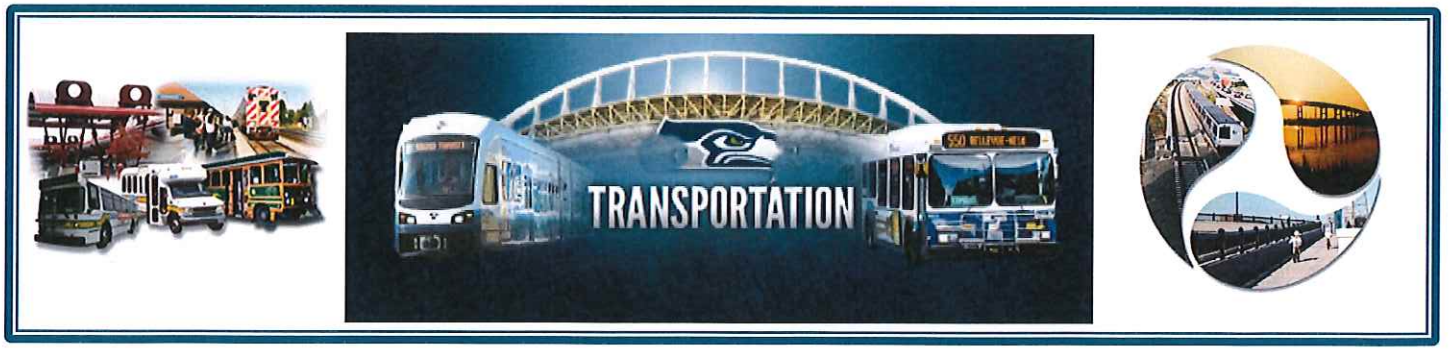
Title VI Plan

Prepared for:
Goldsboro Metropolitan Planning Organization (MPO)

GOLDSBORO
BE MORE DO MORE SEYMOUR
North Carolina

Prepared by:
Lead Planning Agency
City of Goldsboro Planning Department

Adopted: November 19, 2015



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Title VI Policy Statement

It is policy of the Goldsboro Urban Area Metropolitan Planning Organization to ensure that no person shall, on the ground of race, color, sex, age, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and any other related non-discrimination Civil Rights laws and authorities.

Chuck Allen, Chairperson Transportation Advisory Committee
Goldsboro Urban Area MPO

For more information, please contact the Title VI Coordinator:

Jennifer Collins
Goldsboro MPO
200 North Center Street
Goldsboro, NC 27533
Phone: 919-580-4327
Email: jcollins@goldsboronc.gov

Titulo VI Declaracion de Politica

Es politica del la organizacion de planificacion Metropolitana del area urbana de garantizar que ninguna persona, por motives de raza, color, sexo, edad, origen nacional, o discapacidad, sea excluido de participar en, sea negado los beneficios de, o ser sujeto de otra manera a discriminacion bajo cualquier programa o actividad a lo dispuesto en el Titulo VI del Acta de Derechos Civiles de 1964, la Ley de Restauracion de Derechos Civiles de 1987, y cualquier otra relacionada con la no discriminacion, derecho civil y las autoridades.

Chuck Allen, Presidente
Comite Consultivo de transporte area urbana de Goldsboro MPO

Para mas informacion contactar: Oficina de cumplimiento del titulo VI area urbana de Goldsboro MPO:

Jennifer Collins
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200 North Center Street
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Phone: 919-580-4327
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Title VI Plan

A. Introduction:

The Goldsboro MPO (GMPO) is a transportation policy-making agency responsible for planning and prioritizing transportation projects within the urbanized area. The City of Goldsboro, lead planning agency for the Goldsboro Urbanized Area, will work with the public, planning organizations, government agencies, elected officials, and community groups to develop transportation plans and programs through a continuing, cooperative, and comprehensive planning process. This planning process guides the use of Federal and State dollars spent on existing and future transportation projects and programs potentially impacting the entire area.

B. Requirements:

The **Goldsboro Metropolitan Planning Organization in the Goldsboro Urban Area (Goldsboro MPO)** is a recipient of federal financial assistance through the Federal Highway Administration (FHWA), under the US Department of Transportation (USDOT). All recipients of FHWA funds are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 forbids discrimination against anyone in the United States because of race, color, or national origin by any agency receiving Federal funds. The Federal-Aid Highway Act of 1973 also added the requirement that there be no discrimination on the grounds of sex. Additionally, the Civil Rights Restoration Act of 1987 defined the word "program" to make clear that discrimination is prohibited through an entire agency if any part of the agency receives Federal financial assistance.

The Goldsboro MPO is such a recipient of federal funds and therefore must ensure that none of its activities or programs treats any part of the community any differently than another. The Goldsboro MPO expects every manager, supervisor, and employee involved in activities supported by federal-aid funds administered by the MPO to be aware of and apply the intent of Title VI in performing assigned duties.

Further, the Federal Highway Administration (FHWA) requires recipients of federal-aid funds to prepare a plan to clarify roles, responsibilities, and procedures established to ensure compliance with Title VI.

This document contains the Title VI Plan for the Goldsboro MPO focusing on internal programs with significant public contact responsibilities and provides policy direction necessary to ensure compliance with Title VI.

C. MPO Description and Responsibilities:

The Goldsboro Metropolitan Planning Organization in the Goldsboro Urban Area (Goldsboro MPO) includes the following members:

- **City of Goldsboro,**
- **Village of Walnut Creek,**
- **County of Wayne,**

- **Town of Pikeville, and ,**
- **The North Carolina Department of Transportation in cooperation with the various administrations within U.S. Department of Transportation**

All members participate in a continuing transportation planning process in the Goldsboro Urban Area as required by Section 134 (a), Title 23 United States Code. The Goldsboro MPO is a transportation policy-making agency responsible for planning and prioritizing transportation projects within the urbanized area, as defined by the US Census Bureau. The Goldsboro MPO will work with the general public within the planning area, i.e. including:

- Planning Organization
- Government Agencies
- Elected Officials
- Community Groups

Benefits of working with MPO include a voice in key regional decisions, distribution of federal transportation dollars, technical assistance to obtain federal and state funding, education and training opportunities, data to meet special planning needs, access to Geographic Information Systems (GIS) databases, access to data products, and technical expertise.

Transportation planning at GMPO is overseen by the Technical Coordinating Committee (TCC). The TCC provides technical support and makes recommendations to the Transportation Advisory Committee (TAC) that has five locally elected and appointed members and one Board of Transportation member. Committee membership is determined by the Memorandum of Understanding and the bylaws of the committees. The committees' responsibilities are:

- *Technical Coordinating Committee (TCC)*
  The TCC are members of the individual cities' staff that review the technical aspects of transportation planning. The TCC reviews, evaluates, and recommends action on all items that come before the TAC. Recommendations from the TCC are forwarded to the TAC for final action.

- *Transportation Advisory Committee (TAC)*
  The TAC members are elected officials appointed by their board or council to serve as the city's representative. The TAC serves as the principle review body on projects and issues within the Goldsboro Metropolitan Planning Organization.

D. Purpose of Title VI Program:

This Title VI Plan was developed to guide the GMPO in its administration and management of Title VI-related activities. This plan addresses, but is not limited to, three major areas: Title VI (including Environmental Justice), a Public Involvement Process and services involving Limited English Proficiency. Each major area is discussed and presented separately but they are all in full complement with each other in ensuring fair and equitable distribution of transportation services and facilities.

Public participation is essential to the success of any public planning program or project. Without the involvement of local citizens, it is difficult to design a program that meets the needs of the public or to

gauge the project's success. Effective public involvement not only provides transportation officials with new ideas, but it also alerts them to potential environmental justice concerns during the planning stage of a project. These reasons, combined with a national history of discrimination against persons on the basis of race, color, ethnic origin, age, sex, disability, religion and economic status, has led federal and state governments to set requirements to ensure equity of public involvement in federally funded agencies and their associated organizations. It is through the details of these individual programs that the equity and democracy that we embrace in this country is exercised.

The principle of environmental justice in transportation planning ensures that transportation projects do not have disproportionately adverse impacts on minority and low-income populations. The goal is to achieve environmental justice protection for *all* communities. For transportation, Title VI means assessing the nature, extent, and incidence of probable impacts, both negative and positive, from any transportation-related activity on minority, low-income and other disadvantaged populations and taking appropriate mitigation measures. In 1994, a Presidential Order directed every Federal agency to make Environmental Justice (EJ) part of its mission. Executive Order 12898 states:

> *"Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations."*

The DOT's goal is to avoid any needless obstacles for project developers and communities. The US DOT is committed to the principles of EJ, which include:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Environmental justice goals should be considered throughout transportation planning and project development, and throughout all public outreach and participation efforts conducted by the US DOT and their grantees, including the Goldsboro MPO.

Executive Order 13166 *Improving Access to Services for Persons with Limited English Proficiency,*(LEP) and related nondiscrimination statutes and regulations in all programs and services will also be adhered to by the Goldsboro MPO. In 1974, the United States Supreme Court held, in Lau v. Nichols, 414 U.S. 563 (1974), that Title VI prohibits conduct that has a disproportionate effect on LEP persons, because such conduct is tantamount to national origin discrimination. In Lau, a San Francisco school district, with a significant number of non-English speaking students of Chinese origin, was required to take reasonable steps to provide its non-English speaking students with a meaningful opportunity to participate in federally funded educational programs. To further clarify rights protected by Title VI, President William J. Clinton, on August 11, 2000, issued Executive Order 13166, *Improving Access to Service for Persons with Limited English Proficiency*. Executive Order 13166 requires each federal agency to examine its programs and activities and to develop and to implement plans by which LEP persons can meaningfully access those programs and activities. That Executive Order includes the statement below.

"Each Federal Agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities."

The Goldsboro MPO, in general, is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, Executive Order 12898 *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*.

This Title VI Plan is developed with the intent of providing a guide to the Goldsboro MPO in its administration and management of Title VI related activities conducted by both the Goldsboro Metropolitan Planning Organization and its contractors.

E. Title VI Coordinator Responsibilities and Contact Information:

The GMPO Transportation Planner serves as the Title VI Coordinator and is responsible for ensuring implementation of the agency's Title VI program. This Transportation Planner is responsible for coordinating the overall administration of the Title VI program, plan, and assurances.

Five areas of GMPO work program have been identified as applicable to Title VI regulations:

1. Communications and public participation
2. Planning and programming
3. Environmental Affairs
4. Consultant Contracts
5. Education and training

The following are general responsibilities, applicable to all five Title VI Program Areas. The Transportation Planner, with involvement and assistance from other members of staff, is responsible for ensuring these elements of the plan are appropriately implemented and maintained.

1. **Data Collection** – Statistical data on race, color, national origin, income level, language spoken, and sex of participants in, and beneficiaries of, federally funded programs is to be gathered and maintained as described in the "Program Area Responsibilities" section of this document. The data gathering process will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI program.
2. **Annual Report and Update** – An annual report and update is to be submitted by the end of September each year to NCDOT and Federal Highway Administration (FHWA). The Title VI Coordinator is responsible for gathering information from appropriate staff members and consolidating this information into the final document. The final document is to include:
    a. A report on the previous year's Title VI-related activities and efforts, including accomplishments and program changes.
    b. An update on Title VI-related goals and objectives for the upcoming year.
3. **Annual Review of Title VI Program** – Each year, in preparing for the Annual Report and Update, the Title VI Coordinator will review the agency's Title VI program to ensure compliance. In addition, he or she will review agency operational guidelines and publications, including those for contractors, to ensure that Title VI language and provisions are incorporated, as appropriate.

4. **Dissemination of Information Related to the Title VI Program** – Information on the agency's Title VI program is to be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "Program Area Responsibilities" section of this document, and in other languages when needed.
5. **Resolution of Complaints** – Any individual may exercise his or her right to file a complaint with GMPO, if that person believes that he or she or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of race, color, or national origin. GMPO will make a concerted effort to resolve complaints as put forth in it Title VI Complaint Procedure and Title VI Complaint Form, found in this document.

F. Coordinator Objectives/Responsibilities:

The Title VI Coordinator is responsible for supervising staff activities pertaining to Title VI regulations and procedures set forth in federal guidance and according to GMPO's Title VI Plan. In support of this, the Title VI Coordinator will:

- Communicating and coordinating with member agencies, the NCDOT and FHWA/FTA on Title VI matters;
- Developing Implementation Plan ("Program Plan");
- Developing Title VI/Nondiscrimination policies and procedures with input from member agency officials;
- Reviewing and updating program directives to reflect policy or implementation changes, as appropriate;
- Disseminating Title VI information and reports;
- Providing information to NCDOT and FHWA/FTA during investigations or reviews, as necessary;
- Working with member agency officials to correct Title VI issues or discriminatory practices or policies;
- Integrating Title VI into day-to-day program operations, effectively and continually;
- Administer (or have a role in) discrimination complaints process;
- Documenting Title VI-related activities and;
- Receive Title VI Program training every 4 years, or as necessary, to ensure proper Title VI implantation for the MPO as a whole

Title VI Coordinator contact information is shown below:

Jennifer Collins
Goldsboro MPO
200 North Center Street
Goldsboro, NC 27533
Phone: 919-580-4327
Email: jcollins@goldsboronc.gov

Program Area Responsibility

Program Area 1: Communications and Public Participation

As stated in the agency's Public Participation Plan, GMPO's vision for the public participation plan is to provide a process that ensures opportunities for the public to be involved in all phases of the MPO area urban transportation planning process. This Public Involvement Plan provides the outline of the GMPO's procedures for ensuring open and effective communication with citizens in the Goldsboro MPO area.

Principles of GMPO Public Participation Plan

- To actively engage the public in transportation planning process according to the policies contained in Federal and State law as well as in this document.
- GMPO shall keep the public informed of on-going transportation related activities on a continuous basis.
- GMPO shall encourage the participation of all citizens in the transportation planning process.
- GMPO shall strive to continuously improve public participation.
- GMPO shall participate in public participation activities for individual transportation improvement projects form the planning phase through construction.

GMPO Public Participation Plan Techniques

Charrettes: Charrettes are typically intense, possibly multi-day meetings involving municipal officials, planning officials and local residents. A charrette is instrumental in identifying key issues early, promotes join ownership of the solution and attempts to diffuse traditional confrontation between stakeholders.

