



# **Title VI Plan**

## **Goldsboro Metropolitan Planning Organization**

Prepared by:

**Lead Planning Agency**  
**City of Goldsboro Planning Department**

**February 2020**

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## INTRODUCTION

The Goldsboro Metropolitan Planning Organization (MPO) is a transportation policy-making agency responsible for planning and prioritizing transportation projects within the MPO's target project service area, as defined by the US Census Bureau. The City of Goldsboro serves as the lead planning agency by providing the staffing for the Goldsboro Metropolitan Planning Organization (Goldsboro MPO), the regional planning organization responsible for developing locally developed transportation plans. The Goldsboro MPO is a subrecipient of the City of Goldsboro and is responsible for developing and implementing its own Title VI Program. The MPO, through the City, works 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.

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 MPO 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.

The MPO's 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.

The MPO has an estimated population of 124,496 as of 2017<sup>1</sup>.

Population by Race or Ethnicity	Number	Percent
Total population	124,496	100%
White	75,921	60.98%
Black or African American	37,887	30.43%
American Indian and Alaska Native	318	0.26%
Asian	1,479	1.19%
Native Hawaiian and Other Pacific Islander	28	0.02%
Some other race	4,443	3.57%
Two or more races	4,430	3.56%
Hispanic or Latino (of any race)	14,009	11.25%
Not Hispanic or Latino	110,487	88.75%

According the 2017 American Community Survey (ACS) data, the MPO's population is predominately White, 60.98 percent, and an estimated 11.25 percent of the population is Hispanic or Latino. Approximately 6.7 percent of the City's population speaks English less

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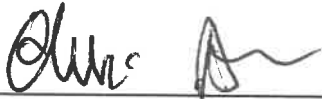
<sup>1</sup> U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

than “very well” with Spanish being the most predominant language spoken and encountered.

This program was developed to guide the MPO in its administration and management of Title VI-related activities. The Title VI Program is developed and managed by the City of Goldsboro Planning Department.

## 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

2/13/20

\_\_\_\_\_  
Date

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](mailto:jcollins@goldsboronc.gov)

## TITULO VI DECLARACIÓN DE POLÍTICA

Es política de la organización de planificación Metropolitana del área urbana de garantizar que ninguna persona, por motivos 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 discriminación bajo cualquier programa o actividad a lo dispuesto en el Título VI del Acta de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987, y cualquier otra relacionada con la no discriminación, derecho civil y las autoridades.



\_\_\_\_\_  
Chuck Allen, Presidente  
Comité Consultivo de transporte  
Área urbana de Goldsboro MPO

2/13/20

\_\_\_\_\_  
Fecha

Para más información contactar la Oficina de cumplimiento del título VI área urbana de Goldsboro MPO:

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

**TITLE VI PROGRAM APPROVAL DOCUMENTATION**

The Title VI Program received Goldsboro MPO approval on February 17, 2020.



RESOLUTION OF THE  
TRANSPORTATION ADVISORY COMMITTEE  
APPROVING THE UPDATED TITLE VI PLAN  
FOR THE GOLDSBORO URBAN AREA

WHEREAS, the Goldsboro Metropolitan Planning Organization (MPO) is a transportation policy-making agency responsible for planning and prioritizing projects within the MPO's target project service area, as defined by the US Census Bureau; and

WHEREAS, the City of Goldsboro serves as the lead planning agency by providing the staffing for the Goldsboro Metropolitan Planning Organization (Goldsboro MPO), the regional planning organization responsible for developing locally developed transportation plans; and

WHEREAS, the Goldsboro MPO is a subrecipient of the City of Goldsboro and is responsible for developing and implementing its own Title VI Program; and


WHEREAS, the Title VI Program was developed to guide the MPO in its administration and management of Title VI-related activities; and.

WHEREAS, initial approval of the Goldsboro MPO Title VI Plan was given on November 19, 2015; and

WHEREAS, Milligan & Company was awarded a contract to update the Title VI Program on November 4, 2019.

NOW, THEREFORE, BE IT RESOLVED by the Goldsboro Urban Area Transportation Advisory Committee that:

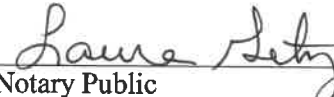
1. The Goldsboro Urban Area Transportation Advisory Committee hereby endorses and adopts the Updated Title VI Plan and Program for the Goldsboro Urban Area; and
2. This Resolution shall be in full force and effect from and after its adoption this the 13<sup>th</sup> day of February, 2020.

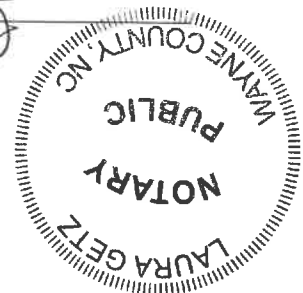
  
\_\_\_\_\_  
Chuck Allen, Chairperson  
Transportation Advisory Committee  
Goldsboro Urban Area

\*\*\*\*\*

Subscribed and sworn to me this the 2<sup>nd</sup> day of March, 2020.

My Commission Expires: 1-30-2023

  
\_\_\_\_\_  
Notary Public



**PLACEHOLDER FOR MPO APPROVAL**

## TITLE VI NOTICE TO THE PUBLIC

The Public Notice of Title VI Rights is posted on the MPOs website (<https://www.goldsboronc.gov/planning/goldsboro-mpo/>), at Historic City Hall (214 North Center Street), and at City Hall Annex (200 North Center Street). The notice is translated into Spanish, a copy is included in [Appendix I](#).

