Title VI complaints in consultation with the Town's Legal Department.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Town Manager. The complainant will receive a letter stating the final decision of Chapel Hill Transit.

The complainant shall be notified of his/her right to appeal the decision to the Chapel Hill Town Manager and Town Council. Appeals may be made to the NC Department of Transportation (Office of Civil Rights, Title VI Section, 1511 Mail Service Center, Raleigh, NC 27699) or the Federal Transit Administration.

#### Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:  
Transit Director  
Title VI Coordinator  
Chapel Hill Transit  
6900 Millhouse Road  
Chapel Hill, NC 27516

The Title VI Complaint form may also be sent to:

Title VI Program Coordinator  
FTA Office of Civil Rights  
East Building, 5th Floor  
TCR, 1200 New Jersey Ave S.E.  
Washington, D.C. 20509

### **AVISO PÚBLICO DE LOS DERECHOS**

Es la política del Departamento de que ninguna persona, por motivos de raza, color, origen nacional, discapacidad, orientación sexual, identidad de género o expresión de género excluido de la participación en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación bajo cualquier programa, actividad o servicio para el que Chapel Hill Tránsito recibe asistencia financiera federal. Cualquier persona que cree que ha sido maltratado por una práctica discriminatoria ilegal bajo el Título VI tiene el derecho de presentar una queja formal ante Chapel Hill Tránsito. Cualquier queja debe ser por escrito o en persona con Chapel Hill Tránsito Coordinador del Título VI dentro de los ciento ochenta (180) días siguientes a la fecha de la supuesta ocurrencia discriminación. Los formularios de quejas de discriminación del Título VI se pueden obtener en Chapel Hill oficinas administrativas de tránsito sin costo llamando al 919-969-4900, o vía Internet en <http://www.townofchapelhill.org>. No se aceptarán reclamaciones electrónicas. Cualquier persona que requiere ayuda para completar el formulario de reclamación debe comunicarse con el Coordinador del Título VI al (919) 969-4900.

Usted también tiene el derecho de presentar una queja ante una entidad externa, como el Departamento de Transporte (DOT), una agencia federal o estatal, o de un tribunal federal o estatal. En caso de presentarse una queja con la Chapel Hill Tránsito y una entidad externa al mismo tiempo, la demanda externa prevalecerá la queja Chapel Hill Tránsito y los procedimientos de queja será suspendido en espera de los resultados de la entidad externo.

### **INVESTIGACIONES**

Dentro de los 10 días hábiles siguientes a la recepción de la queja formal, el Coordinador del Título VI notificará al demandante y comenzar una investigación (a menos que la queja sea presentada ante una entidad externa primero o al mismo tiempo). Directora de CHT será el Coordinador del Título VI.

La investigación se ocupará de las quejas en contra de cualquier departamento CHT (s). La investigación se

llevará a cabo en conjunción con y bajo el asesoramiento de la Unidad Civil de la Administración Federal de Tránsito de Derechos.

La investigación puede incluir la discusión (s) de la queja con todas las partes afectadas para determinar el problema. El demandante puede ser representado por un abogado u otro representante de su / su elección y mis testigos y testimonios aportan evidencia presente y en el curso de la investigación.

La investigación se llevará a cabo y completado dentro de los 60 días siguientes a la recepción de la queja formal. CHT realizará el seguimiento de todas las quejas del Título VI, en consulta con el Departamento Legal del Pueblo.

Sobre la base de toda la información recibida, un informe de la investigación será escrito por el Coordinador del Título VI para su sometimiento a la Gerente Town. El autor recibirá una carta en la que la decisión final de CHT.

El demandante deberá ser notificado de su su / derecho de apelar la decisión de la Chapel Hill Town Manger y Ayuntamiento. Será susceptible de recurso ante el Departamento de Transporte de Carolina del Norte (Oficina de Derechos Civiles, Sección Título VI, 1511 Mail Service Center, Raleigh, NC 27699) o la Administración de Tránsito Federal.

### **Los métodos para la presentación de una queja**

El método preferido es el de presentar su queja por escrito utilizando el Formulario de Queja Título VI, y enviarlo a:

Director de Tránsito  
Coordinador del Título VI  
Chapel Hill Tránsito  
6900 Millhouse carretera  
Chapel Hill, NC 27516

El formulario de queja del Título VI también se pueden enviar a:

Título VI Coordinador del Programa  
FTA Oficina de Derechos Civiles  
East Building, 5th Floor  
TCR, 1200 New Jersey Ave. S. E.  
Washington, D.C. 20509

## DISCRIMINATION COMPLAINT FORM

Any person who believes that he/she has been subjected to discrimination based upon race, color, religion, sex, age, national origin, or disability may file a written complaint with Town of Chapel Hill, within 180 days after the discrimination occurred.			
Last Name:	First Name:	<input type="checkbox"/> Male <input type="checkbox"/> Female	
Mailing Address:	City	State	Zip
Home Telephone:	Work Telephone:	E-mail Address	
Identify the Category of Discrimination: <input type="checkbox"/> RACE <input type="checkbox"/> COLOR <input type="checkbox"/> NATIONAL ORIGIN <input type="checkbox"/> AGE <input type="checkbox"/> RELIGION <input type="checkbox"/> DISABILITY <input type="checkbox"/> SEX			
<i>*NOTE: Title VI bases are race, color, national origin. All other bases are found in the "Nondiscrimination Assurance" of the FTA Certifications &amp; Assurances.</i>			
Identify the Race of the Complainant <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian <input type="checkbox"/> Alaskan Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Other _____			
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.			
Names of individuals responsible for the discriminatory action(s):			
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. <b>(Attach additional page(s), if necessary).</b>			
The law prohibits intimidation or <b>retaliation</b> against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.			
Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).			
<u>Name</u>	<u>Address</u>	<u>Telephone</u>	
1. _____			
2. _____			
3. _____			
4. _____			

**DISCRIMINATION COMPLAINT FORM**

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

NC Department of Transportation \_\_\_\_\_  
 Federal Transit Administration \_\_\_\_\_  
 Federal Highway Administration \_\_\_\_\_  
 US Department of Transportation \_\_\_\_\_  
 Federal or State Court \_\_\_\_\_  
 Other \_\_\_\_\_

Have you discussed the complaint with any Town of Chapel Hill or Chapel Hill Transit representative? If yes, provide the name, position, and date of discussion.