Consultation: As part of MAP-21 regulations encouraging more cooperative planning, GMPO will consult, as appropriate, with agencies and officials responsible for other planning activities that are affected by transportation within the GMPO study area. Consultation will include, as appropriate, contact with the following groups: State, local, and private agencies responsible for planned growth, economic development, environmental protection, airport operations, freight movements, land use management, natural resources consideration, and historic preservation. Any private citizen or entity responsible for transportation in the GMPO's study area may contact the Planning Director and be included in the consultation process.

Display Ads: These ads are used to promote meetings that are not regularly scheduled, such as a study area workshop. They are published in the local section of the newspaper in order to reach a larger audience than those that typically read legal ads.

Direct Mailings: Direct mailings are used to announce upcoming meetings or activities or to provide information to a targeted area, group of people, or the media. Direct mailings are usually letters, but can be post cards, fliers or surveys. An area may be targeted for a direct mailing because of potential

impacts from a project. Groups are targeted that may have an interest in a specific issue, for example avid cyclists and pedestrians may be targeted for greenway trial or sidewalk projects.

Email Announcements/Internet Message Boards: Meeting announcements and MPO information are emailed to interested persons that have submitted their email address to GMPO staff. Interactive message boards can be used to facilitate discussion and solicit public comment regarding specific MPO projects or issues.

Legal Advertisements: GMPO provides advanced notice of any public meeting where a decision could be made that would result in a significant change to an existing plan or program. Ads are published to solicit public comment and review of the requested change or plan update. The ads provide a description of the meeting agenda, including contact information.

See separate Public Involvement Plan document in its entirety.

Opportunities for Public Comments

GMPO routinely offers different ways for people to comment on activities, programs, and decisions made by the agency. These ways are:

Comments are accepted at any time: Comments are accepted via an online comment form, by phone, fax, email, US mail, and in person at any board or committee meeting. Contact information for MPO staff is provided on the agency website, and contact information for the GMPO is included in all publications produced for GMPO. GMPO makes every effort to respond to all comments received.

Citizen comments are requested at meetings: All GMPO Technical Coordinating Committee and Transportation Advisory Committee meetings are open to the public. Meeting dates are posted well in advance on the agency's website. Public comments and responses made during these meetings are kept on record in the official meeting minutes.

Formal public comment periods for major activities: Formal public comment and review periods are used to solicit comments on major planning and programming activities, for example, major amendments to the Transportation Improvement Program (TIP), changes to GMPO Policies (such as the Public Involvement Plan), and updates to GMPO Metropolitan Transportation Plan (MTP). The comment period is noted in the legal public notice, as well as other agency publications, on the GMPO website, and in various press releases. Comments can be made in person, using a comment form on the agency's website, by email, by US Mail, fax, or telephone. GMPO will make every effort to respond to any comments received. Received comments and staff responses will be reviewed at the next applicable committee meeting(s), at which time the committee(s) will determine whether it si appropriate to proceed with the recommended action.

Strategies for Engaging Title VI Protected Groups

GMPO realizes that there are segments of the population from whom input is rarely if ever received. In an effort to hear a truly representative voice of the public, GMPO will take the approach of "going to the public," in addition to receiving public comment from and educating those already interested and involved. As part of this effort, GMPO will take the following steps on its major efforts involved with transportation planning:

Plan meeting locations carefully: Public meeting should be held in locations that are accessible by public transit. Also, facilities should be compliant with the Americans with Disabilities Act. If a targeted population is located in a certain geographic area, then the meeting location should be in that area for their convenience.

Seek help from community leaders and organizations: To facilitate involvement of traditionally underserved populations, community leaders and organizations that represent these groups should be consulted about how to most effectively reach their members. Relationships with these groups should be maintained for future partnerships in the planning process.

Provide services for the disabled: Upon advance notice, deaf interpreters, translators, and Braille documents can be provided for public meetings. Notifications of opportunities for public involvement will include contact information for people needing these or other special accommodations. Requests must be made at least 24 hours in advance of the meeting for support.

Be sensitive to diverse audiences: At public meetings, GMPO staff should attempt to communicate as effectively as possible. For some meetings, it may be best to use trained facilitators or language translators to better communicate with the audience.

Title VI Responsibilities

Staff involved in public involvement is responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the agency's public involvement process. Staff members will:

- Ensure that all communications and public involvement efforts comply with Title VI.
- Develop and distribute information on Title VI and agency programs to the general public. Provide information in languages other than English, as needed.
- Disseminate information to minority media and ethnic/gender related organizations, to help ensure all social, economic, and ethnic interest groups in the region are represented in the planning process.
- Include the Title VI Notice to the Public, full or abbreviated versions, in relevant press releases and on the agency website.
- Notify affected, protected groups of public hearings regarding proposed actions, and make the hearings accessible to all residents. This includes the use of interpreters when requested, or when a strong need for their use has been identified.
- Collect statistical information on attendees of public meetings to track how well different segments of the population are represented.
-

Program Area 2: Planning and Programming

GMPO is responsible for developing long- and short-range transportation plans to provide efficient transportation services to the GMPO area. A comprehensive transportation planning process is used, which entails the monitoring and collection of data pertaining to transportation issues. GMPO coordinates with NCDOT, city, county, and area transit authority (GWTA); seeks public participation; and provides technical support when needed.

Operational Guidelines

Primary guidance is provided by:

- The Metropolitan Planning Organization (MPO) Regulations 23 CFR 450
- The Moving Ahead for Progress in the 21st Century Act (MAP-21)

Key Planning and Programming Activities

As the designated MPO, GMPO receives federal funds to develop regional transportation plans and programs and to coordinate technical and policy studies on a wide range of transportation and other programs. The primary products of the transportation planning process include:

- Metropolitan Transportation Plan (MTP)
- Transportation Improvement Program (TIP)
- Public Involvement Plan (PIP)
- Unified Planning Work Program (UPWP)

Considerations of Title VI

Considerations of Title VI legislation are made throughout GMPO planning and programming activities, for example:

MTP: The development of GMPO long range metropolitan transportation plan ensures that the burdens and benefits of planned transportation activities are equitably distributed across racial and socio-economic groups. GMPO staff reviews the impacts that planned programs and projects would have on low-income and minority residents in such areas as transportation investments, effect of projects on travel times of area residents, and access to transit.

Transportation Improvement Program (TIP): The region's six-year TIP analyzes of effects planned transportation investments on disadvantaged residents similar to that of the 2040 MTP.

Title VI Responsibilities

Staff members involved in planning and programming are responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of the MPO's planning and programming process. Staff members will:

- Ensure that all aspects of the planning and programming process operation comply with Title VI.
- Prepare and update a demographic profile of the area using the most current and appropriate statistical information available on race, income, and other pertinent data. Make the document available to the public and member agencies on the GMPO website or in hard copy format, if requested.
- Develop a process for assessing the distributional effects of transportation investments in the area as part of actions on plan and programming documents.
- Continue to ensure that staff makes concerted efforts to involve members of all social, economic, and ethnic groups in the planning process.

Program Area 3: Environmental Affairs

The concept of environmental justice includes the identification and assessment of disproportionately high and adverse effects of programs, policies, or activities on minority and low-income population groups. Within the context of the transportation planning, environmental justice considers the relative distribution of cost and benefits from transportation investments strategies and polices among different segments of society.

Operational Guidelines

- GMPO uses Executive Order 12898 on environmental justice, and federal and state administrative guidelines for implementing environmental justice requirements.

Title VI Responsibilities

Staff members are responsible for evaluating and monitoring environmental justice compliance with Title VI. Staff members will:

- Ensure Title VI environmental justice compliance.
- Analyze and make findings regarding the population affected by the action.
- Analyze and make findings regarding the impacts of planned projects on protected Title VI groups, and determine if there will be a disproportionately high and adverse impact on these groups.
- Disseminate information to the public on the processes used and findings of any analysis, in accordance with all agency public participation procedures. This includes dissemination to groups representing minority media and ethnic/gender related organizations, and the use of public comment periods and public hearings, interpreters, and materials in other languages, as needed.

Program Area 4: Consultant Contracts

GMPO is responsible for selection, negotiation, and administration of its consultant contracts. GMPO operates under its internal contract procedures and all relevant federal and state laws.

Operational Guidelines

- Title 49 – FTA Grant Contracting Requirements
- Title 23, CFR 172 – Administration of Engineering and Design related service contracts

Contract Procedures

GMPO verifies Title VI compliance by consultants (sub-recipients of federal funds) in the contracting process. GMPO contracts will ensure that consultants comply with Title VI requirements. In addition, Title VI text is included in all GMPO Request for Proposals (RFP).

Title VI Responsibilities

- Ensure inclusion of Title VI language in contracts (Appendix A of Title VI Assurances after contracts are awarded) and RFPs.
- Review consultants for Title VI compliance as described below:
    - Ensure that all consultants verify compliance with Title VI procedures and requirements.
    - If a recipient or sub-recipient is found to not be incompliance with Title VI, the Title VI Coordinator and relevant staff will work with the recipient or sub-recipient to resolve the deficiency status.

Program Area 5: Education and Training

Minorities, women, veterans, individuals with a disability, and other individuals protected by Title VI and federal and state anti-discrimination laws are provided with equal opportunity and fair treatment in all employment-related decisions, including opportunities for education and training.

Employees Encouraged to Participate in Training

GMPO Title VI Coordinator and relevant staff are encouraged to participate in professional development and training. All materials received by the agency on training and education opportunities are made available to all employees and member organizations.

Title VI Responsibilities

Staff will seek education and training as needed and Title VI responsibilities include:

- Assisting in the distribution of information to GMPO staff and member organizations on training programs regarding Title VI and related statutes.
- Track staff participation in Title VI training and courses.
- Establish, maintain, and update Title VI general information pertaining to the administration of GMPO Title VI program, as well as related documents (such as compliant form).
- Ensure Member agencies are informed of Title VI obligations annually. The annual education and acknowledgement form is the process used to inform member agencies of their Title VI obligations.

Questions

The Title VI public notice will be disseminated to member organizations, libraries, and government buildings that we serve in the MPO study area.

For questions on GMPO Title VI Plan and Procedures, please contact the Title VI Coordinator at 919-580-4327 or by email at jcollins@goldsboronc.gov. For information on GMPO work programs or publications, please see the GMPO webpage at www.goldsboro.gov

ANNUAL EDUCATION AND ACKNOWLEDGEMENT FORM

Title VI Nondiscrimination Policy
(Title VI and related nondiscrimination authorities)

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

All employees and representatives of the Goldsboro Metropolitan Planning Organization (MPO) are expected to consider, respect, and observe this policy in their daily work and duties. If any person approaches you with a civil rights-related question or complaint, please direct him or her to Jennifer Collins, Title VI Coordinator at 919-580-4327.

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

Acknowledgement of Receipt of Title VI Program

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

_____ _____

Your Signature Date

GOLDSBORO METROPOLITAN PLANNING ORGANIZATION
TITLE VI NOTICE TO THE PUBLIC

The Goldsboro Metropolitan Planning Organization in the Goldsboro Urban Area (Goldsboro MPO) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

It is the Goldsboro MPO's objective to:

1) Ensure that the level and quality of transportation service is provided without regard to race, color, national origin sex, age, or disability;

2) Promote the full and fair participation of all affected populations in transportation decision-making;

3) Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations and;

4) Ensure meaningful access to programs and activities by persons with limited English proficiency.

The MPO is committed to a policy of non-discrimination in the conduct of its business, including adherence to Title VI responsibilities and the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, sex, age, or disability by the Goldsboro MPO program may file a Title VI complaint with the City of Goldsboro, lead planning agency for the Goldsboro Urban Area.

Any such complaint must be in writing and submitted to the Goldsboro MPO Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at www.goldsboronc.gov or by calling 919-580-4327. Complaints should be addressed to: Title VI Coordinator, P.O. Drawer A, Goldsboro, NC 27533-9701.

The City of Goldsboro will provide a free language interpreter to help you conduct your transit business. If you require a language interpreter, please contact the City Manager's Office, City Hall Annex, by calling (919) 580-4330 or online at www.goldsboronc.gov under "Citizen Requests" and state the language you speak. The office will schedule you an appointment and an interpreter to be arranged via telephone or in person at the time of your appointment.

LIST OF LOCATIONS
TITLE VI NOTICE TO PUBLIC POSTED

The Title VI Notice to Public will be available at the following locations:

Goldsboro Urban Area MPO Title VI Coordinator City Hall Annex 200 North Center Street Goldsboro, NC 27530	City of Goldsboro Planning Department City Hall Annex 200 North Center Street Goldsboro, NC 27530	City of Goldsboro Office of the City Clerk City Hall Annex 200 North Center Street Goldsboro, NC 27530
City of Goldsboro website: www.goldsboronc.gov	The Village of Walnut Creek 103 Village Drive Goldsboro, NC 27534	Town of Pikeville Administration Office 100 West School Street Pikeville, NC 27863
Goldsboro-Wayne Transportation Authority 600 North Madison Avenue Goldsboro, NC 27530	Wayne County Public Library 1001 East Ash Street Goldsboro, NC 27530	County of Wayne Planning Department 134 N. John Street Goldsboro, NC 27533
Goldsboro Housing Authority 1729 Edgerton Street Goldsboro, NC 27530	Peggy M. Seegars Senior Center 2001 East Ash Street Goldsboro, NC 27530	City of Goldsboro Community Affairs Office Historic City Hall 214 North Center Street Goldsboro, NC 27530

For more information, please contact the Title VI Coordinator:

Jennifer Collins
Goldsboro MPO
200 North Center Street
Goldsboro, NC 27533
Phone: 919-580-4327
Email: jcollins@goldsboronc.gov

GOLDSBORO PLANIFICACIÓN METROPOLITANA ORGANIZACIÓN
TÍTULO VI AVISO PÚBLICO

La organización de planificación metropolitana Goldsboro en el área urbana de Goldsboro (Goldsboro MPO) presente da aviso público de su política de defender y asegurar la completa conformidad con el título VI de la ley de derechos civiles de 1964 y todos los actos y estatutos relacionados. Título VI y relacionados con los estatutos que prohíben la discriminación en programas asistidos por el gobierno federal requieren que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad, o discapacidad serán excluidos de la participación en, ser negado los beneficios de, o de lo contrario ser sujeto a discriminación bajo cualquier programa o actividad recibiendo ayuda Federal.