### CITY OF GOLDSBORO TITLE VI NOTICE TO PUBLIC

The Goldsboro Metropolitan Planning Organization (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 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
- 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 may file a Title VI complaint with the City of Goldsboro.

Any such complaint must be in writing and submitted to the Goldsboro MPO's Title VI Coordinator within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at <https://www.goldsboronc.gov/planning/goldsboro-mpo/> or by calling 919-580-4327. Complaints should be addressed to: Jennifer Collins, Goldsboro MPO, 200 North Center Street, Goldsboro, NC 27533.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Any person who would like more information regarding the Goldsboro MPO's Title VI Program may contact the MPO's Title VI coordinator at the phone number or address above.

The Goldsboro MPO will provide a free language interpreter to help you conduct your transit business. If you require a language interpreter, please contact the Goldsboro City Manager's Office, City Hall Annex, by calling (919) 580-4330 or online at [www.goldsboronc.gov](http://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.

## TITLE VI COMPLAINT PROCEDURES

The Title VI Complaint Procedures and Form are available in English and Spanish on <https://www.goldsboronc.gov/planning/goldsboro-mpo/>. Copies of the translated procedures and form are included in [Appendix II](#).

### GOLDSBORO METROPOLITAN PLANNING ORGANIZATION TITLE VI PROGRAM COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the Goldsboro Metropolitan Planning Organization (hereinafter referred to as "MPO") may file a Title VI complaint by completing and submitting the MPO's Discrimination Complaint Form. The MPO investigates complaints received no more than 180 days after the alleged incident.

Once the complaint is received by the MPO's Title VI Coordinator, the MPO will review it to determine if the complaint is within the MPO's jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the MPO or, if determined to be outside the MPO's jurisdiction, will be forwarded to the appropriate agency.

The 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. Upon completion of each investigation, MPO staff will inform every complainant of all avenues of appeal.

#### Purpose

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

#### Filing of Complaints

**Applicability:** The complaint procedures apply to the beneficiaries of the 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.

**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 the MPO. 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.

**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.

**Format for Complaints:** Complaints shall be in writing and signed by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone 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 and in Braille.

**Complaint Basis:** Allegations of discrimination 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.

**Title VI complaints may be submitted to the following entities**

<b>MPO of Goldsboro</b> Title VI Coordinator 200 North Center Street Goldsboro, NC 27533	<b>Federal Transit Administration</b> Office of Civil Rights, ATTN: Title VI Program Coordinator East Bldg. 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590
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**Complaint Review Process**

**Initial Contact:** The MPO Title VI Coordinator will provide complainants with an explanation of the filing options, information concerning the discrimination complaint process and a Title VI Discrimination Complaint Form.

**MPO Responsibility:** The Title VI coordinator or designee, will review complaints upon receipt to ensure that relevant information is provided, the complaint is timely, and satisfies jurisdictional requirements.

All complaints shall be investigated unless:

- The complaint is withdrawn;
- The complainant fails to provide required information in a timely manner;

- The complaint is not filed timely; and
- Any issues that do not involve discrimination, or are not based on a protected basis will be directed to the appropriate entity.

Under no circumstances will complainants be discouraged from filing a complaint.

The Title VI Coordinator or designee, will investigate all complaints filed against the MPO's contractors, subcontractors, consultants, and other sub-recipients. These complaints will be forwarded to NCDOT upon request.

Complaints filed against the MPO will be forwarded to the City of Goldsboro for processing investigation.

Upon determination that the complaint warrants an investigation, the complainant is sent a certified letter acknowledging receipt of the complaint within 10 days of receipt of the complaint. The name of the investigator is provided as well as the complainant's rights under Title VI and related statutes.

The respondent is notified by certified mail that he/she has been named in a complaint and is provided with his/her rights under Title VI and related statutes. The letter identifies the investigator's name and informs the respondent that he/she will be contacted for an interview.

### Complaint Investigation

The investigator shall prepare an investigative plan that includes, but is not limited to the following:

- Complainant(s) name and address;
- Respondent(s) name and address;
- Applicable law(s);
- Basis for the complaint;
- Allegations, events or circumstances that caused the person to believe that he/she has been discriminated against;
- Appropriate information needed to address the issue;
- Name of persons to be interviewed and issues of which they have first-hand knowledge;
- Questions for the complainant, respondent, and witness(es);
- Evidence to be obtained during the investigation; and
- Remedy sought by the complainant.

### Conducting the Investigation

- The investigation will address only those issues relevant to the allegations in the complaint.
- Confidentiality will be maintained to the fullest extent possible.
- Interviews will be conducted to obtain the facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case that the witness can provide firsthand information.
- Interviews are taped/recorded with the interviewee's consent.
- A chronological contact sheet is maintained in the case file throughout the investigation.
- The investigation working papers are completed, cross-referenced and indexed.
- The interviewee may have representation of his/her choice at the interview.

### Informal Resolution

The Alternative Dispute Resolution (ADR) process is offered as an alternative for resolving Title VI complaints. During the investigative process, the investigator will make every effort to assist the parties with reaching a voluntary, negotiated resolution.

During the initial interviews with the complainant and respondent, the investigator will request information regarding specifically requested relief and settlement opportunities. The attempts to resolve complaints using ADR are required by the Alternative Dispute Resolution Act of 1998.

### Investigation Reporting Process

Within 60 days of conducting the investigation, the investigator will prepare an investigative report and submit the report and supporting documentation to the Title VI Coordinator, or designee for review. The investigative report should include recommended decisions.

The investigative report should outline the following complaint details: Date of written complaint, contract number, contractor and/or subcontractor name, and the complaint basis (race, color, national origin, etc).