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

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

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

_____ <b>COMPLAINANT'S SIGNATURE</b>	_____ <b>DATE</b>
---	----------------------

**MAIL COMPLAINT FORM TO:**

Title VI Coordinator  
 Chapel Hill Transit  
 6900 Millhouse Rd.  
 Chapel Hill, NC 27516

The Title VI Coordinator will provide a response within 60 days.

**FOR OFFICE USE ONLY**

Date Complaint Received: \_\_\_\_\_

Processed by: \_\_\_\_\_

Case #: \_\_\_\_\_

Referred to:     NCDOT     FTA    Date Referred: \_\_\_\_\_



## INVESTIGATIVE GUIDANCE

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

## Investigative Report

- I. COMPLAINANT(S) NAME** (or attorney for the complainant(s) – name and address if applicable)  
Name, Address, Phone: 999-999-9999
- II. RESPONDENT(S)** (or attorney for the respondent(s) – name and address if applicable)  
Name, Address, Phone: 999-999-9999
- III. APPLICABLE LAW/REGULATION**  
[For example, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d); 49 CFR §21.11; 49 CFR §26.53)]
- IV. COMPLAINT BASIS/(ES)**  
[For example, Race, Color, National Origin, Religion, Sex, Age, Disability)]
- V. ISSUES/ALLEGATIONS**  
[Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct, (e.g., race, color, religion, sex, national origin, age, or disability) and the specific statutory or regulatory provision the allegation would violate, if proven to be true.  
Examples:  
Issue #1 – Complainant alleges that transit system failed to inform minority communities of rate increases.  
Issue #2 – Complainant alleges that transit system has not sufficiently publicized or held public meetings to share information regarding fare increases and route changes that impacts low-income and minority citizens.]
- VI. BACKGROUND**  
[Provide detailed information regarding the complaint, including a historical overview of the case, including any activities or actions taken prior to accepting the complaint for investigation.]
- VII. INVESTIGATIVE PROCEDURE**  
[Describe in detail, methods used to conduct the investigation, such as document requests, interviews and site visits. Include witnesses’ names and addresses, documents received and/or reviewed, emails sent and received.]
- VIII. ISSUES / FINDINGS OF FACT**  
[Provide a detailed description of the investigator’s analysis of each allegation, based on clear and factual findings. Include specific evidence used to support your findings.]
- IX. CONCLUSION**  
[State whether discrimination did or did not occur. Conclusions must be evidence-based and defensible. Test conclusions by considering all possible rebuttal arguments from the respondent and complainant. Both respondent and the complainant should be given an opportunity to confirm or rebut the assertions of the other party and your findings, but all the evidence you’ve presented should speak for itself.]
- X. RECOMMENDED ACTIONS**  
[Outline what should be done to remedy the findings or, if necessary, provide justice for the complainant.]

### APPENDIX

[Include in the Appendix any supplemental materials that support your findings and conclusion.]

## 6.0 CONTRACT ADMINISTRATION

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

### 6.1 CONTRACT LANGUAGE

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

#### **TITLE VI Compliance (Civil Rights and Equal Opportunity)**

The TOWN OF CHAPEL HILL is an Equal Opportunity Employer. As such, CHAPEL HILL TRANSIT and the TOWN OF CHAPEL HILL agree to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, CHAPEL HILL TRANSIT and the TOWN OF CHAPEL HILL agree to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications. Under this requirement, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

**A. Nondiscrimination.** In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

**B. Race, Color, Religion, National Origin, Sex.** In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

**C. Age.** In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621- 634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, “Age Discrimination in Employment Act,” 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, “Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance,” 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

**D. Disabilities.** In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

## 6.2 NONDISCRIMINATION NOTICE TO PROSPECTIVE BIDDERS

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

## 6.0 SERVICE AREA POPULATION CHARACTERISTICS

To ensure that Title VI reporting requirements are met, Chapel Hill Transit will collect and maintain population data on potential and actual beneficiaries of our programs and services. This section is intended as a compilation of relevant population characteristics from our overall service area. This data will provide context to the Title VI Nondiscrimination

Program and be used to ensure nondiscrimination and improve public outreach initiatives and delivery of ongoing programs.

### 6.1 RACE AND ETHNICITY

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2020:

Race and Ethnicity – Chapel Hill	Number	Percent
Total Population	61,960	100
White	39,752	64.1
Black or African American	5,973	9.6
American Indian or Alaska Native	271	0.0
Asian	9305	15
Native Hawaiian and Other Pacific Islander	23	0.0
Some other Race	1,862	3
Two or More Races	4,774	7.7
HISPANIC OR LATINO (of any race)	4,428	7.1
Mexican	1,146	1.8
Puerto Rican	564	0.9
Cuban	403	0.7
Other Hispanic or Latino	2,315	3.7