Objetivo de la MPO Goldsboro es:

1. Asegúrese de que el nivel y calidad de servicio de transporte es proporcionado sin distinción de raza, color, sexo de origen nacional, edad o discapacidad

2. Promover la participación plena y justa de todas las poblaciones afectadas en la toma de decisiones de transporte

3. Evitar la denegación, reducción o retraso en beneficios relacionados a los programas y actividades que benefician a las poblaciones minoritarias o poblaciones de bajos ingresos

4. Asegurar el acceso significativo a los programas y las actividades de las personas con dominio limitado del inglés.

La MPO está comprometida con una política de no discriminación en la conducta de su negocio, incluyendo la adhesión a las responsabilidades del título VI y la prestación de servicios de transporte accesible y equitativa. Cualquier persona que cree que él o ella ha sido sometida a discriminación bajo el Titulo VI por motivos de raza, color, origen nacional, sexo, edad o discapacidad por el programa de Goldsboro MPO puede presentar una queja del título VI con la ciudad de Goldsboro, principal agencia de planificación para el área urbana de Goldsboro.

Cualquier denuncia debe ser por escrito y enviado a la Coordinadora Goldsboro MPO título VI dentro de 180 días siguientes a la fecha de la supuesta discriminación. Un formulario de queja de los derechos civiles de título VI está disponible en línea en www.goldsboronc.gov o llamando al 919-580-4327. Las quejas deben dirigirse a: Coordinador del título VI, P.O. cajón A, Goldsboro, NC 27533-9701.

La ciudad de Goldsboro proveerá un intérprete gratis para ayudarle a realizar sus negocios de tránsito. Si necesita un intérprete de lenguaje, por favor póngase en contacto con la oficina del administrador de la ciudad, Ayuntamiento anexo, llamando al (919) 580-4330 o en línea en www.goldsboronc.gov bajo "Ciudadano pide" y habla la lengua del estado. La oficina se programará una cita y un intérprete a convenir vía telefónica o en persona en el momento de su nombramiento.

SE PUBLICA LISTA DE UBICACIONES
TÍTULO VI AVISO PÚBLICO

El título VI aviso público estarán disponible en las siguientes ubicaciones:

Area urbana de Goldsboro MPO Coordinador del titulo VI Ayuntamiento anexo 200 North Center Street Goldsboro, NC 27530	Ciuddad de Goldsboro Departamento de planificacion Ayuntamiento anexo 200 North Center Street Goldsboro, NC 27530	Ciudad de Goldsboro Oficina de la Secretaria Municipal Ayuntamiento anexo 200 North Center Street Goldsboro, NC 27530
Sitio web de la ciudad de Goldsboro: www.goldsboronc.gov	El pueblo de Walnut Creek 103 Village Drive Goldsboro, NC 27534	Ciudad de Pikeville Administración oficina 100 oeste escuela Calle Pikeville, NC 27863
Goldsboro-Wayne Transporte autoridad 600 North Madison Avenue Goldsboro, NC 27530	Biblioteca publica del Condado de Wayne 1001 East Ash Street Goldsboro, NC 27530	Condado de Wayne planificación Departamento 134 N. John Street Goldsboro, NC 27533
Autoridad de vivienda de Goldsboro 1729 Edgerton Street Goldsboro, NC 27530	Peggy M. Seegars Senior Center 2001 East Ash Street Goldsboro, NC 27530	Ciudad de Goldsboro Oficina de asuntos Comunitarios Antiguo Ayuntamiento 214 North Center Street Goldsboro, NC 27530

Para mas informacion contactar: Oficina de cumplimiento del titulo VI area urbana de Goldsboro MPO:

Jennifer Collins
Goldsboro MPO
200 North Center Street
Goldsboro, NC 27533
Phone: 919-580-4327
Email: jcollins@goldsboronc.gov

Standard Title VI Assurances

The Goldsboro Urban Area Metropolitan Planning Organization (hereinafter referred to as the "Recipient") HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the US Department of Transportation and the North Carolina Department of Transportation it will comply with the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 (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, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, sex, age, national origin or disability 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 Highway 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) (1) 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-Aid Highway Program:

1. That the Recipient agrees that each "program" and each "facility" as defined in subsections 21.23 (b) and 21.23 (e) 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.

2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations made in connection with the Federal-Aid Highway Program and, in adapted form in all proposals for negotiated agreements:

   The (Goldsboro MPO) in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and 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 issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to the Act and the Regulations.

4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.

5. 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.

6. 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.

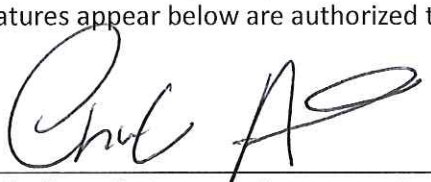
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal-Aid Highway Program; and (b) for the construction or use of or access to space on, over or under real property acquired, or improved under the Federal-Aid Highway program.

8. 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 sued 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.

9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he delegates specific authority to give reasonable guarantee that it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in 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.

10. 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.

THIS ASSURANCE is 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 Department of Transportation under the Federal-Aid Highway Program and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal-Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.



Chuck Allen, Chairperson Transportation Advisory Committee
Goldsboro Urban Area MPO

06/19/15
Date

APPENDIX A

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

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

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

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

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

(5) **Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the Goldsboro Urban Area Metropolitan Planning Organization or North Carolina Department of Transportation shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

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

(6) **Incorporation of Provisions:** The contractor shall include the provisions of paragraph (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto.

The contractor shall take such action with respect to any subcontract or procurement as the Goldsboro Urban Area Metropolitan Planning Organization, North Carolina Department of Transportation or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Goldsboro Urban Area Metropolitan Planning Organization to enter into such litigation to protect the interests of the Goldsboro Urban Area Metropolitan Planning Organization, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX B

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Goldsboro Urban Area Metropolitan Planning Organization, as authorized by law, and upon the condition that the Goldsboro MPO will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code, the Regulations for the Administration of Federal-Aid for Highways and the policies and procedures prescribed by Federal Highway Administration of the Department of Transportation and, also in accordance with and in compliance with 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 (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the state of North Carolina all the right, title and interest of the Goldsboro Urban
Area Metropolitan Planning Organization in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto state of North Carolina and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the state of North Carolina, its successors and assigns.

The state of North Carolina, in consideration or the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, age, sex, color, disability, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on over or under such lands hereby conveyed [,] [and]* (2) that the state of North Carolina shall use the lands and interests in lands and interests in lands so conveyed, in compliance with 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, and as said Regulations may be amended [,] and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Goldsboro Urban Area Metropolitan Planning Organization and its assigns as such interest existed prior to this instruction.

APPENDIX C

The following clauses shall be included in all deeds, licenses, leases, permits or similar instruments entered into by the Goldsboro Urban Area Metropolitan Planning Organization pursuant to the provisions of Assurance 6(a).

The (grantee, licensee, lessee, permitee, etc., as appropriate) for himself, his heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Goldsboro MPO program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permitee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed 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, and as said Regulations may be amended.

That in the event of breach of any of the above nondiscrimination covenants, the Goldsboro MPO shall have the right to terminate the {license, lease, permit, etc.] and to re-enter and repossess said land and the facilities thereon, and hold the same as if said [licenses, lease, permit, etc.] had never been made or issued.

That in the event of breach of any of the above nondiscrimination covenants, the Goldsboro MPO shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the Goldsboro MPO and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by the Goldsboro Urban Area Metropolitan Planning Organization pursuant to the provisions of Assurance 6(b).

The (grantee, licensee, lessee, permitee, etc., as appropriate) for himself, his personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds, and leases add "as a covenant running with the land") that (1) no person on the ground of race, sex, age, color, disability, or national origin shall be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over or under such land and the furnishing of services thereon, no person on the ground of race, sex, age, color, disability, or national origin shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permitee, etc.) shall use the premises in compliance with all other 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), and as said Regulations may be amended.

That in the event of breach of any of the above nondiscrimination covenants, Goldsboro MPO shall have the right to terminate the [license, lease, permit, etc.] and to re-enter and repossess said land and the

facilities thereon, and hold the same as if said [license, lease, permit, etc.] had never been made or issued.

That in the event of breach of any of the above nondiscrimination covenants, the Goldsboro MPO shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the Goldsboro MPO and its assigns.

GOLDSBORO METROPOLITAN PLANNING ORGANIZATION
TITLE VI PROGRAM
COMPLAINT PROCEDURES

The complaint procedures outlined herein apply to the Goldsboro Urban Area Metropolitan Planning Organization (MPO) and other primary recipients and sub-recipients of Federal financial assistance. These procedures cover discrimination complaints filed under Title VI of the Civil Rights Act of 1964, Civil Rights Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, and other nondiscrimination authorities relating to any program, services, or activities administered by the Goldsboro Urban Area MPO and its sub-recipients, consultants, and contractors.

Goldsboro Urban Area MPO will make every effort to obtain early resolution of complaints at the lowest level possible. Complaints of alleged discrimination will be investigated by the appropriate authority.

Purpose

The purpose of the discrimination complaint procedures is to describe the process used by the Goldsboro Urban Area MPO for processing complaints under Title VI of the Civil Rights Act of 1964, related statutes and authorities.

Filing of Complaints

1. **Applicability** - The complaint procedures apply to the beneficiaries of the Goldsboro Urban Area MPO's programs, activities, and services, including but not limited to the public, contractors, subcontractors, consultants, and other sub-recipients of federal and state funds.

2. **Eligibility** - Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities, based upon race, color, sex, age, national origin, or disability may file a written complaint with Goldsboro Urban Area MPO Title VI Compliance Officer. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative and must be in writing.

3. **Time Limits and Filing Options** - A complaint must be filed no later than 180 calendar days after the following:

    - The date of the alleged act of discrimination; or
    - The date when the person(s) became aware of the alleged discrimination; or
    - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Title VI complaints may be submitted to the following entities:

Goldsboro Urban Area MPO, Title VI Compliance Officer, P.O. Drawer A, Goldsboro, NC 27533-9701 or physical address City Hall Annex, 200 North Center Street, Goldsboro NC 27530; 919-580-4327

North Carolina Department of Transportation, Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453

US Department of Transportation, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070

Federal Highway Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, 81h Floor, E81- 314, Washington, DC 20590, 202-366-0693 / 366-0752

Federal Highway Administration, North Carolina Division Office, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010

Federal Transit Administration, Office of Civil Rights, ATIN: Title VI Program Coordinator, East Bldg.5th Floor - TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590

Federal Aviation Administration, Office of Civil Rights, 800 Independence Avenue, SW, Washington, DC 20591, 202-267-3258

US Department of Justice, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228

4. **Format for Complaints** - Complaints shall be in **writing** and **signed** by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed, however, an original, signed copy of the compliant must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing (see "Complaint Form"). Complaints will be accepted in other languages including Braille.

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

Protected Categories	Definition	Examples
Race	An individual belonging to one of the accepted racial groups; or the perception, based usually on physical characteristics that a person is a member of a racial group.	Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, White
Color	Color of skin, including shade of skin within a racial group	Black, White, light brown, dark brown, etc.
National Origin	Place of birth. Citizenship is not a factor. Discrimination based on language or a person's accent is also covered by national origin.	Mexican, Cuban, Japanese, Vietnamese, Chinese
Other Categories Not Included in Title VI	**Definition**	**Examples**
Sex	Gender	Woman and Men
Age	Person of any age	21 year old person
Disability	Physical or mental impairment, permanent or temporary, or perceived.	Blind, alcoholic, diabetic, para-amputee, arthritic.

Internal Complaint Process

The following measures will be taken to resolve Title VI complaints:

1. A formal compliant must be filed within 180 days of the alleged occurrence as mentioned above. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Goldsboro Urban Area MPO Title VI Compliance Officer. Under these circumstances, the complainant will be interviewed, and the Title VI Compliance Officer will assist the Complainant in converting the verbal allegations in writing.

3. When a complaint is received, Goldsboro Urban Area MPO Title VI Compliance Officer will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.

4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within fifteen (15) business days from receipt of a complete complaint, Goldsboro Urban Area MPO will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Title VI Compliance Officer or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

    a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
    b. If the complaint is to be investigated, the notification shall state the grounds of the Goldsboro Urban Area MPO's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6. When Goldsboro Urban Area MPO does not have sufficient jurisdiction, the Title VI Compliance Officer or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7. If the complaint has investigative merit, the Title VI Compliance Officer or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigate report will be submitted to the Title VI Compliance Officer within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

8. The Title VI Compliance Officer or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.

9. If the Complainant is dissatisfied with Goldsboro Urban Area MPO's resolution of the complaint, he/she has the right to file a complaint with the:

    External Civil Rights Section
    North Carolina Department of Transportation
    1511 Mail Service Center
    Raleigh, NC 27699-1511

10. Complaints filed against the Goldsboro Urban Area MPO will be forwarded to NCDOT External Civil Rights Section for processing and investigation.

GOLDSBORO METROPOLITANA DE PLANIFICACIÓN ORGANIZACIÓN
PROGRAMA DE TÍTULO VI
PROCEDIMIENTOS DE QUEJAS

Los procedimientos de queja descritos en este documento se aplican a la Organización Goldsboro Área Urbana Metropolitana de Planificación (MPO) y otros destinatarios primarios y sub-receptores de asistencia financiera federal. Estos procedimientos cubren las quejas de discriminación presentadas bajo el Título VI de la Ley de Derechos Civiles de 1964, Ley de Restauración de Derechos Civiles de 1987, la Sección 504 de la Ley de Rehabilitación de 1973, y otras autoridades de no discriminación relacionados con cualquier programa, servicios o actividades administradas por el Goldsboro Área Urbana MPO y sus sub-receptores, consultores y contratistas.

Goldsboro área urbana MPO hará todo lo posible para obtener pronta resolución de las quejas en el nivel más bajo posible. Quejas de supuesta discriminación serán investigadas por la autoridad competente.