The Title VI Coordinator or designee will review the file and investigative report. If a designee conducts the review, then subsequent to the review, the designee will submit the investigative reports, investigative files, and recommended decisions to the Title VI Coordinator.

Upon the Title VI Coordinator's approval, the investigative report and recommended decisions shall be forwarded to the City of Goldsboro.

### Complaint Tracking and Records

The Title VI Coordinator will track and record all Title VI investigations, complaints, and lawsuits to ensure these procedures are being followed. All records and investigative working files will



be maintained within the Title VI Coordinator's offices, or at a location as directed by the Title VI Coordinator. Records are kept for four years internally.

**TITLE VI COMPLAINT FORM**



**Goldsboro MPO  
Discrimination Complaint Form**

<b>Last Name:</b>		<b>First Name:</b>	
<b>Mailing Address:</b>		<b>City:</b>	<b>State:</b> <b>Zip Code:</b>
<b>Home Telephone:</b>	<b>Work Telephone:</b>	<b>Email Address:</b>	

**Identify the Category of Discrimination:**

- ☐ RACE                      ☐ COLOR                      ☐ NATIONAL ORIGIN                      ☐ AGE  
☐ RELIGION                      ☐ DISABILITY                      ☐ SEX/GENDER

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Names of individuals responsible for the discriminatory action(s), if known:

--

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, employees, 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).

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**Title VI Discrimination Complaint Form**  
**Page 2**

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

☐ Federal Highway Administration

☐ US Department of Transportation

☐ North Carolina DOT

☐ Federal or State Court

☐ US Equal Employment Opportunity Commission

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  
200 North Center Street  
Goldsboro, NC 27533

**For Office Use Only**

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

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

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

Referred to: \_\_\_\_\_

Date: \_\_\_\_\_

Referred: \_\_\_\_\_

## **TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS & LAWSUITS**

From January 2017 to the present, the Goldsboro MPO is not named in any lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to its transit services or transit benefits. The MPO has not had any compliance reviews or investigations conducted related to Title VI.

## PUBLIC INVOLVEMENT PLAN

The City of Goldsboro, as the lead planning agency for the Goldsboro MPO, has developed this Public Involvement Plan (PIP). The PIP provides guidelines for establishing and maintaining optimum public involvement in the 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 objectives of the MPO's Public Involvement Plan are to:

- 1) **Inform** the public of transportation meetings and other events.
- 2) **Educate** the public regarding their role in the transportation planning and decision-making process.
- 3) **Involve** a diverse and representative cross-section of the public by providing meaningful opportunities early and often in the transportation planning and decision-making process.
- 4) **Reach out** to all communities in the planning area to inform, educate, and involve.
- 5) **Improve** the public involvement process by updating this document in accordance with federal guidelines.

This PIP is reviewed periodically, at least every five 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's website at [www.goldsboronc.gov](http://www.goldsboronc.gov) or by calling (919) 580-4359 for a copy, or you may visit the City of Goldsboro's Community Relations Office, Historic City Hall, 214 North Center Street, Goldsboro, NC 27530 to pick up a copy.

### Intent of Public Involvement Plan

The awareness and involvement of interested persons in governmental processes are integral to successful transportation planning. The Public Involvement Plan (PIP) of the Goldsboro MPO sets forth specific measures to heighten citizen education and responsiveness. It should be noted that the City of Goldsboro provides the staff for the Goldsboro MPO and therefore has responsibility for the implementation of the functions of the MPO, including implementation of the PIP.

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 insight helps assure projects suit community needs, simultaneously complementing the movement of people and goods. This Plan identifies the methods the City of Goldsboro currently uses and will implement in the future to optimize public participation in developing transportation projects.

### Transportation Planning Process

As the lead planning agency for the Goldsboro MPO, the City of Goldsboro oversees the Local Transportation Improvement Program (LTIP), the Long Range Transportation Plan (LRTP), and the metropolitan area Transportation Improvement Program (TIP).

Goldsboro MPO is government by the Transportation Advisory Committee (TAC) which includes elected and non-elected members representing the Goldsboro Urban Area (City of Goldsboro, Village of Walnut Creek, and Wayne County). The TAC is responsible for approving the LTIP and the LRTP.

Goldsboro MPO is also comprised of a Technical Coordinating Committee (TCC). The TCC is responsible for supervising and coordinating the comprehensive transportation planning process and for making transit-related recommendations to the TAC for review and approval.

Local stakeholders may present proposed transportation-related projects to the TCC for inclusion the LRTP. The TCC reviews, comments, and recommends projects for inclusion in the LRTP. The draft of the LRTP is presented to the TAC for review. The TAC determines when draft plans are ready to be presented to the public for review and input.

Following approval of the draft document by the TAC, the draft version of the LRTP will be available for public comment for at least thirty (30) calendar days. The document(s) are once again presented to the TCC along with a summary of public comments. The TCC will revise the draft as necessary and consider recommending the document(s) for TAC adoption. The final document(s) are presented to the TAC for their consideration and adoption.

The City of Goldsboro shall provide for an additional public comment period of at least ten (10) calendar days if the final LRTP differs significantly from the version that was made available for public comment by the City and raises new material issues which interested parties could not reasonable have foreseen from the public involvement efforts. The final adopted version of the LRTP shall be made available to the public and on the City's web site.

The City of Goldsboro uses Geographical Information System (GIS) technology to create maps and proper visualization tools to describe transportation plans to the public. Meeting agendas and any technical information, such as regularly-issued products from the City or project-specific information will be available from the City's web site.

### Public Meeting Times and Locations

TCC and TAC meeting notices will be advertised in the Goldsboro News Argus newspaper at least fourteen (14) days prior to the meeting. Information concerning transportation issues and processes is publicly available at the City of Goldsboro Title VI Coordinator office located at Historic City Hall, 214 N. Center Street, Goldsboro NC, 27534 and/or is available on the City's web site.