<b>Race and Ethnicity - Carrboro</b>	<b>Number</b>	<b>Percent</b>
Total Population	21,295	100
White	13,642	64
Black or African American	2,197	10.3
American Indian or Alaska Native	108	0.5
Asian	1,596	7.5
Native Hawaiian and Other Pacific Islander	11	0.0
Some other Race	1,241	5.8
Two or More Races	2,202	10.3
HISPANIC OR LATINO (of any race)	1,406	6.6
Mexican	285	1.3
Puerto Rican	138	0.6
Cuban	0	0.0
Other Hispanic or Latino	983	4.6

<b>Race and Ethnicity – Total Service Area</b>	<b>Number</b>	<b>Percent</b>
Total Population	83,255	100
White	53,394	64.1
Black or African American	8,170	9.8
American Indian or Alaska Native	379	0.5
Asian	10,901	13.1
Native Hawaiian and Other Pacific Islander	34	0.0
Some other Race	3,103	3.7
Two or More Races	6,976	8.4
HISPANIC OR LATINO (of any race)	5,834	7.0
Mexican	1,431	1.7
Puerto Rican	702	0.8
Cuban	403	0.5
Other Hispanic or Latino	3,298	4.0

## 6.2 HOUSEHOLD INCOME

The following table was completed using data from American Community Survey S2001 and S1901, Income in the Past 12 Months (In 2020 Inflation-Adjusted Dollars)

Subject	Households	
	Estimate	Margin of Error +/-
Total	33,112	1,192
Less than \$10,000	7.2%	1.7
\$10,000 to \$14,999	2.2%	.8
\$15,000 to \$24,999	5.4%	1.4
\$25,000 to \$34,999	8.6%	1.2
\$35,000 to \$49,999	12.1%	1.4
\$50,000 to \$74,999	10.8%	1.6
\$75,000 to \$99,999	6.9%	1.5
\$100,000 to \$149,999	11.7%	1.7
\$150,000 to \$199,999	9.6%	1.4
\$200,000 or more	13.2%	2.3
Median income (dollars) Chapel Hill	\$75,249	\$5,015
Mean income (dollars) Carrboro	\$52,905	\$5,472

### 6.3 LIMITED ENGLISH PROFICIENCY POPULATIONS

The following table was completed using data from Census Table Limited English Speaking Households 2013-2017 Estimates:

Subject	Chapel Hill town, North Carolina							
	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	19,960	+/-599	(X)	(X)	749	+/-190	3.8%	+/-0.9
Households speaking -								
Spanish	1,296	+/-225	6.5%	+/-1.1	235	+/-154	18.1%	+/-10.7
Other Indo-European languages	1,414	+/-258	7.1%	+/-1.2	27	+/-24	1.9%	+/-1.7
Asian and Pacific Island languages	1,798	+/-220	9.0%	+/-1.1	482	+/-103	26.8%	+/-5.3
Other languages	160	+/-94	0.8%	+/-0.5	5	+/-8	3.1%	+/-5

## 6.4 POPULATION LOCATIONS

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

## 7.0 TITLE VI EQUITY ANALYSES (AND ENVIRONMENTAL JUSTICE ASSESSMENTS)

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

## 8.0 PUBLIC INVOLVEMENT

### 8.1 INTRODUCTION

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

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

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

Related Policies: *Durham-Chapel Hill-Carrboro Metropolitan Planning Organization Public Involvement Policy* (adopted October 11, 2006) – This plan covers public involvement on MPO-related programs and

projects, and will serve as the default public involvement policy for Chapel Hill Transit with regard to issues not specifically covered by this Public Participation Plan.

## 8.2 PUBLIC NOTIFICATION

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our program. Measures may include openly stating our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area.

## 8.3 DISSEMINATION OF INFORMATION

Information on Title VI and other programs will be crafted and disseminated to employees, contractors, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth our nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government offices, transit facilities, and libraries; having nondiscrimination language within contracts; including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings. At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at our office(s). Project-related information and our most current Title VI-related information will be maintained online.

## 8.4 MEETINGS AND OUTREACH

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

### Public Relations and Outreach

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

- We will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- We will utilize social media accounts and the Town's website to post notifications.
- Abstract objectives will be avoided in meeting announcements. Specific "attention-grabbing" reasons to attend will be used, such as "Help us figure out how to relieve congestion on [corridor name]" or "How much should it cost to ride the bus? Let us know on [date]."
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- We will do our best to form decision-making committees that look like and relate to the populations we serve.

- We will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

### Public Meetings and Forums

“Public meeting” refers to any meeting open to the public, such as hearings, charrettes, open house and board meetings. For proposed fare changes and major service changes, Chapel Hill Transit will hold a public forum(s), scaled in duration and number based on the following factors: scope of the plan or project (neighborhood, community, regional), potential impact, and cost. At the public forum(s), any member of the public can provide comment on the proposed fare increase or service change(s). The forum(s) shall take place prior to the Public Transit Committee taking action on the proposal. The forum(s) will be held in an accessible location and in close proximity to the route or area affected, or as close to the affected area as possible. Attendees of a forum who wish to speak must sign up in advance and will be given an appropriate amount of time based on the number of people wishing to speak to comment on the proposed change(s); this time will generally be limited to 3 minutes per person.

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

### Small Group Meetings

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

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

### Drop-In Session or Workshop

Transit staff may hold public workshops, or drop-in sessions, for the purpose of sharing information regarding proposed fare or service changes, and to collect feedback on the proposals. This type of session is more likely to occur in the planning stages of a proposed change. The selection of locations for drop-in sessions and workshops shall be determined in the same way as the location of public forums.

### Community Surveying

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

- Transit staff, or their representatives, may collect feedback on-board Chapel Hill Transit buses by either a formalized on-board survey instrument, or an informal information gathering program. Staff, or their representatives, may also collect feedback at key bus stops, or other public locations, where potentially affected customers are likely to congregate.