Propósito

El propósito de los procedimientos de queja de discriminación es describir el proceso utilizado por el Goldsboro área urbana MPO para procesar las quejas bajo el Título VI de la Ley de Derechos Civiles de 1964, los estatutos relacionados y autoridades.

Presentación de Quejas

1. **Aplicabilidad** - Los procedimientos de queja se aplica a los beneficiarios de los programas del Área Urbana Goldsboro MPO, actividades y servicios, incluyendo pero no limitado a, los públicos, contratistas, subcontratistas, consultores y otros sub-receptores de fondos federales y estatales.

2. **Elegibilidad** - Cualquier persona o grupo de personas que cree que él / ella ha sido objeto de discriminación o represalia prohibida por cualquiera de las autoridades de los Derechos Civiles, basada en la raza, color, sexo, edad, origen nacional, o discapacidad, puede presentar una queja por escrito a Goldsboro área urbana MPO título VI Oficial de Cumplimiento. La ley prohíbe la intimidación o represalia de ningún tipo. La queja puede ser presentada por la persona afectada o de un representante y debe ser por escrito.

3. **Plazos y Opciones de archivado** - Una queja debe ser presentada a más tardar 180 días naturales a partir de lo siguiente:

    • La fecha del presunto acto de discriminación; o

    • La fecha en que la persona (s) tuvo conocimiento de la supuesta discriminación; o

- Cuando ha habido un curso continuo de conducta, la fecha en que se suspendió esa conducta o la última instancia de la conducta.

Quejas Título VI podrán presentarse a las siguientes entidades:

Goldsboro área urbana MPO, Título VI de Cumplimiento, PO Cajón A, Goldsboro, NC 27533-9701 o dirección física Ayuntamiento anexo, 200 North Center Street, Goldsboro NC 27530; 919-580-4327

Norte Carolina del Departamento de Transporte, la Oficina de Igualdad de Oportunidades y Servicios Laborales, Sección de Derechos Civiles Externa, 1511 Mail Service Center, Raleigh, NC 27699 hasta 1511; 919-508-1830 o al número gratuito 800-522-0453

Departamento de Transporte de EE.UU., Oficina Departamental de Derechos Civiles, Programas de Derechos Civiles externos División, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070

Administración Federal de Carreteras, Oficina de Derechos Civiles, 1200 New Jersey Avenue, SE, Suelo 81h, E81- 314, Washington, DC 20590, 202-366-0693 Me 366-0752

Administración Federal de Carreteras, Oficina de la División de Carolina del Norte, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010

Administración Federal de Transporte, Oficina de Derechos Civiles, ATINA: Coordinador del Programa Título VI, East Bldg.5th Piso - TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590

Administración Federal de Aviación, Oficina de Derechos Civiles, 800 Independence Avenue, SW, Washington, DC 20591, 202-267-3258

Departamento de Justicia, Sección de Litigios Especiales, División de Derechos Civiles, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 Estados Unidos o de teléfono gratuito 877-218-5228

4. **Formato para Quejas** - Reclamaciones deberá ser por escrito y firmada por el denunciante (s) o un representante e incluir el nombre del autor, dirección y número de teléfono. Las quejas recibidas por fax o e-mail serán reconocidos y procesados. Las denuncias recibidas por teléfono se reducirán a la escritura y proporcionado a la demandante para su confirmación o revisión antes del procesamiento (véase "Queja Formulario"). Las quejas serán aceptadas en otros idiomas, incluyendo Braille.

5. **Demanda Base** - Las denuncias deben basarse en cuestiones relacionadas con la raza, color, origen nacional, sexo, edad o discapacidad. El término "base" se refiere a la pertenencia de la autora en una categoría grupo protegido.

Categorías Protegidas	Definición	Ejemplos
Raza	un individuo que pertenece a uno de los grupos raciales aceptados; o la percepción, basado por lo general en las características físicas que una persona es un miembro de un grupo racial.	Negro / afroamericanos, hispanos / latinos, asiáticos, indios americanos / nativos de Alaska, Nativo de Hawai / Islas del Pacífico
Color	Color El color de la piel, incluyendo el tono de la piel dentro de un grupo racial	Negro, blanco, marrón claro, marrón oscuro, etc.
Origen Nacional	Lugar de nacimiento. La ciudadanía no es un factor. La discriminación basada en el idioma o el acento de una persona también está cubierto por origen nacional	Mexicana, cubana, japonesa, vietnamita, chino
Otras categorías no incluidas en el Título VI	**Definición**	**Ejemplos**
Sexo	Género	Mujer y Hombres
Edad	Persona de cualquier edad	21 años anciano
Discapacidad	Deterioro físico o mental, permanente o temporal, o percibida	Ciegos, alcohólico, diabética, para-amputado, artrítico

Proceso de queja interna

Se tomarán las siguientes medidas para resolver las quejas Título VI:

1. Una compatible formal debe ser presentada dentro de los 180 días de la supuesta ocurrencia como se mencionó anteriormente. Las quejas deben ser por escrito y firmado por la persona o su representante /, e incluirán el nombre, dirección del autor y número de teléfono; nombre del presunto oficial exigente, base de la queja (raza, color, origen nacional, sexo, discapacidad, edad), y la fecha del supuesto acto (s). Una declaración detallando los hechos y circunstancias de la supuesta discriminación debe acompañar todas las quejas.

2. En el caso de que el demandante no puede o incapaz de proporcionar una declaración por escrito, una queja verbal de la discriminación se pueden hacer a la área urbana MPO título VI Oficial de Cumplimiento Goldsboro. En estas circunstancias, el demandante será entrevistado y el VI Oficial de Cumplimiento Título asistirá al demandante en la conversión de los alegatos verbales por escrito.

3. Cuando se recibe una queja, Goldsboro Urbana Sup MPO título VI Oficial de Cumplimiento proporcionará reconocimiento por escrito al demandante, dentro de los diez (10) días por correo certificado.

4. Si una queja se considera incompleta, se solicitará información adicional, y el demandante se proporcionará 60 días hábiles para presentar la información requerida. De no hacerlo, se puede considerar una buena causa para la determinación de ningún mérito investigativo.

5. En el plazo de quince (15) días hábiles a partir de la recepción de una denuncia completa, Goldsboro Urbana Sup MPO determinará su competencia en la búsqueda de la materia y si la queja tiene méritos suficientes para justificar una investigación. Dentro de los cinco (5) días a partir de esta decisión, el título VI Oficial de Cumplimiento o su designado / a autorizado notificará al demandante y al demandado, por correo certificado, informándoles de la disposición.

    a. Si la decisión es de no investigar la denuncia, la notificación se hará constar expresamente el motivo de la decisión.
    b. Si la denuncia es que se investigue, la notificación se hará constar en los criterios de competencia del Goldsboro Urban Area de MPO, mientras que informar a las partes de que se requiera su total cooperación en la recopilación de información adicional y ayudar al investigador.

6. Cuando Goldsboro Urbana Sup MPO no tiene competencia suficiente, el título VI Oficial de Cumplimiento o su designado / a autorizado remitirá la denuncia al Estado correspondiente o agencia federal que sostiene dicha jurisdicción.

7. Si la queja tiene mérito investigativo, el título VI Oficial de Cumplimiento o su designado / a autorizado asignará un investigador. Se llevará a cabo una investigación completa, y un informe de investigar se presentará a la VI Oficial de Cumplimiento título dentro de los sesenta (60) días desde la recepción de la queja. El informe incluirá una descripción narrativa de los hechos, los resúmenes de todas las personas entrevistadas, y un hallazgo de las recomendaciones y medidas de conciliación en su caso. Si la investigación se retrasa por cualquier razón, el investigador notificará a las autoridades correspondientes, y será solicitado una prórroga.

8. El título VI Oficial de Cumplimiento o su designado / a autorizado emitirá cartas de investigación al demandante y al demandado dentro de los noventa (90) días desde la recepción de la queja.

9. Si el demandante no está satisfecho con la resolución de Goldsboro Urbana Sup MPO de la queja, él / ella tiene el derecho de presentar una queja ante la:

Sección de Derechos Civiles externos
Departamento de Transporte de Carolina del Norte
1511 Mail Service Center
Raleigh, NC 27699-1511

10. Las quejas presentadas contra la Goldsboro área urbana MPO se remitirán al NCDOT externa Sección de Derechos Civiles para el procesamiento e investigación.

Goldsboro MPO
Title VI Complaint Log

Case No.	Complainant	Respondent	Category of Discrimination	Date Filed	Initial Receiving Agency	Status	Action(s) Taken

Goldsboro MPO
Title VI Program
P.O. Drawer A
Goldsboro, NC, 27533-9701

Today's Date

Ms. Jane Doe
1234 Main Street
Goldsboro, NC 27530

Re: Acknowledging Receipt of Complaint

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Goldsboro MPO alleging { Insert Category or Brief Description of Discrimination } in the { Insert Program Name } program.

An investigation will begin shortly. Please be aware that the process can take up to sixty (60) days to complete. We appreciate your patience as we progress through this process. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact the Goldsboro MPO Title VI Coordinator at (919) 580-4327 or email at jcollins@goldsboronc.gov, or by writing to the above address.

Sincerely,

Jennifer Collins,
Title VI Coordinator

Goldsboro MPO
Title VI Program
P.O. Drawer A
Goldsboro, NC, 27533-9701

Today's Date

Ms. Jane Doe
1234 Main Street
Goldsboro, NC 27530

Re: Notifying Complainant that Complaint is Substantiated

Dear Ms. Doe:

The matter referenced in your letter of { Insert Date } against the Goldsboro MPO alleging { Insert Category or Brief Description of Discrimination } in the { Insert Program Name } program has been investigated.

An/Several apparent violations(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Again, we appreciate your patience during this this process. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact the Goldsboro MPO Title VI Coordinator at (919) 580-4327 or by email at jcollins@goldsboronc.gov, or by writing to the above address.

Sincerely,

Jennifer Collins,
Title VI Coordinator

Goldsboro MPO
Title VI Program
P.O. Drawer A
Goldsboro, NC, 27533-9701

Today's Date

Ms. Jane Doe
1234 Main Street
Goldsboro, NC 27530

Re: Notifying Complainant that Complaint is Not Substantiated

Dear Ms. Doe:

The matter referenced in your letter of { Insert Date } against the Goldsboro MPO alleging { Insert Category or Brief Description of Discrimination } in the { Insert Program Name } program has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Goldsboro MPO has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated. I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

Again, we appreciate your patience during this this process. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact the Goldsboro MPO Title VI Coordinator at (919) 580-4327 or by email at jcollins@goldsboronc.gov, or by writing to the above address.

Sincerely,

Jennifer Collins,
Title VI Coordinator

Goldsboro MPO
Title VI Discrimination Complaint Form

NOTE: Title VI Transit related complaints are related to Civil Rights Act of 1964, which only covers discrimination basis of race, color, and national origin.

Last Name:	**First Name:**		☐ Male ☐ Female
Mailing Address:	**City:**	**State:**	**Zip Code:**
Home Telephone:	**Work Telephone:**	**Email Address:**	

Identify the Category of Discrimination:

☐ RACE ☐ COLOR ☐ NATIONAL ORIGIN ☐ AGE

☐ RELIGION ☐ DISABILITY ☐ SEX/GENDER

Identify the Race of the Complainant:

☐ Black ☐ White ☐ Hispanic ☐ Asian American

☐ American Indian ☐ Alaskan Native ☐ Pacific Islander ☐ Other _____

Date of Alleged Discrimination (Month, Day, Year):_____

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

_____

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

_____

_____

_____

_____

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Please provide name, address, and telephone for each witness and attached additional page(s), if necessary).

_____

_____

_____

_____

Have you previously filed a Title VI complaint with the Goldsboro MPO? ☐ No ☐ Yes

Have you previously filed this complaint with any other Federal, State, or Local agency, or with Federal or State court? ☐ No ☐ Yes

☐ US Equal Employment Opportunity Commission
☐ US Department of Transportation
☐ Other: _____
☐ Federal Highway Administration
☐ Federal or State Court
☐ NC DOT

Please provide information about the contact person at the agency/court where the complaint was filed and included the filing date. (Attached additional page(s), if necessary).

_____
_____
_____
_____

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

_____
_____
_____
_____

The Goldsboro MPO cannot accept an unsigned complaint. Please sign and date the complaint form below.

_____ _____
Complainant's Signature Date

Mail Complaint Form To:

Title VI Coordinator
Goldsboro MPO
Planning Department
City Hall Annex
200 North Center Street
Goldsboro, NC 27530

For Office Use Only

Date Complaint Received:_____
Processed by:_____
Case #:_____
Referred to:_____ Date Referred:_____

Goldsboro MPO
Título VI discriminación forma obediente

Nota: Título VI tránsito relacionadas con quejas están relacionadas con la ley de derechos civiles de 1964, que sólo cubre la base de la discriminación de raza, color y origen nacional.

Apellido:	**Nombre:**		☐ Hombre ☐ Mujer
Dirección postal:	**Ciudad:**	**Provincia/estado:**	**Código postal:**
Teléfono de la casa:	**Teléfono del trabajo:**	**Dirección de correo electrónico:**	

Identificar la categoría de discriminación:

☐ RAZA ☐ COLOR ☐ NACIONALIDAD ☐ EDAD

☐ RELIGIÓN ☐ DISCAPACIDAD ☐ SEXO/GÉNERO

Identificar la raza de la queja:

☐ Negro ☐ Blanco ☐ Hispano ☐ Asiático Americano

☐ Indio Americano ☐ Alaska las ☐ Islas del Pacífico ☐ Otros_____

Fecha de la supuesta discriminación (mes, día, año):_____

Nombres de las personas responsables de las acciones discriminatorias:_____
_____

¿Cómo se le discriminado? Describir la naturaleza de la acción, decisión o las condiciones de la discriminación alegada. Explicar lo más claramente posible lo que pasó y por qué crees que tu estatus de protección (base) fue un factor en la discriminación. Incluyen cómo otras personas fueron tratadas diferentemente de ti. (Adjunte páginas adicionales, si es necesario).
_____
_____
_____
_____

Nombres de las personas (testigos, compañeros de trabajo, supervisores u otros) que podemos contactar para que obtener información adicional apoyar o aclarar su queja: (por favor proporcione el nombre, dirección y teléfono para cada testigo y adjunta páginas adicionales, si es necesario).
_____
_____
_____
_____

¿Ha previamente presentado un título VI cumple con la Goldsboro MPO. ☐ No ☐ Sí

¿ Ha presentado anteriormente esto compatible con cualquier otro Federal, estatal o Local Agencia, o de la Corte Federal o estatal? ☐ No ☐ Sí

☐ Estados Unidos igual Comisión de oportunidades labora ☐ Federal Highway Administration

☐ Departamento de transporte de Estados Unidos ☐ Tribunal estatal o federal

☐ Otro: _____ ☐ NC DOT

Sírvanse proporcionar información sobre la persona de contacto en la Agencia/corte donde la queja fue archivada y, incluida la fecha de presentación. (Adjunto páginas adicionales, si es necesario).