TCC and TAC meetings are typically held at the City of Goldsboro's City Hall Addition Large Conference Room. This facility is ADA-compliant and is conveniently located near a bus stop. TCC and TAC meetings are held during regular office hours from 8 am to 5 pm.

Other meetings, such as informational workshops or open-house events, may be held from late afternoon through early evening and could be held as a single drop-in session to allow those with traditional work schedules to attend as well as allowing those who work in the evenings or on weekends to attend.

Any presentation to City Council will be held at the Council's regularly - scheduled date and time for its Council work session.

### Public Comments

Draft plans shall have a minimum of a thirty (30) calendar day public comment period before TAC final review and adoption. Documents shall be posted on the City's website and distributed to any interested persons upon request.

Public comments will be taken into consideration with the appropriate plan/project. A summary of public comments and staff response will be provided to the TAC and the TCC. Any comments received during a meeting of the City's TCC or TAC will be included in the meeting.

When significant written and oral comments are received on the LRTP and on the TIP (including the financial plans), a summary of the comments will be provided within those documents (or in an appendix therein) along with any disposition to comments.

### Encouraging Participation of Minority, Limited English Speaking, and Low-Income Populations

As part of the transportation planning process and to better serve the community, the City of Goldsboro will reach out to members of the low- income, the minority, and the Spanish speaking communities to ensure participation. Whenever practicable, public open-house meetings to

discuss transportation issues will be held at the Herman Park Center, which is transit accessible and ADA-compliant to encourage maximum participation.

Public notifications, upcoming meetings, and public workshops outlined in this document will be advertised via a number of methods and media. Citizens that express interest will be put on a mailing list to be notified of other meetings and any proposed actions. For those without transportation or who are disabled, the City of Goldsboro will hold meetings and public workshops during times when public transit and para-transit service is available. Meetings held at the City of Goldsboro's City Hall Addition Large Conference Room, or Herman Park Center are all serviced by para-transit and public transit with bus stops located conveniently nearby each location.

When possible, public meetings and open-house workshops are held at facilities offering free public parking and accessibility to transit. All meetings and workshops of the City are held in ADA-compliant venues. If an interpreter is needed for limited English speakers, deaf or hearing impaired citizens, please call the City Manager's Office, City Hall Annex, by calling (919) 580-4330 or online at [www.goldsboronc.gov](http://www.goldsboronc.gov) under "Citizen Requests" and state the language you speak or the accommodation needed. The office will schedule you an appointment and an interpreter to be arranged via telephone or in person at the time of your appointment.

#### **Additional Opportunity for Public Comment**

The City of Goldsboro shall provide for an additional public comment period of at least ten (10) calendar days if the final LRTP or Transportation Improvement Plan (TIP) differs significantly from the version that was made available for public comment by the City and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts.

#### **Coordination with the Statewide Transportation Planning Public Involvement Processes**

The City of Goldsboro regularly consults with agencies and officials responsible for other planning activities within the target project service areas that are affected by transportation, such as State officials, local government representatives, local economic development representatives, local municipal planning agency representatives, local transit planning agency representatives, etc.

#### **Periodic Review of PIP Procedures and Strategies**

To ensure the effectiveness of the PIP strategies and procedures in encouraging a full and open participation process, this public involvement plan shall be reviewed at least every five (5) years. The City of Goldsboro will consider comments on this plan at any time as part of a periodic and ongoing review of its effectiveness. Other data that might be used for evaluation purposes include attendance at meetings, the quantity of comments, and Web site usage statistics.



**List of Transportation Planning Public Outreach Activities 2017-2019**

<b>Type of Outreach</b>	<b>Location Held</b>	<b>Date (Mo/Year)</b>
Annual Draft UPWP Development/Public Comment Period	Via City's website and Goldsboro City Hall	2/20/2017
Annual Draft UPWP Development/Public Comment Period	Via City's website and Goldsboro City Hall	2/20/2018
DBE Goal and Methodology/Public Comment	Via City's website and Goldsboro City Hall	3/5/2018
Prioritization Methodology/Public Comment/Public Hearing	Goldsboro City Hall	3/15/2018
Prioritization 5.0 Pre-Assignment of Points to Local Regional Projects/30-Day Public Comment Period	Via City's website and Goldsboro City Hall	4/12/2018
Prioritization 5.0 Point Assignment to Local Regional Transportation Projects/Public Comment/Public Hearing	Via City's website and Goldsboro City Hall	6/14/2018
Prioritization 5.0 Pre-Assignment of Points to Local Division Projects/30-day Public Comment Period	Via City's website and Goldsboro City Hall	9/11/2018
Prioritization 5.0 Point Assignment to Local Division Transportation Projects/Public Comment/Public Hearing	Goldsboro City Hall	10/11/2018
MTP 2045 Update Public Workshop	Goldsboro Event Center	6/6/2019
MTP 2045 Update Public Workshop	Goldsboro Event Center	9/17/2019
MTP 2045 Update Public Comment/Public Hearing on Draft Document	Goldsboro City Hall	10/17/2019

## LIMITED ENGLISH PROFICIENCY ASSESSMENT

### ***Limited English Proficiency***

Limited English Proficiency (LEP) refers to individuals who cannot speak, read, write or understand the English language at a level that permits them to interact effectively.

### ***Authority***

Title VI of the Civil Rights Act of 1964 and its implementing regulations require that recipients of federal funds take responsible measures to ensure meaningful access to benefits, services, information and other important portions of programs and activities are available for individuals who are LEP.