#### Other Methods

Members of the public may provide feedback on any matter and at any time using the following contacts:

E-mail: [chtransit@townofchapelhill.org](mailto:chtransit@townofchapelhill.org)

Mailing address: Chapel Hill Transit  
 Attn: Customer Service  
 6900 Millhouse Rd  
 Chapel Hill, NC 2516

Telephone: (919) 969-4900, press '1'

### **8.5 DOCUMENTATION OF PUBLIC COMMENT AND RESPONSE**

Chapel Hill Transit shall document public comments received during the course of public participation activities. When appropriate, staff shall prepare written responses to significant public comments and disseminate the responses as appropriate. Staff shall also document how it responded to public comments. Staff shall present a summary of public comments and responses to the Public Transit Committee, prior to their taking action on the proposed fare increase or service change.

### **8.6 SERVICE AND FARE EQUITY ANALYSIS**

Chapel Hill Transit is responsible for monitoring the level and quality of services provided to minority populations within its service area on an annual basis, and additionally when proposing fare, or major service, changes. Chapel Hill Transit is responsible for ensuring that services are being provided equally, regardless of race, color, national origin or income, and that proposed fare or service changes do not have a disparate or disproportionate impact on the quality and level of services provided to minority or low income areas. Chapel Hill Transit is a fare-free system that ensures equitable service availability to all people who wish to use the service.

a. Methodology & Impact Identification

Chapel Hill Transit shall use the methodology described in Appendix E, Service Standards, to analyze service and fare equity, and to identify impacts of proposed fare increases or major service changes.

b. Actions to Minimize Impacts

Chapel Hill Transit shall make every effort to ensure that any proposed change(s) do not result in the inaccessibility of comparable transit service (comparable in level and quality of service) within ¼ mile of the service being proposed for reduction or elimination, so that the impacts of the proposed change are minimized to the extent possible.

### **8.7 PUBLIC NOTIFICATION FOR NON-MAJOR SERVICE CHANGES**

Chapel Hill Transit will make every reasonable effort to notify members of the public about service changes that are not considered Major Service Changes. Using various means of communication, including but not limited to press releases, printed information posted at bus stops and/or inside buses, social media, and Chapel Hill Transit’s website, Transit staff will decide the most appropriate means of communication, giving as much notice as reasonable prior to the change. Service changes that are not considered Major Service Changes include, but are not limited to:

- Elimination of a bus stop for a reason related to the safety of passengers or the protection of property
- Changes that are part of regular annual service adjustments, e.g., Reduced Service Schedule during UNC-Chapel Hill student breaks
- Temporary detours or service adjustments, both short-term and long-term, due to circumstances beyond the control of Chapel Hill Transit, e.g. construction, adverse weather events

## 8.8 PUBLIC NOTICE FOR MAJOR SERVICE CHANGES

A PUBLIC FORUM, AS DESCRIBED ABOVE, IS REQUIRED FOR ALL MAJOR SERVICE CHANGES. A MAJOR SERVICE CHANGE IS DEFINED BY CHAPEL HILL TRANSIT AS:

1. New Service – routes that have not been operated in whole or in part for the previous five (5) years
2. Any change to an existing route resulting in:
  - a) A permanent reduction of daily revenue service hours of 25% or more, OR
  - b) A permanent reduction of daily revenue service mileage of 25% or more, OR
  - c) A permanent elimination of a route segment or portion, OR
  - d) Elimination of an existing bus stop that would leave a gap of more than ½ mile along the line-of-route between bus stops, where the reason for elimination was not related to safety,

AND, the implementation of the change described above would result in the unavailability of a comparable level and quality of transit service within ¼ mile of the service proposed for change, reduction, or elimination.

## 9.0 LIMITED ENGLISH PROFICIENCY

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

### EXECUTIVE ORDER 13166

Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 50123,

August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the Chapel Hill Transit and governments, private and non-profit entities, and sub-recipients.

## 9.1 PLAN SUMMARY

The Town of Chapel Hill, herein "Town," has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to transit services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the Town's extent of obligation to provide LEP services, the Town undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the Chapel Hill Transit service area who may be served or likely to encounter a Chapel Hill Transit program, activity, or service; 2) the frequency with which LEP individuals come in contact with Chapel Hill Transit services; 3) the nature and importance of the program, activity or service provided by the Town to the LEP population; and 4) the resources available to Chapel Hill Transit and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

## 9.2 LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

**How to Identify an LEP Person who Needs Language Assistance** - Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When Chapel Hill Transit sponsored workshops or conferences are held, post on the public notices contact information for people with special needs and/or required translation. Also set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, we will ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in sheet table (contained herein as **Appendix F**). While staff may not be able to provide translation assistance at that particular day's meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the Chapel Hill Transit Operations and Administration building.
- Frequently survey transit operators and other first line staff of any direct or indirect contact with LEP individuals; and,
- Transit Operators will be trained to recognize people who appear to be confused and may be of need for some assistance. (Language barrier related or not)

b) **Language Assistance Measures** - The Town has, or will implement, the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least “well,” and the lack of resources available in the Chapel Hill Transit service area:

- Census Bureau’s “I Speak Cards” are to be located at Chapel Hill Transit’s Operations and Administration locations at all times.
- When Chapel Hill Transit’s hosts public meetings or conferences and a special need is identified in advance, Chapel Hill Transit will make every effort to have a translator available at the meeting. Our public meeting notices shall have a translation available sentence in Spanish and a phone number to arrange for such service.
- When an interpreter is needed, in person or on the telephone, and transit staff has exhausted the above options, staff will first attempt to determine what language is required and procure translation services as needed.

c) **Staff Training** - All transit staff will be provided with the LEP Plan and will be educated on procedures for the implementation of the plan. This information will also be part of transit staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- Bi-Annual classroom instruction for employees to provide a limited knowledge of basic vocabulary and common transit phrases in Spanish and any other language where analysis would show the organization must provide safe harbor in which to meet its obligations;
- What language assistance services the Town offers; and,
- The internal procedures for staff related to the facilitation process for language translation services. What to do when you encounter someone who is unable to understand you and/or you are unable to understand them due to a potential language barrier issue.