_____

_____

_____

_____

Explique brevemente qué remedio o acción, busca por la supuesta discriminación.

_____

_____

_____

_____

La ciudad de Goldsboro no puede aceptar un signo compatible. Por favor firme y feche el formulario obediente.

_____ _____

Firma del demandante Fehe

Correo forma compatible que:
Coordinador del título VI
Goldsboro MPO
Ayuntamiento anexo
200 North Center Street
Goldsboro, NC 27530

Para uso de oficina solamente

Date Compliant Received:_____
Processed by:_____
Case #:_____
Referred to:_____ Date Referred:_____

Public Involvement Plan

Introduction

The purpose of the Goldsboro-MPO Public Involvement Plan (PIP) is to provide a process that ensures opportunities for the public to be involved in all phases of the MPO area urban transportation planning process. Exemplary public involvement begins early in the planning process and continues throughout each of the planning stages, helping to avoid, minimize, and mitigate project impacts while providing the best engineering solutions.

The processes and guidance provided in this plan are presented as the minimum activities/standards that GMPO will employ to facilitate public participation. Where warranted, the GMPO Transportation Advisory Committee or the MPO Coordinator may provide for additional measures, for example, public meetings in excess of the minimum, extended comment periods, notifications, when warranted to maximize opportunities for public involvement.

This PIP is reviewed periodically, at least every three years, to ensure our planning process provides full and open access to all segments of the population serviced by the MPO. Contained herein are the MPO's current public involvement objectives, policies, and techniques. The public's comments are always welcome. This document is available on the City of Goldsboro website at www.goldsboronc.gov or by calling (919) 580-4327 for a copy, or you may visit the City of Goldsboro's Planning Department, City Hall Annex, 200 North Center Street, Goldsboro, NC 27530 to pick up a copy.

Aspects of Public Participation

Public participation means participation in planning by people (public) outside the Goldsboro MPO staff, committees, and board members; by citizens of the MPO area including low income and minority populations, elderly, disabled, LEP populations, "zero car households" . It is a process of taking part in the transportation planning and decision-making that affects the community.

The Goldsboro MPO efforts to secure participation will be targeted to individuals or entities that could be significantly affected by the transportation plan recommendations or could significantly influence implementation. Stakeholders include, but are not limited to: the general public; low income, minority and disabled communities; neighborhood representatives; chambers of commerce; special transportation interests such as freight shippers, transit users and bicycle organizations; local officials; and federal and state transportation agencies.
Why does the Goldsboro MPO need to involve the public in the Transportation Planning process?

1. The public has the right to have a strong voice in all matters of public policy, including planning.

2. Planning staff, consultants and local officials need comments from those who know the community best: the people who live and work there.

3. Involvement informs and educates the public about transportation planning and creates an informed community, which in turn leads to better planning.

4. Participation gives the public a sense of ownership of the plan. It fosters cooperation among the public and between them and the Goldsboro MPO.

Public involvement helps avoid, minimize, and mitigate project impacts while providing the best engineering solutions. Therefore, to be effective, it is important that government agencies understand a given community's values and, it is equally important for the community to understand the tradeoffs and constraints associated with project planning.

This mutual understanding can only be achieved through early, frequent and continued communication. When the public is engaged in the process, their insights helps assure projects suit community needs, simultaneously complementing the movement of people and goods. This Plan identifies the methods the Goldsboro MPO currently uses and will implement in the future to optimize public participation in planning and developing transportation projects.

Background

The principal responsibilities of the MPO include the development of a Metropolitan Transportation Plan (MTP), a Transportation Improvement Program (TIP), a Unified Planning Work Program (UPWP), and related planning studies and project deemed necessary to address transportation issues in the study area. Local transportation needs are re-evaluated annually. Based on this evaluation, project priorities are established and made part of the GMPO TIP. This information is forwarded to the department of transportation for the applicable state for inclusion in the Statewide Transportation Improvement Program (STIP).

By federal law, all multi-modal transportation improvement projects must be included in and consistent with the MTP in order to be eligible for federal funding. As such, the MTP is the primary plan that guides all federally funded transportation improvements in the study area.

GMPOs' primary decision making body is the Transportation Advisory Committee (TAC) and is advised by the Technical Coordinating Committee (TCC). The TAC members are elected officials appointed by their board or council to serve as the city's representative. The TCC are members of the individual cities' staffs that review the technical aspects of planning – particularly highway planning.

The **Technical Coordinating Committee** is made up of representatives from the following:

Wayne County Chamber of Commerce
Wayne County Economic Development Representative
Goldsboro-Wayne Transportation Authority (GWTA) Representative
Goldsboro-Wayne Jetport Authority
Seymour Johnson Air Force Base
NCDOT Division 4 Office (Project Manager and Division Engineer)
Village of Walnut Creek
Town of Pikeville
City of Goldsboro (City Manager, Planning Director, City Engineer and MPO Coordinator)
County of Wayne (County Manager and Planning Director)
NCDOT District 3 Office (District Engineer and Assistant District Engineer)
NCDOT Public Transportation Division
Eastern Carolina Rural Planning Organization (ECRPO)

Federal Highway Administration
NCDOT Transportation Planning Branch

The **Transportation Advisory Committee** is made up of the following voting members:

Goldsboro City Council (2 Representatives and 1 Alternate)
Wayne County Board of Commissioners (1 Representative and 1 Alternate)
Village of Walnut Creek (1 Representative and 1 Alternate)
Town of Pikeville Board of Commissioners (1 Representative and 1 Alternate)
NCDOT Board of Transportation Representative

Among its various functions, the TAC ensures that a continuing, cooperative and comprehensive planning process exists in the urban area. They are to provide policy direction for the planning process, and to improve communications and coordination between several Policy Boards.

Federal Requirements for Public Participation

Transportation planning at the statewide and MPO levels should incorporate or consider various factors or objectives. The most recent transportation act, Moving Ahead for Progress in the 21st Century (MAP-21), retains the eight planning factors contained in the previous transportation act, SAFETEA-LU. These include:

- Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency;
- Increase the safety of the transportation system for motorized and non-motorized users;
- Increase the security of the transportation system for motorized and non-motorized users;
- Increase the accessibility and mobility of people and for freight;
- Protect and enhance the environment, promote energy conservation, improve the quality of life, and promote consistency between transportation improvements and state and local planned growth and economic development patterns;
- Enhance the integration and connectivity of the transportation system, across and between modes, for people and fright;
- Promote efficient system management and operation; and
- Emphasize the preservation of the existing transportation system.

As MPOs develop and adopt long-range transportation plans and other transportation documents, they must consider these planning factors.

Public Participation

The public involvement process requirements in 23 CFR450, Section 450.316 (a), are listed below. These requirements encourage a proactive public involvement process and support early and continuing involvement of the public in the planning process.

- *Providing adequate public notice of public participation activities and time for public review and comment at key decision points, including but not limited to a reasonable opportunity to comment on the proposed metropolitan transportation plan and the TIP;*
- *Providing timely notice and reasonable access to information about transportation issues and processes;*
- *Employing visualization techniques to describe metropolitan transportation plans and TIP's;*
- *Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;*
- *Holding any public meeting at convenient and accessible locations and times;*
- *Demonstrating explicit consideration and response to public input received during the development of the metropolitan transportation plan and the TIP;*
- *Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services;*
- *Providing an additional opportunity for public comment, if the final metropolitan transportation plan or TIP differs significantly from the version that was made available for public comment by the MPO and raises new material issues which interested parties could not reasonable have foreseen from the public involvement efforts;*
- *Coordinating with the statewide transportation planning public involvement and consultation processes; and*
- *Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.*

Accessibility and Nondiscrimination

In addition to MAP-21 requirements, several laws and executive orders have a direct bearing on transportation planning and the need for a proactive public participation process. These include, but are not limited to:

The Americans with Disability Act of 1990 (ADA) provides that "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity." MPOs must ensure that sites for public participation and related meetings are accessible.

Title VI of the Civil Rights Act of 1964, along with subsequent legislation, provides that "no person shall on the grounds of race, color, and national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal funds. The entire institution, whether educational, private or governmental must comply with Title VI and related federal civil rights laws, not just the program or activity receiving federal funds."

Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994, states that "each federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects of its programs, policies, and activities on minority populations and low-income populations."

Executive Order 13155, Improving Access to Services for Persons with Limited English Proficiency, 2000, requires that the recipients of federal financial aid must ensure that the programs and activities normally provided in English are accessible to persons with limited English proficiency.

Public Participation Process

General Guidelines

This Public Involvement Plan (PIP) is intended to provide direction for public participation activities to be conducted by GMPO. In general, it is intended by this process that GMPO will:

- Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties and segments of the community affected by transportation plans, programs, and projects.

- Provide reasonable public access to technical and policy information used in the development of the MTP, TIP, CTP, UPWP, and other appropriate transportation plans and projects, and conduct open public meetings where matters related to transportation programs are being considered. Such access would also include, if necessary, the conversion of the key planning documents into Spanish (or other language).

- Give adequate public notice of public participation activities and allow time for public review and comment at key decision points, including but not limited to, the approval of the MTP, TIP, CTP, UPWP, and other appropriate transportation plans and projects. If the final draft of any transportation plan differs significantly from the one available for public comment by GMPO and raises new material issues, which interested parties could not reasonably have foreseen, there shall be an additional opportunity for public comment.

- Respond in writing to all applicable public input. When significant written and oral comments are received on the draft transportation plan or projects as a result of the public participation process, a summary, analysis, and report on the disposition of comments shall be made part of the final plan or project.

- Solicit the needs of those traditionally under-served by existing transportation systems, including but not limited to minorities, elderly, person with disabilities, persons with limited English proficiency, and low-income households.

- Provide a public comment period of 45 calendar days prior to the adoption of the GMPO Public Involvement Plan and/or any amendments for the groups listed in first bullet item above. Notice of the 45 day comment period will be advertised in a newspaper of general circulation, minority community newspapers, and various other publications prior to the commencement of the 45 day comment period and on GMPOs' webpage. Notice will also be mailed to the GMPO mailing list prior to the commencement of the 45 day comment period.

- Provide public comment period of 30 calendar days prior to the adoption of the MTP, TIP, CTP, UPWP, Transit Development Plans, any amendments or updates, and other appropriate transportation plans and projects.

- Coordinate its Public Involvement Plan with statewide public participation processes wherever possible to enhance public consideration of the issues, plans and programs, and reduce redundancies and costs.

- Periodically review the Public Involvement Plan to ensure it provides full and open access to all. Portions of the process which are found not to meet the needs of the constituency will be revised.

Public Involvement Plan Vision, Objectives and Policies

The vision of the public involvement plan is that the public will be provided thorough information on transportation planning services and project development in a convenient and timely manner.

The objectives of the MPO's Public Involvement Plan are to:

  - **Inform** the public of transportation meetings and other events by providing complete information about MPO activities.

  - **Educate** the public regarding their role in the transportation planning and decision-making process.

  - **Involve** the public by providing opportunities early and often in the transportation planning and decision-making process by providing full access to key decision.

  - **Reach out** to all communities and stakeholders in the planning area to inform, educate, and involve

  - **Improve** the public involvement process by updating this document in accordance with federal guidelines and addressing Title VI and Environmental Justice provisions

The policies set in place to achieve the objectives are:

- GMPO shall maintain an up-to-date database of contacts including at a minimum the following person:
  - Federal, state, local agencies responsible for planned growth, economic development, environmental protection, airport operations, freight movements, land use management, natural resources, and historic preservation;
  - Elected officials and local government staff;
  - Transportation agencies (freight, port, airports, transit, etc);
  - Representatives of users of public transit;
  - Representatives of users of pedestrian and bicycle transportation;
  - Representatives of the disabled;
  - Local media;
  - Civic groups and/or special interest groups;

- GMPO area public libraries (for public display); and
- Individuals expressing an interest in transportation planning activities.

- GMPO shall, when feasible, electronically send and/or mail meeting announcements to GMPO contact list or to targeted groups upcoming activities.

- GMPO shall employ visualization techniques to depict transportation plans. Examples of visualization techniques include: charts, graphs, photo interpretation, maps, use of GIS, artist's rendering, physical models, and/or computer simulation.

- GMPO shall make all publications and work products available to the public via internet, staff office, and employ visualization techniques to describe transportation actions as part of the MTP and transportation related projects.

- Staff shall be available to provide general and project-specific information at a central location during normal business hours and after hours at the request of groups or interested citizens with reasonable notice.

- GMPO shall maintain a transportation section on the City of Goldsboro's website. The webpage shall be updated and maintained to provide the most current information available. The webpage at a minimum shall contain the following: current MPO staff and contact information; meeting calendars and agendas; brief descriptions of current projects; work products and publications; comment and questions form; and links to related agencies.

- Target audiences shall be identified for each planning study or project conducted by the GMPO, including residents, businesses and property owners, and those traditionally underserved and underrepresented populations, including but not limited to low income and minority households within the study area.

- GMPO shall, whenever feasible, hold public meetings at a scheduled time, location, and building facility convenient to potentially affected citizens.

- GMPO will provide an additional opportunity for public comments if the final MTP, TIP, CTP or UPWP differs significantly from the version that was initially made available for public comment.

- GMPO shall continuously evaluate public participation techniques according to the procedures contained in this Public Involvement Plan.

- The Public Involvement Plan shall be reviewed and adopted, with revisions if necessary, at least every three years.

- GMPO shall actively assist NCDOT, local governments and transportation agencies in the development and implementation of public participation techniques for planning and other studies, including major investment studies and project development and environmental studies.