***Title VI of the Civil Rights Act of 1964*** states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

***Executive Order (EO) 13166 - Improving Access to Services or Persons with LEP*** (August 11, 2000) sets forth the compliance standards that recipients of federal funds must follow to ensure that the program and activities they normally provide in English are accessible to LEP persons and thus does not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implemented regulations. Recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

### ***Limited English Proficiency Policy Statement***

It is the policy of the Goldsboro MPO to take reasonable steps to provide meaningful access to its programs, activities, and services for persons with Limited English Proficiency (LEP). The MPO is committed to complying with federal requirements in providing meaningful access to its programs, activities, and services for LEP persons.

### ***Purpose of the LEP Plan***

The purpose of this Limited English Proficiency (LEP) Plan is to demonstrate compliance with Title VI of the Civil Rights Act of 1964, and to fulfill the requirements of Executive Order 13166. Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the grounds of race, color, or national origin by any entity receiving federal financial assistance. The purpose of Executive Order 13166 is to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language. The purpose of the LEP Plan is to address access needs of persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

### ***Reasonable Steps to Provide Access***

Executive Order 13166 directs recipients of federal financial assistance to take reasonable steps to provide LEP persons with meaningful access to their programs, activities and services. The key to providing meaningful access for LEP persons is to ensure that effective communication exists between the recipient and the LEP person. It is critical that the MPO be proactive in informing and engaging individuals from different cultures and backgrounds in transportation-related community meetings and planning activities. To accomplish effective communication, the MPO will perform the following actions:

- Conduct a needs assessment
- Provide for oral and written language assistance
- Notify LEP customers of the availability of language assistance services
- Translate vital documents in languages other than English
- Train staff
- Monitor and update the LEP Plan

### **FOUR-FACTOR ANALYSIS**

To identify the MPO's LEP needs, a four-factor analysis was conducted that analyzed the following:

1. The number and proportion of LEP persons served or encountered in eligible service populations.
2. The frequency with which LEP individuals come into contact with programs, activities or services.
3. The importance of the programs, activities and services to LEP persons.
4. The resources available to recipients and the costs.

#### **Factor 1: LEP Persons Served**

The American Community Survey (ACS) 2015 five-year estimates<sup>2</sup> show the population of persons over the age of five in the MPO who speak a language other than English is 12.7 percent or 14,695. Of the 12.7 percent population that speaks a language other than English, 8,062 persons or 6.9 percent speak English less than "very well".

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<sup>2</sup> 2013-2017 American Community Survey 5-Year Estimates, Table C16001, Goldsboro City, NC: *Language Spoken at Home For the Population 5 Years and Over*

**Proportion of LEP Population in the Goldsboro MPO**

<b>Languages Spoken</b>	<b>Number</b>	<b>% of Pop</b>
Total Population	116,139	100%
Speak only English	101,444	87.35%
Speak a Language Other than English	14,695	12.65%
Total - Speak English less than "very well"	8,062	6.94%
<b>LEP Population by Language Spoken</b>		
Spanish or Spanish Creole	5,801	4.99%
French, Haitian, or Cajun	519	0.45%
Arabic	310	0.27%

DOT's Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. The only language other than English that exceeds 1,000 persons or five percent of the total population is Spanish.

**Factor 2: Frequency of Contact with LEP Persons**

Staff reported that they very rarely had contact with LEP individuals. On the few instances where staff had contact with LEP individuals, the language spoken by the LEP individual was Spanish. It was also noted that it is common for Spanish speaking individuals to be accompanied by another person with bilingual abilities.

The small size of the LEP population in this region is not expected to increase disproportionately to the general population. However, to date, no requests have been made by either individuals or groups directly to the MPO for Spanish or other language interpreters or publications. Any future requests for language assistance will be monitored and used in future updates to this document.

**Factor 3: Level of Importance**

The impact of proposed transportation investments on underserved and underrepresented population groups is part of the evaluation process for the use of federal funds in four (4) major work products MPO managed by the City of Goldsboro's Planning Department:

- Long Rang Transportation Plan
- Transportation Improvement Plan
- Unified Planning Work Plan

**Factor 4: Available Resources**

Given the small population of LEP individuals, the MPO does not have specified language resources. The City of Goldsboro provides access to a language line, if needed. On behalf of the MPO, the City also collaborates with federal, state, and local agencies to provide language translation and interpretation services. Spanish language outreach materials from organizations such as federal, state, and local transportation agencies are used when possible.

**Conclusion**

The four factor analysis indicates that Spanish is the only significant LEP population in the MPO.

## LANGUAGE ASSISTANCE PLAN

### ***Ensuring Access for People with Limited English Proficiency***

The four factor analysis indicates that Spanish is the only significant population of limited English speakers. The MPO has developed this Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to the MPO's services.

### ***Notification of Language Assistance***

Information regarding free language assistance will be posted in public areas, on the MPO's website, and is included on the Title VI Notice. The Title VI Notice is has also been translated into Spanish.

### ***Identifying LEP Individuals Who Need Language Assistance***

When the MPO sponsors an event, it will have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. In addition, during the first encounter of a LEP individual in a face-to-face situation, the MPO staff plans to use language identification "I Speak" flashcards developed by the U.S. Census Bureau. These cards have the phrase, "Mark this box if you read or speak 'name of language,'" translated into 38 languages. The Census Bureau's Language Identification Flashcard can be downloaded for free at <http://www.lep.gov/ISpeakCards2004.pdf>. The City plans will make the "I Speak" cards available at public meetings and other community input events. Once a language is identified, a relevant point of contact will be notified to assess feasible translation or oral interpretation assistance.