**Supervisors shall be provided more in-depth training, above the basic staff training content, that is related to the facilitation of requests for language translation services. The training topics for supervisory staff include:**

- Use of LEP “I Speak Cards”;
- How to access translation programs via internet on a computer;
- How to use the Google Translate App;
- How to use Language Line for interpretation and translation services;
- The internal procedures for supervisory staff for the facilitation of language translation services.
- Procedures for the documentation of all language assistance requests; and,
- How to handle a Title VI and/or LEP complaint (this process is contained in **APPENDIX A** of the Town’s Title VI Plan)

**Planning Staff shall be trained on the procedural requirements for the advertisement of public meetings, LEP outreach techniques to encourage participation, and how to facilitate language translation services as required at Chapel Hill Transit public meetings.**

- d) **Outreach Techniques** - Due to the lack of a centralized LEP population and resources available in the service area, the Town does not have a formal practice of outreach techniques. However, the following are a few options that Chapel Hill Transit will incorporate for LEP outreach as the need arises:
- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
  - When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “*Un traductor del idioma español estará disponible*” This means “*A Spanish translator will be available*”.
  - Key print materials, including but limited to schedules and maps, will be translated and made available at the Chapel Hill Transit Operations and Administration Center and on board transit vehicles. When a specific and concentrated LEP population is identified, we will make every effort to include the community. The Transit Department will provide updated materials to the Family and Intercultural Resource Center to use for their outreach services as they are implemented. The Use Policies for the public transportation system are on public display both in English and Spanish at the Transit Center.
- e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is one that can be easily updated. At a minimum, the Town will follow the Title VI Program update schedule for the LEP Plan. However, major updates most likely will not occur until the next Census in 2020 unless the Town finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Chapel Hill Transit’s service area?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified Chapel Hill Transit programs? Are there other programs that should be included?
- Have the Town’s available resources, such as technology, staff, and financial costs changed?
- Has the Town fulfilled the goals of the LEP Plan?; and,
- Were any complaints received?

- f) **Dissemination of the Town's Limited English Proficiency Plan** - The Chapel Hill Transit Operations and Administration Center includes the LEP Plan with its Title IV Policy and Complaint Procedures. The Chapel Hill Transit's Notice of Rights under Title VI to the public is posted in the Chapel Hill Transit's Operations and Administration Center, on all Chapel Hill Transit vehicles, on all Chapel Hill Transit Bus Stops, and in selected printed materials. A statement in Spanish that indicates if information is needed in another language and contact information is included.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

**Any questions or comments regarding this plan should be directed to the Town's Title VI Coordinator.**

### 9.3 FOUR FACTOR ANALYSIS

#### **Four Factor Analysis**

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

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

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

Chapel Hill Transit staff reviewed the US DOJ Civil Rights Division most recent LEP Maps – 2015. Orange County, NC has a population of 129,155 and a total LEP population of 7,901.

In Orange County, of those persons with limited English proficiency, 3,381 speak Spanish, 2,174 speak Asian and Pacific Island languages, and 2,597 speak other languages.

Chapel Hill Transit staff has identified that Orange County is home to 4,788 Spanish speaking LEP's, 559 Korean LEPs, 778 Other Asian language LEP's, and 893 Chinese LEP's (source LEP.gov). Chapel Hill Transit's Spanish speaking LEP's meet the Safe Harbor Threshold; therefore Chapel Hill Transit has translated the Title VI complaint process and complaint form into Spanish. We anticipate updating this section before the next due date to include additional languages after more data is available from the 2020 Census.

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

Chapel Hill Transit assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. During fiscal year 2017-2019 Transit has had no requests for interpreters and no requests for translated documents in Orange County. Staff and vehicle operators have had very little to no contact with LEP persons. In the last two fiscal years, Demand Response has recorded no interactions, while Fixed Route has also had zero documented interaction.

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

There is no large geographic concentration of any type of LEP individuals in the service area of Orange County. The overwhelming majority of the population in Orange County speaks only English.

As a result, there is a lack of social, service, professional and leadership organizations within the service area that focus on outreach to LEP individuals. We have listed below some of the contacts we do use for outreach in attempts to reach limited-English populations. Services provided by Chapel Hill Transit that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand response system which serves primarily senior and disabled persons.

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

Chapel Hill Transit assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as-needed basis (\$55/hr for consecutive interpreting services). Chapel Hill Transit has assessed which of its documents would be the most valuable to have translated should the need arise. This assessment is based on the number and location of LEP persons in the service area. The regional call center has bilingual staff members available to provide assistance to LEP individuals as well.

Chapel Hill Transit will make every effort to provide service to all LEP persons. Staff will conduct an annual needs assessment to determine whether changes to the LEP plan are required. This assessment may be done by tracking the number of interpreters requested by language in the Town of Chapel Hill, by requesting the assistance of the Chapel Hill/Carrboro City School district, our community partners or by other methods identified by staff.

At the time of this review, no specific needs were identified because there have been very few requests from individuals needing interpreters.