Current Public Participation Techniques

Furthering public participation is an ongoing activity of the MPO. An effective public participation process is characterized by techniques and procedures that enable citizens to become well informed and to have meaningful input in transportation planning and project development. This section contains descriptions of public participation tools which the GMPO currently uses and anticipates using in the future. These tools include:

Charrettes: Charrettes are typically intense, possibly multi-day meetings involving municipal officials, planning officials, and local residents. A charrette is instrumental in identifying key issues early, promotes joint ownership of the solution, and attempts to diffuse traditional confrontation between stakeholders. Charrettes are used in project specific meetings, corridor studies, other planning studies, and workshops.

Consultation: As part of MAP-21 regulations encouraging more cooperative planning, GMPO will consult, as appropriate, with agencies and officials responsible for other planning activities that are affected by transportation within the GMPO study area. To coordinate the planning function to the maximum extent practicable, such consultation will entail comparing MTPs and TIPs as they are developed with the plans, maps, inventories, and planning documents developed by other agencies. Consultation will include, as appropriate, contact with the following groups: State, local, and private agencies responsible for planned growth, economic development, environmental protection, airport operations, freight movements, land use management, natural resources consideration, and historic preservation. Any private citizen or entity responsible for transportation in the GMPO's study area may contact the Planning Director and be included in the consultation process. Consultation is used in public hearings/meetings, copies of this plan on GMPO webpage (for viewing purposes) and meetings with GMPO staff and member organizations.

Display Ads: These ads are used to promote meetings that are not regularly scheduled, such as a study area workshop. They are published in the local section of the newspaper in order to reach a larger audience than those that typically read legal ads. Display Ads are typically used for project specific meetings, workshops, open houses or hearings.

Direct Mailings: Direct mailings are used to announce upcoming meetings or activities or to provide information to a targeted area, group of people, or the media. Direct mailings are usually letters, but can be post cards, fliers or surveys. An area may be targeted for a direct mailing because of potential impacts from a project. Groups are targeted that may have an interest in a specific issue, for example avid cyclists and pedestrians may be targeted for greenway trial or sidewalk projects. Direct Mailings are used for project specific meetings, workshops, open houses, corridor studies, other planning activities or major activities.

Email Announcements/Internet Message Boards: Meeting announcements and MPO information are emailed to interested persons that have submitted their email address to GMPO staff. Interactive message boards can be used to facilitate discussion and solicit public comment regarding specific MPO projects or issues. Email announcements/internet message boards are used in corridor studies, other planning studies, regular meetings, public hearings, workshops, open houses, and other major MPO activities.

Legal Advertisements: GMPO provides advanced notice of any public meeting where a decision could be made that would result in a significant change to an existing plan or program. Ads are published to solicit public comment and review of the requested change or plan update. The ads provide a description of the meeting agenda, including contact information. Legal Advertisements are used for corridor studies, other planning studies, project priority process, major TIP amendments, updates of the MTP and UPWP, and other major MPO activities.

GMPO Webpage: The GMPO webpage can be found on the City of Goldsboro's website at www.goldsboronc.gov via the Planning Department Page. The page provides information on the MPO process, GMPO members, and staff contact information. MPO publications and work products, such as the UPWP, TIP, MTP, CTP, PIP and current projects. Also, citizens are able to submit comments and sign up to be added to GMPO contact distribution lists. The site provides links to other transportation related sites and is maintained by the City of Goldsboro's IT department staff. The page is used to promote regular and special meetings, planning studies, publications and work products.

Public Informational Meetings: These are public meetings that are generally open and informal, with project team members interacting with the public on a one-on-one basis. Short presentations may be given at these meetings. The purpose of the public meetings is to provide project information and to solicit public comment. These meetings are typically used for corridor studies, other planning studies, project priority process, MTP update, and other major MPO activities.

Public Notices: The MPO advertises public comment periods and notices for all TCC and TAC meetings. Public notices are done for regular and special meetings and other public meetings.

Small Group Meetings: During projects such as planning studies, meetings are held with small groups/stakeholders/steering committees that have an interest in the project. Meetings could be with neighborhood associations, civic groups, special interest groups, or other groups of affected or interested parties. Small Group Meetings are used when conducting corridor studies, other planning studies, and other MPO activities.

Title VI & Environmental Justice Review: Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs and activities on the basis of race, color, and national origin. In 1994, Presidential Executive Order 12898 directed every federal agency to make Environmental Justice part of its mission by identifying and addressing the effects of all programs, policies, and activities on "minority populations and low-income populations." In complying with the aforementioned federal laws and policies, the MPO's Environmental Justice initiatives will strive to involve the potentially affected pubic through a Public Outreach Program. This program consist of the MPO staff activities designed to develop partnerships with, and enhance their participation in the transportation planning process, by groups and individuals of "traditionally underserved" communities. These communities include minorities, low income, the elderly, and persons with disabilities. Staff activities include, but are not limited to, MPO staff participation in groups and coalitions serving within these communities, targeted communications with local media outlets, conducting meetings at times and locations that are accessible to transit dependent or non-driving individuals when possible, and publication of MPO documents in non-technical, accessible formats when needed. The goal of the Public Outreach Program is to ensure that all citizens, regardless of race, color, religion, income status, national origin, age, gender, disability, marital status, or political affiliation, have an equal opportunity to participate in the MPO's decision-making process.

GMPO will take reasonable steps to ensure that representatives of minority, disability, low-income and limited English proficiency groups will be identified and included in MPO mailings. Key planning documents will be translated and public notices broadcasted for Spanish-speaking populations upon request. Whenever possible, meetings will be held at locations accessible to persons with disabilities, bus riders, and bicyclist and that are convenient to neighborhoods with a concentration of minority and low-income persons. Where meeting facilitators are used, GMPO will seek to use persons that represent the diversity of the community and/or have expertise in working with under-served groups. Translators/interpreters will be provided for meetings, if requested.

GMPO has developed a Title VI Plan in addition to the public participation activities above; references should be made to GMPO Title VI Plan to ensure compliance with applicable requirements and to enhance the meaningful engagement of all stakeholders.

Visualization: GMPO recognizes that an important element of public participation is to provide the public, when possible, visual as well as written descriptions of transportation projects. Sketches, drawings, artist renderings, aerial photography, mapping, simulated photos, videos, computer modeled images and GIS will be used in various MPO activities.

Comment Forms/Surveys: Comment Forms or Surveys are often used to solicit public input on specific issues being presented at a workshop or other public meeting. Comment forms can be very general in nature or ask for very specific feedback. Comment forms can also be included in publications and on the website to solicit input regarding the specific issues or project. Comment forms or surveys are often used during public workshops, open houses, public events, hearings and other meetings, and general MPO activities.

Press releases: Formal press releases are sent out to local media (newspaper, TV and radio) to announce upcoming special meetings and activities and to provide information on specific issues being considered by the MPO or their committees. Press releases are often used during specific corridor or other planning studies, workshops, open houses, public hearings, or other special MPO activities.

Project-specific Web Site/Social Media: For individual projects, such as corridor studies, that are typically performed using consulting services, project-specific websites or social media (Facebook, Twitter, etc.) are often used. These sites to provide updates, study area maps, meeting announcements, descriptions of potential alternatives, comment forms, user surveys, and project team contact information.

Improvement Strategies

GMPO continually strives for improved public participation. Improvements should be made to increase public awareness and to enhance the quantity and quality of information provided to the public. The decisions made by the GMPO affect the entire population, both residents and visitors. Therefore, seeking public input on those decisions is vital to the success of the GMPO as the organization responsible for transportation planning. Within one month after the completion of an activity or at milestones during an activity, evaluation of public participation tool should occur. For ongoing activities, evaluation should occur at least quarterly. If improvement is needed for an ongoing public participation task, a reasonable complete date should be established. If improvement is needed for one-time activities, such as corridor studies, the improvement should be implemented where appropriate on future activities.

TITLE VI PUBLIC INVOLVEMENT FORM

*Completing this form is **completely voluntary**. You are not required to provide the information requested in order to participate in this meeting.*

Meeting or Event:	**Date:**
Location:	

In accordance with Title VI of the Civil Rights Act of 1964 and related authorities, the Goldsboro MPO assures that no person(s) shall be excluded from participation in any of its programs or activities based on their race, color, national origin, disability, age, gender, or income. Completing this form helps us meet our data collection and public involvement obligations and will help us to better serve you.

Please place your completed form in the designated box on the sign-in table, hand it to a Goldsboro MPO official or mail it to the Goldsboro MPO Title VI Coordinator at P.O. Drawer A, Goldsboro, NC 27533-9701. All forms will remain on file at the City of Goldsboro as part of the public record.

Zip Code: _____

Street Name:
(i.e. Main Street) _____

Gender: ☐ Male ☐ Female

Have a Disability: ☐ Yes ☐ No

Total Household Income:

- ☐ Less than $12,000
- ☐ $12,000 – $19,999
- ☐ $20,000 – $30,999
- ☐ $31,000 – $46,999
- ☐ $47,000 – $69,999
- ☐ $70,000 – $93,999
- ☐ $94,000 – $117,999
- ☐ $118,000 or greater

Age:

- ☐ Less than 18
- ☐ 18-29
- ☐ 30-44
- ☐ 45-64
- ☐ 65 and older

Race/Ethnicity:

- ☐ White
- ☐ Black/African American
- ☐ Asian
- ☐ American Indian/Alaskan Native
- ☐ Native Hawaiian/Pacific Islander
- ☐ Hispanic/Latino
- ☐ Other (please specify): _____

National Origin: (if born outside the U.S.)

- ☐ Mexican
- ☐ Central American: _____
- ☐ Puerto Rican
- ☐ South American: _____
- ☐ Chinese
- ☐ Vietnamese
- ☐ Korean
- ☐ Other (please specify):

_____

For more information regarding Title VI or this request, please contact Jennifer Collins, Goldsboro MPO Title VI Coordinator at 919-580-4327, or by email at jcollins@goldsboronc.gov

Thank you for your participation.

Título VI voluntario formulario de participación pública

(Completar este formulario es totalmente voluntaria. No es necesario para proporcionar la información solicitada para poder participar en esta reunión.)

Tipo de reunión:	**Fecha:**
Ubicación:	

Conformidad con el título VI de la ley de derechos civiles de 1964 y autoridades relacionadas, la ciudad de Goldsboro asegura que ninguna persona quedará excluido de la participación en, negado los beneficios de, o sujeto a discriminación bajo cualquiera de sus programas, políticas o actividades, en base a su raza, color, origen nacional, discapacidad, edad, ingresos o género.

Por favor coloque el formulario en el cuadro señalado en la tabla de inicio de sesión, Goldsboro Title VI Coordinator en mano o por correo al Coordinador del título VI, P.O. cajón A, Goldsboro, NC 27533-9701. Todas las formas permanecerán en los archivos de la ciudad de Goldsboro como parte de los registros públicos

Código postal: _____

Nombre de la calle: _____

Ingreso total del hogar:

- ☐ Menos de $12,000
- ☐ $12,000 - $19,999
- ☐ $20,000 - $30,999
- ☐ $31,000 - $46,999
- ☐ $47,000 - $69,999
- ☐ $70,000 - $93,999
- ☐ $94,000 - $117,999
- ☐ $118,000 o mayor

Género: ☐ Hombre ☐ Femenina

Deshabilitar: ☐ Si ☐ No

Edad:

- ☐ Menos de 18
- ☐ 18-29
- ☐ 30-44
- ☐ 45-64
- ☐ 65 años de edad

Raza:

- ☐ Blanco
- ☐ Negro/Afro Americano
- ☐ Asiático
- ☐ Indio americano o de Alaska Native
- ☐ Nativo hawaiano/isleño del Pacífico
- ☐ Hispano/Latino
- ☐ Otros (especifique): _____

Origen nacional: (Si es nacido fuera de Estados Unidos)

- ☐ Mexicana
- ☐ América Central: _____
- ☐ Sudamericana: _____
- ☐ Puerto Rican
- ☐ Chino
- ☐ Vietnamita
- ☐ Coreano
- ☐ Otros (especifique): _____

Para obtener más información acerca de esta petición o título VI, póngase en contacto con el Coordinador del VI Goldsboro título al (919) 580-4327 o por correo electrónico a jcollins@goldsboronc.gov. Gracias por su participación.

Limited English Proficiency Plan

Introduction

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. The purpose of this Limited English Proficiency Plan is to outline the responsibilities of the Goldsboro Metropolitan Planning Organization (MPO) in regards to Limited English Proficient (LEP) persons and establish a process for providing assistance to LEP person for Goldsboro MPO programs, activities, and services pursuant to **Title VI of the Civil Rights Act of 1964** and **Executive Order 13166**.

Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency," 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) 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.

E.O. 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 and governments, private and non-profit entities and sub-recipients.

Plan Summary

This document will describe Goldsboro MPO's responsibilities to offer language assistance and to support the LEP activities of the local programs. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, and guidelines to notify LEP persons that assistance is available. In developing the Goldsboro MPO LEP Plan, the Goldsboro MPO staff undertook a USDOT Four-Factor LEP analysis which considers the following:

- ✓ Factor 1: The number and proportion of LEP persons in the eligible service area;
- ✓ Factor 2: The frequency with which LEP persons encounter the programs;
- ✓ Factor 3: The nature and importance of the service provided by the programs;
- ✓ Factor 4: The resources available and overall cost to the program.

The DOT Policy Guidance gives recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. Smaller recipients with more limited budgets are typically not expected to provide the same level of language service as larger recipients with larger budgets. The intent of DOT's guidance is to suggest

a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

Four-Factor Analysis

The U.S. Department of Justice (DOJ) LEP Guidance advises each federal agency to "take reasonable steps to ensure meaningful access to the information and service they provide." The DOJ guidance document instructs agencies to consider four factors in developing LEP guidance and plans:

1. The number of LEP persons in the eligible service population or likely to be encountered in recipient activities and programs;
2. The frequency with which LEP individuals come into contact with the program;
3. The importance of the service or information provided by the program; and
4. The resources available to the recipient of the federal funds.