### ***Language Assistance Measures***

Given the small size of the LEP population within the MPO's area full multi-language translations of large transportation plan documents, agenda packages, programs, and maps are not considered as warranted at this time. However, the MPO will seek to include the LEP community and is committed to including all residents in the transportation planning and decision-making process.

The MPO will take the following action to ensure access to language assistance and participation of LEP persons in transportation-related activities:

#### **MPO activities:**

- 1) The MPO has translated the Title VI Notice, Discrimination Compliant Form, and Complaint Procedures into Spanish. The Title VI Notice is posted is posted on the MPO's website, in Goldsboro Historic City Hall and in Goldsboro City Hall Annex.

- 2) MPO staff will utilize the services of the language line when encountering an LEP person on the telephone.
- 3) MPO staff will continue to seek partner organizations proficient in Spanish to provide information about the MPO plans and programs. Translation and/or interpretation services, for Spanish and other languages, will be considered upon request and in coordination with partner agencies in the area. Furthermore, public hearing notices include references to translation and/or interpretation services upon request by contacting the Goldsboro City Manager's Office.
- 4) If MPO staff knows that they will be presenting a topic in a geographic location with a known concentration of LEP persons, MPO staff will make a concerted effort to have meeting notices, fliers, advertisements, or agendas printed in the alternative language. As well, MPO staff will coordinate with local community groups to have someone available who can help interpret information at the meeting.
- 5) When running a general public meeting notice in a geographic location that could be of potential importance to LEP persons or if staff will be hosting a meeting or a workshop, MPO staff will, to the extent possible, insert the following clause: "An interpreter will be available" in the predominant language. MPO staff will seek to coordinate with local community groups to have someone available who can help interpret information at the meeting and/or workshop.
- 6) The MPO will include this statement when running general public meeting/hearing notices: "The Goldsboro MPO will strive to provide reasonable accommodations and services for persons who require special assistance to participate in this public involvement opportunity. Contact the Title VI Coordinator at 919-580-4327 for more information." Coordination with local community groups is a key outreach component as MPO staff identifies and seeks to engage LEP persons in the MPO's programs and activities.

**Planning-specific activities:**

- 1) The MPO is committed to gathering input from all stakeholders, and every effort is taken to make the planning process as inclusive as possible. The impacts of transportation improvements resulting from these planning activities have an impact on all residents. Understanding and continued involvement are encouraged throughout the planning process. As a result of the long range transportation planning process, selected projects receive approval for federal funding and progress towards project planning and construction under the responsibility of local jurisdictions or state transportation agencies. These state and local organizations have their own policies to ensure LEP



individuals can participate in the process that shapes where, how and when a specific transportation project is implemented.

### ***Staff Training***

The MPO staff and agency members will be trained to understand their obligations to provide meaningful access to information and services for LEP persons to ensure that staff knows about LEP policies and procedures and is able to implement the LAP. The MPO will include training as part of Title VI training and refresh procedures and policies prior to conducting public outreach for any project or program in likely LEP areas. For staff with more frequent contact with LEP persons, in-depth training will be provided. All staff, even if they do not interact regularly with LEP persons, will be fully aware of and understand the plan so they can reinforce its importance and ensure its implementation.

The following training will be provided, but not limited to, all MPO's staff:

- Information on Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public
- Use of the *Language Identification Placards*
- Documentation of language assistance requests
- Use of the City of Goldsboro's Language line service
- How to handle a potential Title VI/LEP complaint

### ***Monitoring the LEP Plan***

As stated under the four factor analysis, the small size of the LEP population in the MPO is not expected to increase disproportionately to the general population. To date, the MPO has not received any requests for translation of documents or for interpretive services. Any future requests for language assistance will be monitored and used in future updates to this document. At a minimum, the MPO will update the four factor analysis and Language Assistance Plan every three (3) years.

The MPO will review records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events. The MPO will determine whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and will provide notice of any changes in services to the LEP public and to employees. MPO staff will reevaluate changes in demographics, types of services, or other needs of the LEP plan during the Long Range Transportation Plan and Transportation Improvement updates. Any suggested updates will be brought before the City's technical and policy committees for consideration of adoption.

### ***Dissemination of the Language Assistance Plan***



MPO staff will post the LAP on its website at <https://www.goldsboronc.gov/planning/goldsboro-mpo/>. Any person with Internet access will be able to view the plan. Copies of the LAP will also be provided to any interested parties upon request. LEP persons may obtain copies/translations of the plan upon request.

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

Title VI Coordinator  
Goldsboro MPO  
200 North Center Street  
Goldsboro, NC 27533  
Email: [jcollins@goldsboronc.gov](mailto:jcollins@goldsboronc.gov)  
Phone: 919-580-4327

### **NON-ELECTED ADVISORY COUNCIL**

The City of Goldsboro does not have any transit-related non-elected advisory councils, commissions, or boards.

### **PROVIDING ASSISTANCE TO SUB-RECIPIENTS**

The Goldsboro MPO does not have any sub-recipients. The Goldsboro MPO is a subrecipient of the City of Goldsboro. Because City employees provide the staffing for the MPO, the City is responsible for developing, implementing, and monitoring the MPO Title VI Program. The MPO Title VI Program is updated triennially in conjunction with the City's Title VI Program.

### **DETERMINE SITE OR LOCATION OF FACILITIES**

No such projects were conducted during the reporting period and no planned activities require land acquisition or the displacement of persons from their residence or place of business.