**9.5 KEY COMMUNITY CONTACTS**

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
	Rogers-Eubanks Neighborhood	is a historically African-American community, with origins dating back to the 1700s. By the late nineteenth century, the Rogers-Eubanks neighborhood was composed of black-owned family farms and sawmills from Homestead to Eubanks Roads to the north of Carrboro and Chapel Hill, NC	No
	El Centro Hispano	works to strengthen the community, build bridges and advocate for equity and inclusion for Hispanics/Latinos in the Triangle Area of North Carolina	No
	Jackson Center	a hub of creative action dedicated to preserving the future of historically Black neighborhoods in Chapel Hill	No

	Inter-Faith Council	was founded in 1963 to address the significant gaps that existed in the social safety net of our community	No
	Community Empowerment Fund	offers savings opportunities, financial education, and assertive support to individuals who are seeking employment, housing, and financial freedom	No
	EmPOWERment, Inc	mission is to empower individuals and communities to achieve their destiny through community organizing, affordable housing, and grass roots economic development	No
	Refugee Community Partnership	Centering transformative relationships, we work at the intersection of social mobility, health equity, and language justice.	No

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

## **9.6 SUMMARY OF OUTREACH EFFORTS MADE SINCE THE LAST TITLE VI PROGRAM SUBMISSION**

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

Short Range Transit Plan – overview and feedback on final plan

Public Meetings

- 1/27/2020 – 4:00 – 6:00 PM UNC
- 1/28/2020 – 4:00 – 6:00 PM Chapel Hill
- 1/30/2020 – 9:00 – 11:00 AM UNC Hospitals
- 1/31/2020 – 9:00 – 11:00 AM Seymour Center

North South Bus Rapid Transit 2018-2019 community outreach events

Pop-ups

- 08/24/2018 – UNC Cyclicious
- 9/6/2018 – Northside Neighborhood Night Out
- 9/25/2018 – UNC Three Zeros Day and UNC Transportation Fair

Community Groups

- 6/1/2018 – Purefoy Neighborhood Residents
- 7/26/2018 – Next Chapel Hill & Carrboro
- 8/27/2018 – 140 West
- 8/25/2018 – Rogers-Eubanks Neighborhood Association
- 10/4/2018 – Chapel Hill-Carrboro Chamber of Commerce Committee of Government Affiars

Public Meetings – open house format

- 10/22/2018 – 5PM-7PM at Christ United Methodist Church
- 10/23/2018 – 11AM-1PM at Chapel Hill Public Library
- 10/23/2018 – 5PM-7PM at Chapel Hill Public Library
- 11/7/2018 – 5PM-7PM at Carrboro Town Hall
- 7/12/2019 – 1PM-5PM at the Franklin Hotel
- 7/13/2019 – 1PM-5PM at the Franklin Hotel
- 7/14/2019 – 1PM-5PM at the Franklin Hotel

#### Focus Group

- 2/4/2019 – 6:30PM-8PM Bicycle/Pedestrian open House at Chapel Hill Public Library
- 6/4/2019 – 4PM-4:30PM EZ Rider Advisory Committee at Chapel Hill Public Library
- 7/12/2019 – 1PM-2PM Business Focus Group at the Franklin Hotel
- 7/12/2019 – 1PM-2PM Local Government and Institution Focus Group at the Franklin Hotel
- 7/13/2019 – 1PM-2PM Senior Focus Group at the Franklin Hotel
- 7/13/2019 – 2:30PM-3:30PM Developers and Property Managers Focus Group at the Franklin Hotel
- 7/14/2019 – 1PM-2PM Pedestrian and Bicyclist Focus Group at the Franklin Hotel
- 7/14/2012 – 2:30pm-3:30PM Accessibility Focus Group at the Franklin Hotel

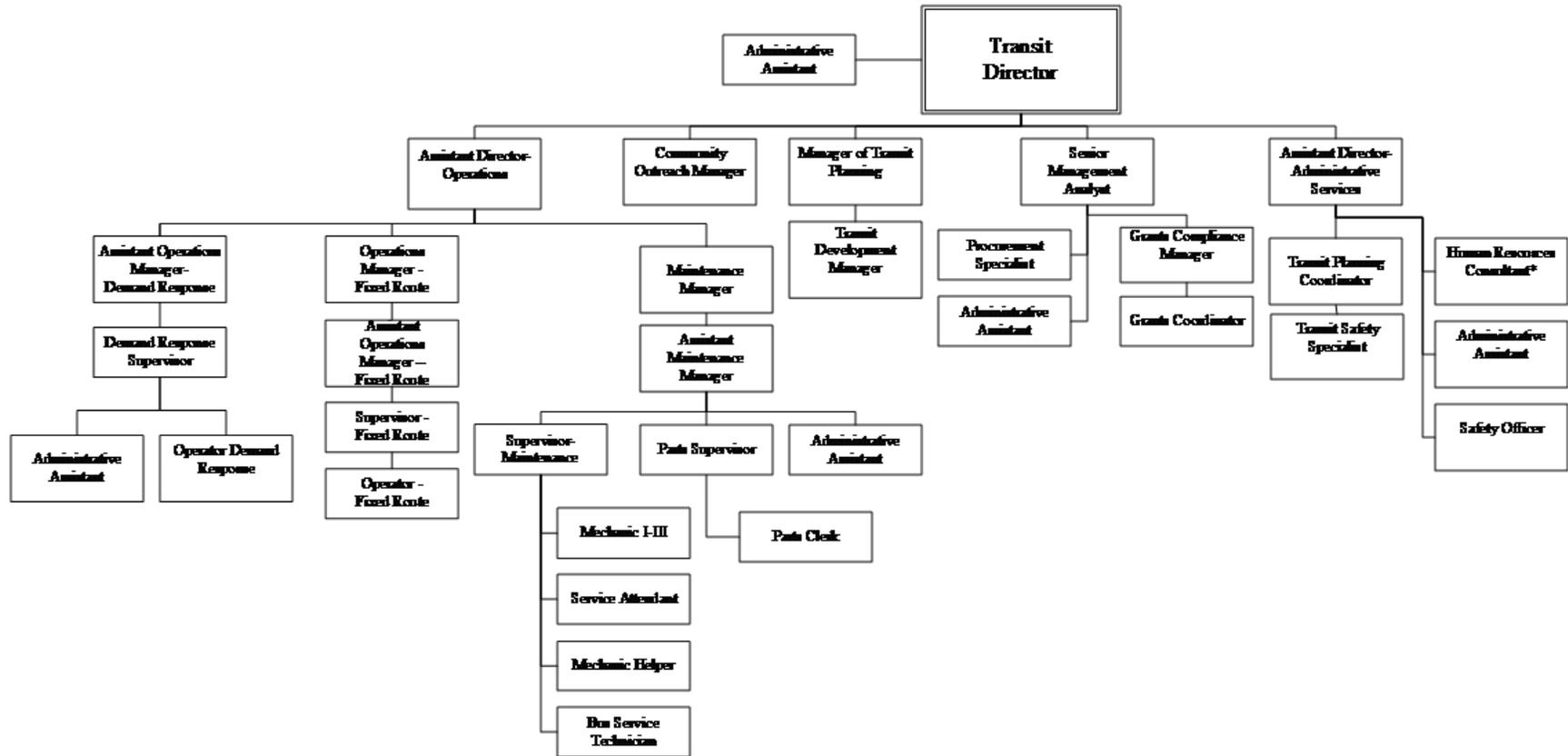
We placed hangers on bus seats in Chapel Hill Transit that were in both English and Spanish. Additionally, online comment questionnaires were available in English and Spanish.