Analysis of Factors for the Goldsboro MPO area

Factor 1: The Number and Proportion of LEP Persons in the Eligible Service Area

The Goldsboro MPO examined the 2009-2013 Language Spoken at Home American Community Survey (ACS) 5-year estimates and determined that approximately 9.7% of the population speaks a language other than English and of that 9.7%, 50% speak English less than "very well". Approximately 5% of the population speaks English less than "very well" (See table below). Spanish is the only language that falls outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less).

Subject	Goldsboro, NC Urbanized Area (2010)					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	57,813	+/-1,349	95.2%	+/-0.8	4.8%	+/-0.8
Speak only English	90.3%	+/-1.1	(X)	(X)	(X)	(X)
Speak a language other than English	9.7%	+/-1.1	50.0%	+/-6.2	50.0%	+/-6.2
Spanish or Spanish Creole	7.1%	+/-1.1	45.9%	+/-7.5	54.1%	+/-7.5
Other Indo-European languages	0.9%	+/-0.2	78.8%	+/-11.7	21.2%	+/-11.7
Asian and Pacific Island languages	0.9%	+/-0.3	52.9%	+/-19.3	47.1%	+/-19.3
Other languages	0.7%	+/-0.5	50.1%	+/-33.5	49.9%	+/-33.5

Factor 2: The Frequency with which LEP Persons encounter the programs

The Goldsboro MPO assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees with the use of the Title VI Voluntary Public Involvement Form. From January 1 to December 31,

2014, the MPO recorded no requests from Spanish or other language speaking interpreters and zero requests for translated MPO documents.

Factor 3: Nature and importance of the Program

The mission of the MPO is to advocate and deliver transportation services that support the economic, environmental and social vitality of the community. The result is an expansive range of services and projects from long range transportation planning to construction of major roadways to implementation of bicycle and pedestrian facilities to the coordination of transit services. Each area of our transportation system will have a different importance and effect on LEP people and the importance of the activity, or the greater likelihood of consequences to LEP people, has to be reviewed and balanced against the other three factors.

The more important the program, project or service the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.

According to the United States Census Bureau, 2009-2013 American Community Survey, in the urbanized area, Spanish is the second most common spoken language. The MPO will make efforts to contact local Hispanic Outreach Organizations (churches, businesses, etc.) to identify the transportation concerns of the Hispanic community. The MPO is aware that many in this community do not drive and must rely on public transit, walking, or biking. To help accommodate the Hispanic population and other foreign languages, the staff uses the MPO webpage to assist with any translations. The MPO webpage can be found by accessing the City of Goldsboro's website at www.goldsboronc.gov and clinking on the Planning Department link.

The "**safe harbor**" provisions stated in Federal LEP guidelines require that service providers translate vital documents into languages which are spoken by populations of LEP persons greater than 5% of the total population, or populations greater than 1,000 people.

Safe Harbor

Goldsboro MPO would like to ensure with greater certainty that we comply with our obligations to provide written translations in languages other than English. Paragraphs (a) and (b) below outline the circumstances that can provide a "safe harbor" for Goldsboro MPO regarding the requirements for translation of written materials. A "safe harbor" means that if Goldsboro MPO provides written translations under these circumstances, such action will be considered strong evidence of compliance with the Goldsboro MPO's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances outlined in paragraphs (a) and (b) does not mean there is noncompliance. Rather these paragraphs merely provide a guide for the Goldsboro MPO that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The following actions will be considered strong evidence of compliance with the Goldsboro MPO's written-translation obligations:

(a) The Goldsboro MPO provides written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or

(b) If there are fewer than 50 persons in a language group that reaches the 5% trigger in (a), the Goldsboro MPO does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.
These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Factor 4: The resources available and overall cost to the program

The GMPO assessed its available resources that could be used for providing LEP assistance. This included identifying what staff and volunteer language interpreters are readily available, how much a professional interpreter and translation service would cost, which documents should be translated, taking an inventory of available organizations that the MPO could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed. After analyzing the four factors, the MPO developed the plan outlined in the following section for assisting persons of limited English proficiency.

Identification of LEP Population

An LEP Person does not speak English as a primary language AND has limited ability to read, speak, write or understand English. The threshold for translation services is 1,000 persons or 5% of the population (whichever is less) eligible to be served based on Goldsboro MPO's LEP Policy. The US Census Bureau's American Community Survey 5-year estimates are the basis for determination.

Hearing or visual impairments – sign language interpretation and Braille texts are accommodations of disabilities provided under the Americans with Disabilities Act and/or Section 504 of the Rehabilitative Acts of 1973.

Illiteracy – LEP individuals protected by the Executive Order and Title VI are those who not only cannot speak, read, or write English, but primarily speak, read or write in a language other than English.
Goldsboro MPO will use the following to gauge LEP population participation in its activities:

- Examine records requests for language assistance from past events.
- Have the U.S. Department of Justice's "I Speak cards" as each Goldsboro MPO's front desk area at which Goldsboro employees greet the general public.
- LEP requests for translation/oral interpretation services.

When Goldsboro MPO sponsors events, workshops or conferences where it is anticipated that LEP people will attend and may need assistance, staff will:

- Set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee in order to informally gauge the attendee's ability to speak and understand English.
- Have the Census Bureau's "I Speak Cards" at the event. 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.

Vital Documents or Materials included for Translation

Vital documents must be translated when the LEP population meets the threshold described above. For the purposes of the Goldsboro MPO, the following documents will be translated:

- Title VI Plan
- This LEP Plan
- Additional translation and/or interpretation services will be considered upon request and in coordination with partner agencies in the area.

Public Meetings/Workshops/MPO Website and Social Media

All ads for a public meeting will contain the following language: "Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Goldsboro MPO at 919-580-4327 at least 10 working days in advance of the Public Meeting".

When an interpreter is needed, in person or on the telephone, Goldsboro MPO staff will first determine what language is required. Goldsboro MPO staff will provide the service in available. If not available, the request will be directed to the City of Goldsboro Manager's office who will seek to address the request and ensure proper translation and/or interpretation service are provided.

All ads for public meetings will also be published in the language of the qualifying LEP population.

Monitoring and Updating the LEP Plan

The plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. At a minimum, Goldsboro MPO will follow the Title VI Program update schedule for the LEP plan. Each update should examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in Goldsboro Urbanized Area?
- Has there been a change in languages where translation services are needed?
- Have available resources, such as technology, staff and finances changed?
- Were any complaints received?
- Do staff members understand the LEP plan policies and procedures?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints to determine if services are accessible to Spanish speakers. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons. Special consideration will be given to the LEP plan when service enhancements are implemented, to ensure that LEP persons are aware of these services. Census data will also be reviewed as it becomes available to determine changes in the LEP population.

Goldsboro MPO Staff Training

All Goldsboro MPO staff will be provided access to the LEP Policy and Plan and will be offered training on procedures and services available. Training topics will include:

- Understanding Title VI of the Civil Rights Act of 1964 and LEP responsibilities
- LEP program responsibilities and obligations
- Language assistance services offered
- Documentation of language assistance requests

Goldsboro MPO will also canvass and maintain a list of employees with translation/interpreter capabilities, to be called upon whenever their specific services are needed.

Dissemination of the Goldsboro MPO Limited English Proficiency Plan

Copies of the LEP Policy and Plan will be provided on request to any one requesting the document via phone, in person, by mail, or by e-mail, and by website, www.goldsboronc.gov. Any person with Internet access will be able to view the plan and copies will also be provided to each Goldsboro MPO member jurisdictions, North Carolina Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and to any person or agency requesting a copy.

Any questions or comments regarding this plan should be directed to:

Jennifer Collins
Goldsboro MPO Title VI Coordinator
City of Goldsboro
200 North Center Street
Goldsboro, NC 27530
Phone: 919-580-4327, Fax: 919-580-4291
E-mail: jcollins@goldsboronc.gov

APPENDIX A Languages Spoken at Home

Table 1: Language spoken at home by ability to Speak English for the population 5 years and over in the Goldsboro Urbanized Area

Geography:	Goldsboro Urbanized Area
Population 5 years and over:	57,813
Speak only English:	52,227
Spanish or Spanish Creole: Speak English less than "very well"	2,222
French or French Creole: Speak English less than "very well"	41
African languages: Speak English less than "very well"	176
Portuguese or Portuguese Creole: Speak English less than "very well"	0
Italian: Speak English less than "very well"	3
German: Speak English less than "very well"	23
Yiddish: Speak English less than "very well"	0
Other West Germanic languages: Speak English less than "very well"	0
Scandinavian languages: Speak English less than "very well"	0
Greek: Speak English less than "very well"	5
Russian: Speak English less than "very well"	2
Polish: Speak English less than "very well"	0
Serbo-Croatian: Speak English less than "very well"	0
Other Slavic languages: Speak English less than "very well"	0
Armenian: Speak English less than "very well"	0
Persian: Speak English less than "very well"	0
Gujarati: Speak English less than "very well"	0
Hindi: Speak English less than "very well"	3
Urdu: Speak English less than "very well"	32
Other Indic languages: Speak English less than "very well"	3
Other Indo-European languages: Speak English less than "very well"	0
Chinese: Speak English less than "very well"	80
Japanese: Speak English less than "very well"	14
Korean: Speak English less than "very well"	75
Mon-Khmer, Cambodian: Speak English less than "very well"	0
Hmong: Speak English less than "very well"	0
Thai: Speak English less than "very well"	16
Laotian: Speak English less than "very well"	0
Vietnamese: Speak English less than "very well"	23
Other Asian languages: Speak English less than "very well"	0
Tagalog: Speak English less than "very well"	39
Other Pacific Island languages: Speak English less than "very well"	0
Navajo: Speak English less than "very well"	0
Other Native North American: Speak English less than "very well"	0
Hungarian: Speak English less than "very well"	0
Arabic: Speak English less than "very well"	36
Hebrew: Speak English less than "very well"	0
Other and Unspecified languages: Speak English less than "very well"	0

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

Table 2: Languages Spoken at Home by Ability to Speak English

Geography:	Goldsboro Urbanized Area
Total Population 5 years and over:	57,813
Speak only English:	52,227
Speak other languages:	5,608
Speak English less than "very well":	2,804
Spanish: Speak English less than "very well"	2,222
Other Indo-European languages: Speak English less than "very well"	109
Asian and Pacific Island languages: Speak English less than "very well"	244
Other languages: Speak English less than "very well"	201

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

List of Acronyms

ADA - Americans with Disabilities Act

CTP - Comprehensive Transportation Plan

DBE – Disadvantaged Business Enterprise

DOT – Department of Transportation

EJ – Environmental Justice

EPA - Environmental Protection Agency

FHWA – Federal Highway Administration

GIS - Geographical Information System

LPA – Lead Planning Agency (The City of Goldsboro)

MTP - Metropolitan Transportation Plan

MPA - Metropolitan Planning Area

MPO - Metropolitan Planning Organization

Program NCDOT - North Carolina Department of Transportation

PIP - Public Involvement Plan

PWP - Planning Work Program

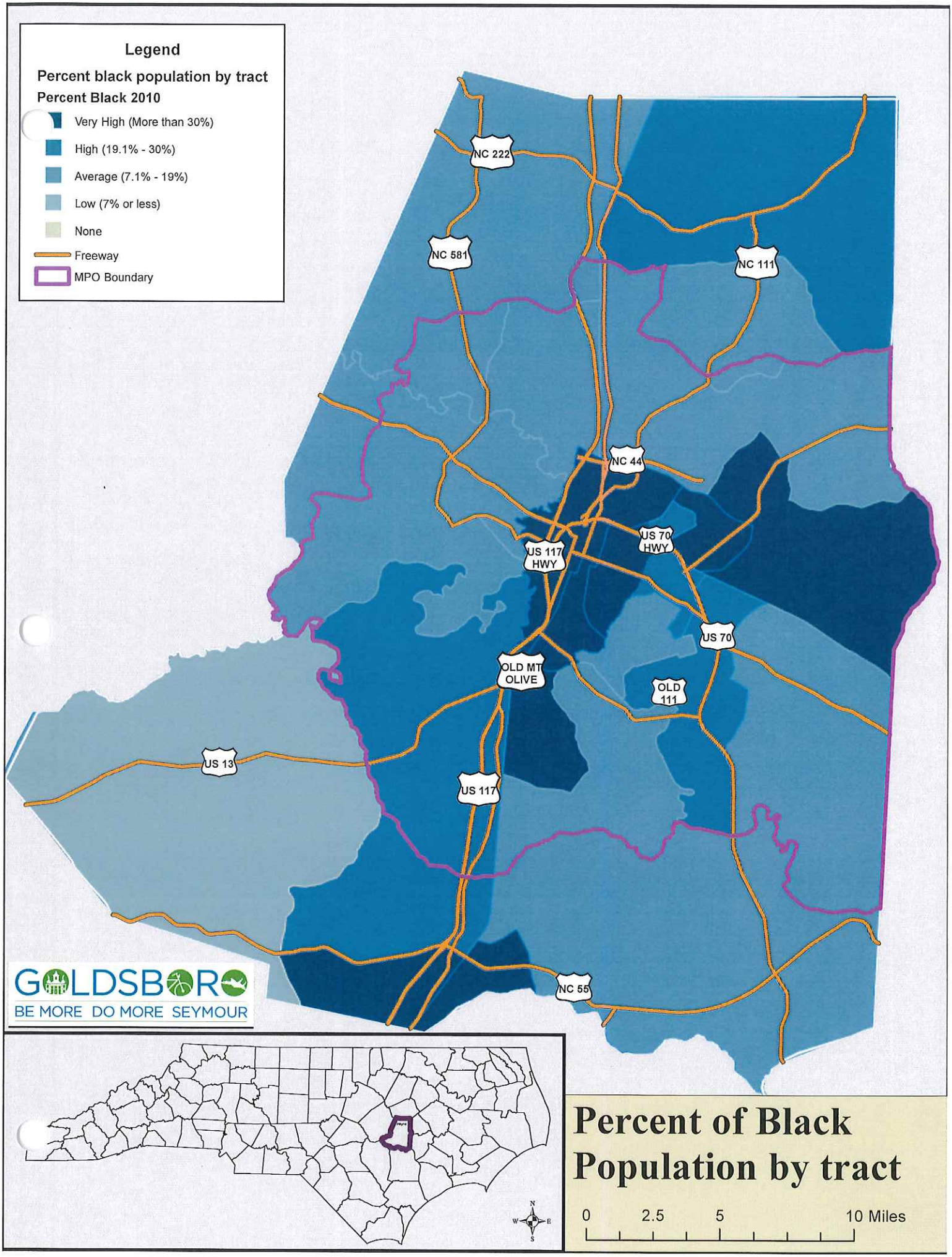
STIP - State Transportation Improvement Program