## APPENDIX I: TITLE VI NOTICE SPANISH TRANSLATION

### ÁREA URBANA DE GOLDSBORO MPO TÍTULO VI AVISO AL PÚBLICO

Área urbana de Goldsboro MPO (MPO) por la presente da aviso público de su política de mantener y asegurar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964 y todos los actos y estatutos relacionados. El Título VI y las leyes conexas que prohíben la discriminación en los programas con asistencia federal exigen que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad o discapacidad, sea excluida de la participación en negar los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia federal.

El objetivo del Goldsboro MPO es:

- 1) Asegurar que el nivel y la calidad del servicio de transporte se proporciona sin tener en cuenta la raza, el color, el sexo de origen nacional, la edad o la discapacidad
- 2) Promover la participación plena y justa de todas las poblaciones afectadas en la toma de decisiones sobre el transporte
- 3) Evitar la negación, reducción o retraso en los beneficios relacionados con programas y actividades que benefician a las poblaciones minoritarias o poblaciones de bajos ingresos
- 4) Garantizar un acceso significativo a los programas y actividades de las personas con un dominio limitado del inglés.

Goldsboro MPO está comprometida con una política de no discriminación en la conducta de su negocio, incluyendo el cumplimiento de las responsabilidades del Título VI y la prestación de servicios de transporte equitativos y accesibles. Cualquier persona que crea que ha sido objeto de discriminación bajo el Título VI por motivos de raza, color, origen nacional, sexo, edad o discapacidad por el programa Área urbana de Goldsboro MPO puede presentar una queja del Título VI ante Goldsboro MPO.

Dicha queja debe ser por escrito y enviarse al Coordinador del Título VI del Goldsboro MPO dentro de los 180 días siguientes a la fecha de la supuesta discriminación. Un Formulario de Queja de Derechos Civiles del Título VI está disponible en línea en <https://www.goldsboronc.gov/planning/goldsboro-mpo/> o llamando 919-580-4327. Las quejas deben ser dirigidas a: Title VI Coordinator, Goldsboro MPO 200 North Center Street, Goldsboro, NC 27533

Un reclamante puede presentar una queja directamente con el Federal Transit Administration presentando una queja ante el Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Cualquier persona que desee más información sobre el Programa Título VI del Goldsboro MPO puede comunicarse con el coordinador del Título VI del MPO en el número de teléfono o dirección anterior.

Goldsboro MPO le proporcionará un intérprete de idiomas gratuito para ayudarle a llevar a cabo su negocio de tránsito. Si necesita un intérprete de idiomas, comuníquese con el Goldsboro City Manager's Office, City Hall Annex, llamando (919) 580-4330 o en línea en [www.goldsboronc.gov](http://www.goldsboronc.gov) debajo "Citizen

Requests” y indicar el idioma que habla. La oficina le programará una cita y un intérprete para ser arreglado por teléfono o en persona en el momento de su cita.

**APPENDIX II: TITLE VI COMPLAINT FORM AND COMPLAINT PROCEDURES  
SPANISH TRANSLATION**



**Goldsboro MPO**

**Título VI Discriminación Forma Obediente**

<b>Apellido:</b>		<b>Nombre:</b>	
<b>Dirección postal:</b>	<b>Ciudad:</b>	<b>Provincia/estdo:</b>	<b>Código postal:</b>
<b>Teléfono de la casa:</b>	<b>Teléfono del trabajo:</b>	<b>Dirección de correo electrónico:</b>	

**Identificar la categoría de discriminación:**

- |                                   |                                       |                                       |                               |
|-----------------------------------|---------------------------------------|---------------------------------------|-------------------------------|
| <input type="checkbox"/> RAZA     | <input type="checkbox"/> COLOR        | <input type="checkbox"/> NACIONALIDAD | <input type="checkbox"/> EDAD |
| <input type="checkbox"/> RELIGIÓN | <input type="checkbox"/> DISCAPACIDAD | <input type="checkbox"/> SEXO/GÉNERO  |                               |

Fecha de supuesta discriminación (mes, día, año): \_\_\_\_\_

Names of individuals responsible for the discriminatory action(s), if known:

--

¿Cómo fue discriminado? Describa la naturaleza de la acción, decisión o condiciones de la supuesta discriminación. Explique lo más claramente posible lo que sucedió y por qué cree que su estado protegido (base) fue un factor de la discriminación. Incluya cómo otras personas fueron tratadas de manera diferente a usted. (Adjunte páginas adicionales, si es necesario).

--

Nombres de personas (testigos, empleados u otros) con quienes podamos contactar para obtener información adicional para apoyar o aclarar su queja: (Proporcione nombre, dirección y teléfono para cada testigo y página(s) adicional(es) adjunta(s), si es necesario).

--

**Título VI Discriminación Forma Obediente**  
**página 2**

¿Ha presentado previamente una queja del Título VI ante el Goldsboro MPO? ☐ No ☐ Si

¿Ha presentado previamente esta queja ante cualquier otra agencia federal, estatal o local, o ante un tribunal federal o estatal? ☐ No ☐ Si

☐ Federal Highway Administration

☐ US Department of Transportation

☐ North Carolina DOT

☐ Tribunal Federal o Estatal

☐ US Equal Employment Opportunity Commission

Proporcione información sobre la persona de contacto en la agencia/tribunal donde se presentó la queja e incluyó la fecha de presentación. (Página(s) adicional(es) adjunta(s), si es necesario).

Explicar brevemente qué remedio, o acción, está buscando para la supuesta discriminación.