## Appendix A Applicable Nondiscrimination Authorities

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

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).
- Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e *et seq.*, Pub. L. 88-352), (prohibits employment discrimination on the basis of race, color, religion, sex, or national origin);
- 49 CFR Part 26, regulation to ensure nondiscrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs;
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Airport and Airway Improvement Act of 1982, (49 USC § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).

## Appendix B Organizational Chart



\*This position has a shared report structure which includes both the Asst. Director and Human Resources Director.

## **Appendix C**

### **Demographic Non-Elected Advisory Council**

The purpose of Appendix C is to outline the structure of Chapel Hill Transit’s advisory board system and to meet FTA Circular 4702.1b requirement that “recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, 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 or councils.”

Chapel Hill Transit is principally advised by two separate non-elected committees/boards: The Chapel Hill Transit Partners Committee (Committee) and the Chapel Hill Transportation and Connectivity Advisory Board (Board).

#### **Chapel Hill Transit Funding Partners Committee**

Chapel Hill Transit provides service to the Town of Chapel Hill (TOCH), the Town of Carrboro (TOC), and the University of North Carolina – Chapel Hill (UNC). Although the transit system is operated by the town of Chapel Hill, Carrboro and UNC are financial partners in the operations. System expenses are allocated based upon population.

The Partners’ Committee was formed to act as an advisory committee for CHT. Its membership is made up of staff and elected officials from TOCH, TOC and UNC, respectively. The Chapel Hill Transit Partners Committee provides policy and financial guidance for the department. Each entity appoints three (3) representatives on an annual basis. While the membership of this board is not comprised of members of the general public, and not all of its membership is chosen by the recipient –TOCH. It is made up of elected officials and officials from the University.

#### **EZRAC**

The EZ Rider Advisory Committee (EZRAC) is a subcommittee of the Transit Partners Committee. The EZRAC recommends changes to procedures or policies related to the EZ Rider and Fixed-Route services in order to ensure that the transit system is serving the needs of people with disabilities within the service area. The EZRAC also reviews budgets and grant applications; provides input on updates to EZ Rider documents; conducts outreach to people with disabilities about EZ Rider and/or accessible Fixed-Route services; and offers a forum for the community to bring comments or concerns about EZ Rider and/or Fixed-Route service issues.

- Total Number on the EZRAC – 7
- Current Vacancies – 0
- Racial Breakdown: Six (6) Caucasian (Non Hispanic).

#### **Transportation and Connectivity Advisory Board**

The charge of the transportation and connectivity advisory board is to assist the Chapel Hill Town Council in creating an inclusive connected community by recommending, advocating and planning for comprehensive, safe, effective and sustainable multi-modal transportation and connectivity.

The Transportation and Connectivity Advisory Board consists of nine (9) members. Four (4) must be residents of the Town, one (1) bicycle advocate, one (1) greenways advocate, two (2) residents from Orange, Durham,

Alamance, or Chatham county. In addition one (1) will be appointed by the UNC Chapel Hill Student Body President. Members serve staggered, three-year terms, and shall not be eligible for more than two consecutive three-year terms. The UNC student member will serve a two-year term and may be reappointed to additional terms.

As a result of UNC's representation, the entire membership of this board is not appointed by the recipient – similar to the Partners' Committee – however, it is included here due to its involvement and import in guiding CHT's policies in addition to TOCH's overall planning.

- Total Number on the Chapel Hill Transportation and Connectivity—8
- Vacancies—1
- Racial Breakdown: 8 Current Members- Five (5) Caucasian (Non Hispanic). One (1) Hispanic. One (1) Asian or Pacific Islander. One (1) None Listed

### **Efforts to Encourage Minority Participation**

The Town of Chapel Hill is committed to taking every reasonable effort to encourage minority participation in all of its advisory boards. However, given the makeup of Chapel Hill Transit's two advisory boards and the fact that TOCH does not possess the authority to select 100% of the membership of either committee/board, TOCH is limited in its control of the racial makeup of either.

