

06-12-2019 Town Council Meeting
Responses to Council Questions #1

ITEM #4: Approve Chapel Hill Transit's Title VI Program

Council Question: What accounts for the change in the role of the Town Manager in the review and approval process for the Title VI program? In other words, why was this change made?

Staff Response: *In regards to the overall plan: The FTA Circular 4702.1B, issued October 1, 2012, requires that the program 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". The Council as the governing body for the Town is responsible for approval and the Circular does not provide an option for delegating authority to another body. The Council has approved previous plans, including the most recent update in 2016.*

(https://chapelhill.granicus.com/MetaViewer.php?view_id=21&clip_id=2857&meta_id=137078)

In regards to the review process for complaints: There has been no change to the review process or the designation of the Transit Director as the Title VI Coordinator for Transit. The plan notes that if there is a change in Title VI Coordinator and/or Mayor, that the plan needs to be updated. Consistent with previous plans, a complainant may appeal the decision(s) of the Title VI Coordinator to the Town Manager and Council.

Council Question: Should the EZ Rider Advisory Committee also be included as an advisory committee/board on p. 7 of the update to the Title VI compliance document?

Staff Response: *The EZ Rider Advisory Committee was established as a subcommittee of the Chapel Hill Transit Public Transit Committee, however we can note the demographics of this committee as well.*

Council Question: Note: "Manager" is misspelled at the top of p. 13 of the Title VI update, in the first sentence.

Staff Response: *Thank you and we will make the correction.*

Council Question: A time frame for how long the investigation will be conducted and completed by is referenced in the old complaint form (60 days) but not in the current iteration of the complaint form. Is there a reason this is not included?

Staff Response: *It is included in the description of the investigation process and outlined on the Chapel Hill Transit webpage. While the complaint process form included in the plan is the recommended form provided by NCDOT, we will add this to the form.*

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Council Question: Note: I would suggest that Public Relations and outreach on p. 25 of the update to the Title VI compliance document also include social media accounts such as Facebook and Twitter and the Town's website.

Staff Response: *We will add these options.*

Council Question: How is it determined which languages go on the "Language ID Flashcard"? Are there ways to supplement the languages that appear on this card?

Staff Response: *The US Census Bureau creates and provides the "I Speak" cards and the Circular requires transit systems to use the cards. We can work with the Town's Building Integrated Communities (BIC) initiative to identify if there is a need in Chapel Hill for languages beyond those included in on the card.*