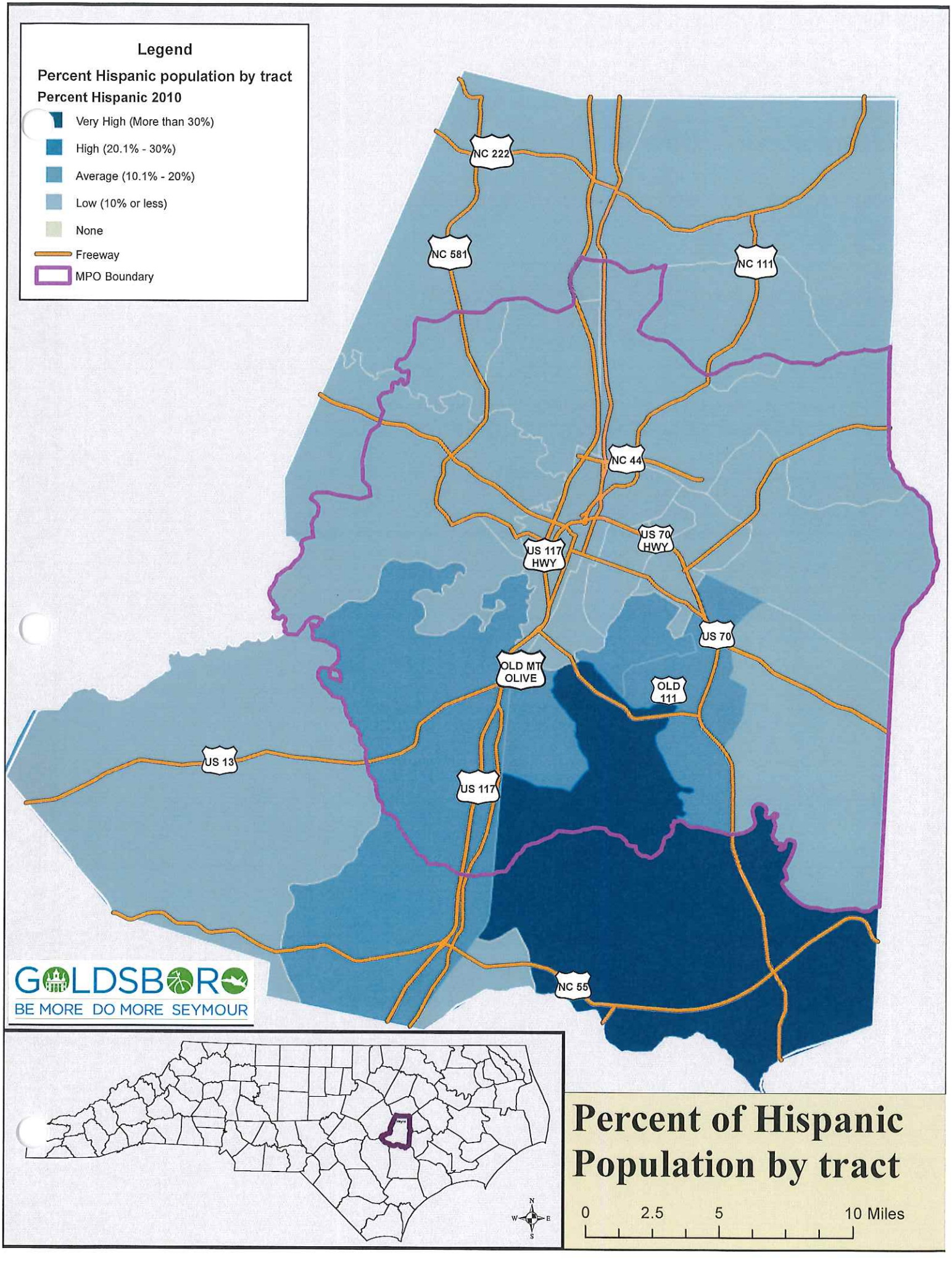
TAC - Transportation Advisory Committee

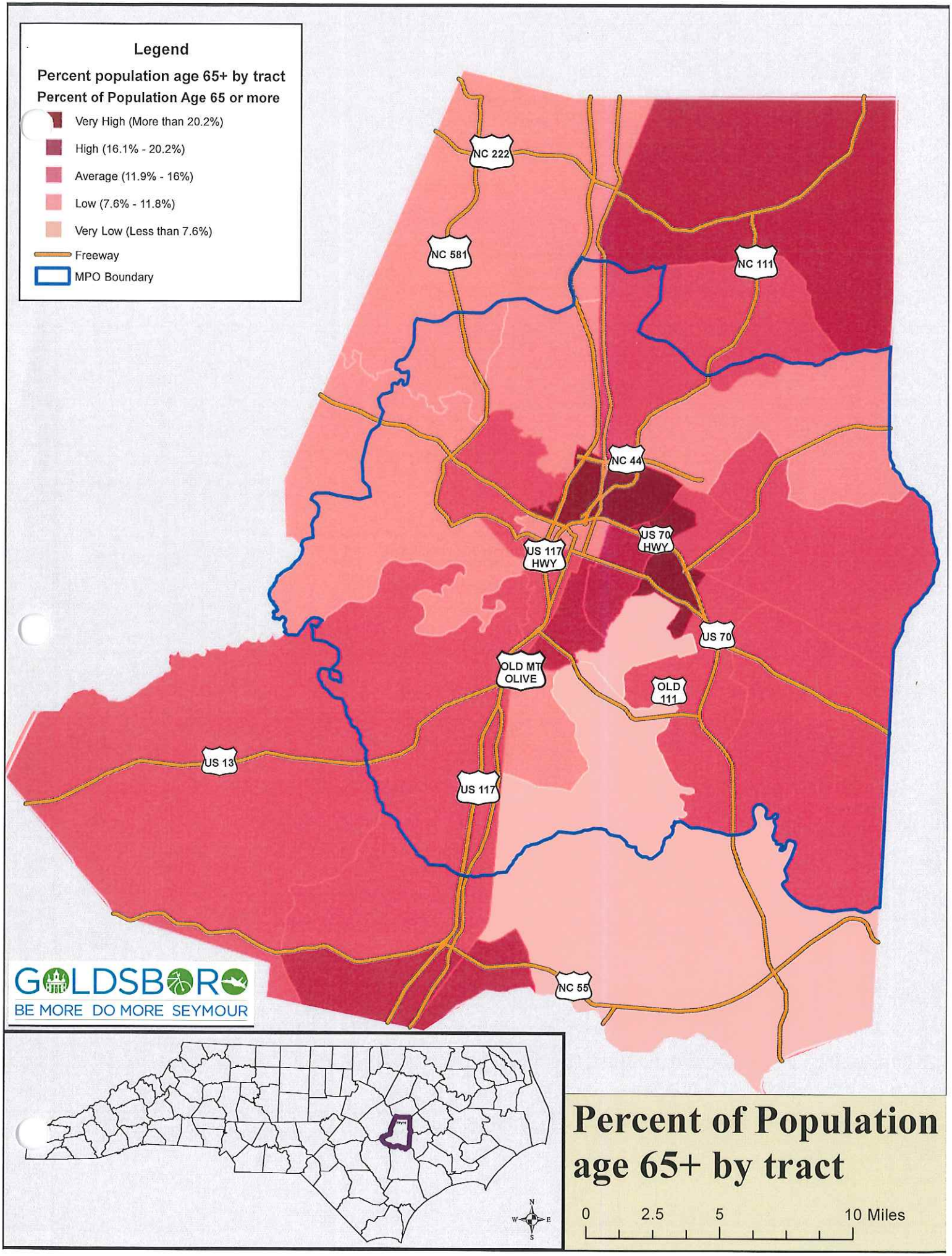
TCC - Technical Coordinating Committee

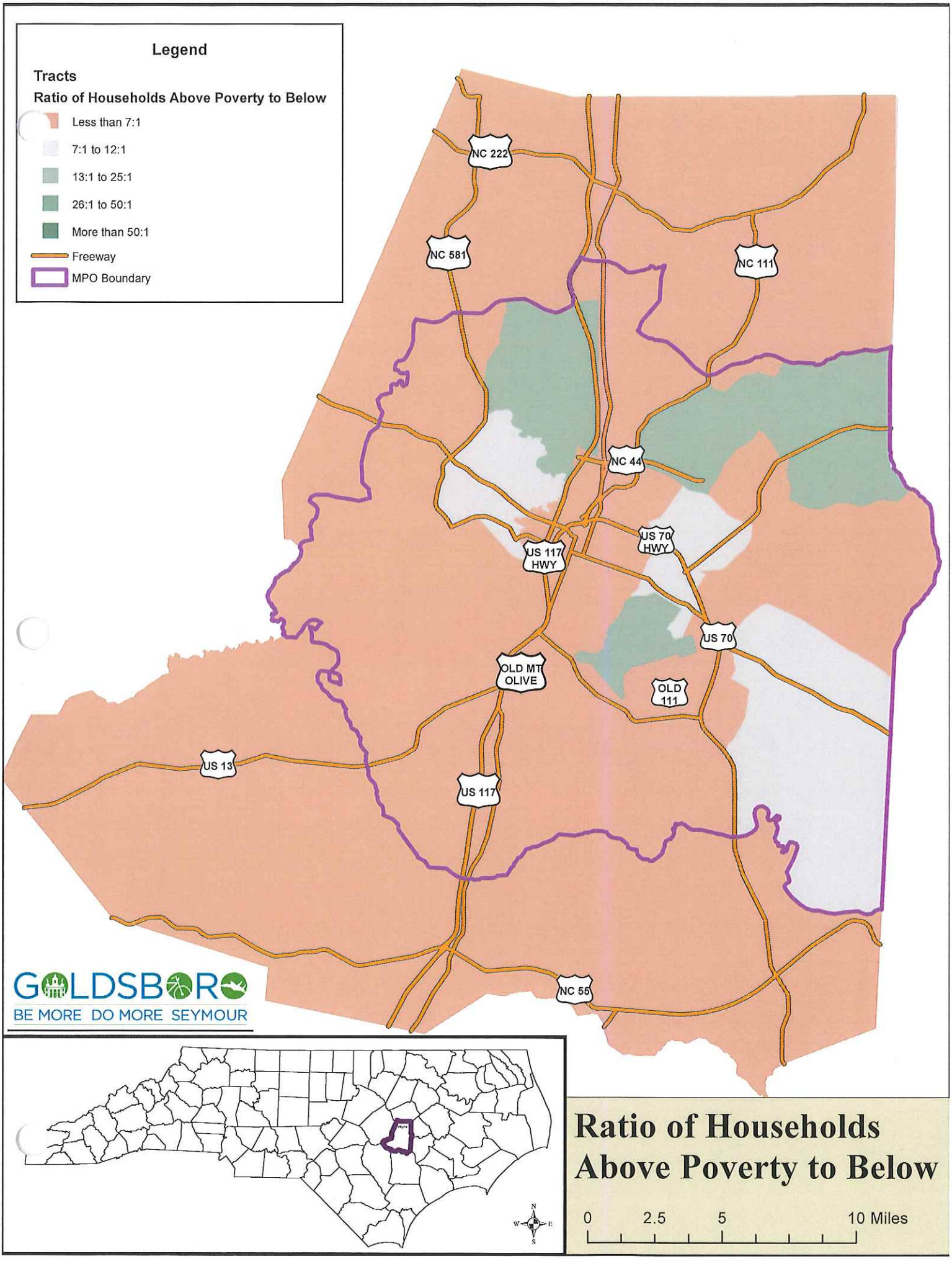
TIP - Transportation Improvement Program

UCP - Unified Certification Program


Legend
Percent black population by tract
Percent Black 2010
Very High (More than 30%)
High (19.1% - 30%)
Average (7.1% - 19%)
Low (7% or less)
None
Freeway
MPO Boundary
NC 222
NC 581
NC 111
NC 44
US 70 HWY
US 117 HWY
US 70
OLD MT OLIVE
OLD 111
US 13
US 117
NC 55
GOLDSBORO
BE MORE DO MORE SEYMOUR
N
W
E
S
Percent of Black Population by tract
0
2.5
5
10 Miles


Legend
Percent Hispanic population by tract
Percent Hispanic 2010
Very High (More than 30%)
High (20.1% - 30%)
Average (10.1% - 20%)
Low (10% or less)
None
Freeway
MPO Boundary
NC 222
NC 581
NC 111
NC 44
US 70 HWY
US 117 HWY
US 70
OLD MT OLIVE
OLD 111
US 13
US 117
NC 55
GOLDSBORO
BE MORE DO MORE SEYMOUR
N
W
E
S
Percent of Hispanic Population by tract
0
2.5
5
10 Miles


Legend
Percent population age 65+ by tract
Percent of Population Age 65 or more
Very High (More than 20.2%)
High (16.1% - 20.2%)
Average (11.9% - 16%)
Low (7.6% - 11.8%)
Very Low (Less than 7.6%)
Freeway
MPO Boundary
NC 222
NC 581
NC 111
NC 44
US 70 HWY
US 117 HWY
US 70
OLD MT OLIVE
OLD 111
US 13
US 117
NC 55
GOLDSBORO
BE MORE DO MORE SEYMOUR
N
W
E
S
Percent of Population age 65+ by tract
0
2.5
5
10 Miles


Legend
Tracts
Ratio of Households Above Poverty to Below
Less than 7:1
7:1 to 12:1
13:1 to 25:1
26:1 to 50:1
More than 50:1
Freeway
MPO Boundary
NC 222
NC 581
NC 111
NC 44
US 70 HWY
US 117 HWY
US 70
OLD MT OLIVE
OLD 111
US 13
US 117
NC 55
GOLDSBORO
BE MORE DO MORE SEYMOUR
N
W
E
S
Ratio of Households Above Poverty to Below
0
2.5
5
10 Miles