- a. Chapel Hill Transit Partners Committee  
The three current appointees, from the Town of Chapel Hill, are elected members of Town Council. Chapel Hill Transit has no means of encouraging minority participation as a result.
- b. Chapel Hill Transportation and Connectivity Advisory Board  
Membership on the Transportation and Connectivity Advisory Board membership is open to any person who meets any one or more of the requirements listed above, regardless of race, color or national origin. Members of the public may file an application for consideration online at:  
<http://www.townofchapelhill.org/town-hall/government/boards-commissions>

Advertisements for involvement are posted on social media and in flier-form, throughout CHT's service area. Printed brochures on involvement opportunities are also available from Communications and Public Affairs located on the second floor of Chapel Hill Town Hall, 405 Martin Luther King Jr. Blvd.

## **Appendix E**

### **Service Standards**

In order to best determine which routes serve the highest minority Block Groups both in terms of total minority population and high minority percentage, a number of Block Groups were identified that fit into the following categories:

- The Block Group is “majority minority” – in other words, minorities make up over 50% of the population in that Block Group
- The percentage of minorities in a block group was above the average for the entire service area (32.8%) AND the total minority population in the block group was over 300.
- Block Groups that were both “majority minority” and had a total minority population above 300 were weighted twice as much as the other Block Groups

The routes that serve these block groups were identified using GIS Mapping. The CM, CW, D, F, J, NS, and T routes were identified as being minority transit routes. The G and S routes were used as reference routes because they do not serve high minority areas. For the purposes of examining headways, express routes and routes that only serve the UNC campus were not used.

The Federal Transit Administration recommends five different indicators that transit agencies should consider utilizing in order to monitor Title VI compliance. Chapel Hill Town Council adopted five service standards in the early 1980s. Two of these standards mirror FTA’s suggestions. These are discussed in further detail in the following section. The three other service standards are:

- Productivity (passengers per service hour) for each route will be greater than half the system’s overall productivity.
- 85 percent of all trips will operate within 5 minutes of their scheduled time.
- Fixed route buses will maintain an average of 35,000 miles between preventable accidents and 25,000 miles between vehicle road calls.

The following section addresses the specific indicators that FTA has identified as significant in determining compliance with Title VI regulations:

#### **a. Vehicle Load**

Chapel Hill Transit has adopted a standard for vehicle loading that equals the number of seated passengers, plus standees. Chapel Hill Transit also operates 40’ buses that have a total capacity of 79, and 60’ articulating buses that have a total capacity of 100. Analysis of the routes serving minority areas is included in the table below.

Route	Number of Buses	Mix of buses normally used	Total Capacity of Buses	Total Capacity of Service Available between 7 am - 9 am
CM	1	40ft	79	237
CW	2	40 - (1) 35	131	393
D	4	40ft	316	1264
F	3	40 - (1) 35	210	368
J	6	40ft	474	829
NS	8	60 - (4) 40	716	1669
T	2	40ft	158	316
G	2	40ft	158	395
S	3	35 - (1) 40	183	680

**b. Vehicle Assignment**

Chapel Hill Transit has 98 buses, which serve the 22 weekday routes in the system. 86 buses are operated during the peak service period. Regular service runs from 6:00 am to 11:56 pm.

Figure D illustrates the extent of Chapel Hill Transit weekday fixed route service. There are ten evening routes and nine weekend routes. Chapel Hill Transit provides service to seven Park and Ride lots.

In addition to the fixed route service, Chapel Hill Transit also offers a demand-responsive service (EZ Rider) for the elderly and handicapped that operates within ¾ mile of all fixed route services.

CHT’s EZ Rider service supplies trips upon request indiscriminately of vehicle type or age, but rather based on the nearest available vehicle. CHT’s EZ Rider services operates at 82% on-time.

Chapel Hill Transit randomly assigns buses to individual routes, based on availability and scheduled maintenance. The average age of the Chapel Hill fleet is 11 years. Chapel Hill Transit operates primarily 35’ buses, but also has 40’ and 60’ buses available. Service along those routes identified as serving minority areas is provided with 35’, 40’, and 60’ buses.

**c. Vehicle Headway**

Chapel Hill Transit seeks to achieve the following goals for fixed route service vehicle headways:

Peak hour headways will be no greater than 30 minutes and off-peak headways, 60 minutes.

The B, CCX, CL, CM, CW, D, FCX, J, JFX, NS, NU, RU, S and U routes all achieve the Chapel Hill Transit headway standard.

**d. Distribution of Transit Amenities**

To assess the distribution of transit amenities, we have identified twenty block groups that were both “majority minority” and had very high total minority populations as outlined in Section II.

Twenty three other block groups were identified as a comparison group. These groups were of similar size to the minority groups identified but contained a low percentage of minorities (generally less than 30%).

Using the bus stop layer, bus stops either in or along the border of these zones were selected and the number of important amenities were identified for the twenty five minority block groups and the twenty three non-minority transportation analysis zones. The high minority study group contained 218 bus stops, and the low minority groups contained 229 bus stops.

The results are shown below in Table 3:

**Table 3**

<b>Type of Amenity</b>	<b>Minority BLOCK GROUPS</b>	<b>Non-minority BLOCK GROUPS</b>
Bench	62	61
Shelter	45	35
Trash Can	36	33
Schedule provided	49	41

These results show that minority transportation groups were provided more amenities than non-minority groups.

**e. Transit Access**

CH Transit’s standard for transit access is that “90 percent of all service area households will be within a quarter-mile of a transit stop.”

We have provided a map using an overlay that shows the ¼-mile buffer around each transit stop (Figure E).

This analysis has identified some areas of minority population within the existing fixed route service areas. The analysis also indicated that there are some concentrations of minority populations just beyond the current service area.