**Goldsboro MPO no puede aceptar una queja sin firmar.**  
**Por favor, firme y fecha el formulario de queja a continuación.**

\_\_\_\_\_  
Firma del demandante

\_\_\_\_\_  
Fecha

**Formulario de queja por correo a:**

Title VI Coordinator  
Goldsboro MPO  
200 North Center Street  
Goldsboro, NC 27533

**Sólo para uso de oficina**

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

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

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

Referred to: \_\_\_\_\_

Date: \_\_\_\_\_

Referred: \_\_\_\_\_

## **GOLDSBORO MPO**

### **TITLE VI PROCEDIMIENTOS DE RECLAMO DEL PROGRAMA**

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por la Área urbana de Goldsboro MPO (en adelante, "MPO") puede presentar una queja del Título VI completando y presentando la Queja por Discriminación del MPO Forma. El MPO investiga las quejas recibidas no más de 180 días después del supuesto incidente.

Una vez recibida la queja por el Coordinador del Título VI del MPO, el MPO la revisará para determinar si la queja está dentro de la jurisdicción del MPO. El denunciante recibirá una carta de acuse de recibo informándole si la queja será investigada por el MPO o, si se determina que está fuera de la jurisdicción del MPO, será enviada a la agencia correspondiente.

El MPO hará todo lo posible para obtener la resolución temprana de las quejas en el nivel más bajo posible. Las denuncias de supuesta discriminación serán investigadas por la autoridad competente. Una vez finalizada cada investigación, el personal de la ciudad informará a cada reclamante de todas las vías de apelación.

#### **Propósito**

El propósito de los procedimientos de quejas por discriminación es describir el proceso utilizado por el MPO para procesar quejas relacionadas con el transporte financiados por el gobierno federal bajo el Título VI de la Ley de Derechos Civiles de 1964, estatutos y autoridades relacionados.

#### **Presentación de Quejas**

**Aplicabilidad:** Los procedimientos de quejas se aplican a los beneficiarios de los programas, actividades y servicios del MPO, incluidos, entre otros, el público, contratistas, subcontratistas, consultores y otros subreceptores de Fondos.

**Elegibilidad:** Cualquier persona o clase de personas que crea que ha sido objeto de discriminación o represalia prohibida por cualquiera de las autoridades de derechos civiles, basada en la raza, color, sexo, edad, origen nacional o discapacidad, puede presentar una queja por escrito con el MPO. La ley prohíbe la intimidación o represaliade cualquier tipo. La queja puede ser presentada por la persona afectada o un representante y debe ser por escrito.

**Límites de tiempo y opciones de presentación:** Una queja debe presentarse a más tardar 180 días calendario después de los siguientes:

- La fecha del presunto acto de discriminación
- La fecha en que la(s) persona(s) tuvo conocimiento(s) de la supuesta discriminación
- Cuando haya habido un curso de conducta continuado
- La fecha en que se interrumpió dicha conducta o el último caso de la conducta.

**Formato para quejas:** Las quejas serán por escrito y firmadas por el/los reclamante(s) o un representante e incluirán el nombre, la dirección y el número de teléfono del reclamante. Las quejas recibidas por fax o correo electrónico serán confirmadas y procesadas. Las denuncias recibidas por teléfono se reducirán a la escritura y se proporcionarán al reclamante para su confirmación o revisión antes de su procesamiento (ver "Formulario de Queja"). Las quejas serán aceptadas en otros idiomas y en Braille.

**Base de quejas:** Las denuncias de discriminación deben basarse en cuestiones relacionadas con la raza, el color, el origen nacional, el sexo, la edad o la discapacidad. El término "base" se refiere a la pertenencia del reclamante a una categoría de grupo protegido.

**Las reclamaciones del Título VI podrán presentarse a las siguientes entidades**

<b>City of Goldsboro</b> Title VI Coordinator P.O. Drawer A Goldsboro, NC 27533-9701  <i>o dirección física</i>  Community Relations Office Historic City Hall 214 North Center Street Goldsboro, NC 27530	<b>Federal Transit Administration</b> Office of Civil Rights, ATTN: Title VI Program Coordinator East Bldg. 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590
--	--

**Proceso de Revisión de Reclamos**

**Contacto inicial:** El Coordinador del Título VI de Goldsboro MPO proporcionará a los reclamantes una explicación de las opciones de presentación, información sobre el proceso de queja por discriminación y un Formulario de Queja por Discriminación del Título VI.

**Responsabilidad del MPO:** El coordinador o designado del Título VI, revisará las quejas al recibirla para asegurarse de que se proporciona información relevante, la queja es oportuna y cumple con los requisitos jurisdiccionales.

Todas las quejas serán investigadas a menos que:

- La queja sea retirada;
- El reclamante no proporciona la información requerida de manera oportuna;
- La queja no se presenta a tiempo; y
- Cualquier problema que no implique discriminación, o que no se base en una base protegida se dirigirá a la entidad apropiada.

En ningún caso se desalentará a los reclamantes de presentar una queja.

El Coordinador del Título VI o designado, investigará todas las quejas presentadas contra los contratistas, subcontratistas, consultores y otros subreceptores del MPO. Estas quejas se enviarán al NCDOT previa solicitud.

Las quejas presentadas contra el MPO serán enviadas a ciudad de Goldsboro para su investigación de procesamiento.

Al determinar que la queja justifica una investigación, se envía al reclamante una carta certificada en la que se confirma la recepción de la queja en un plazo de 10 días a partir de la recepción de la queja. Se proporciona el nombre del investigador, así como los derechos del reclamante en virtud del Título VI y los estatutos conexos.



El demandado es notificado por correo certificado que ha sido nombrado en una queja y se le proporcionan sus derechos bajo el Título VI y los estatutos relacionados. La carta identifica el nombre del investigador e informa al encuestado que será contactado para una entrevista.

### Investigación de Queja

El investigador preparará un plan de investigación que incluya, pero no se limite a lo siguiente:

- Nombre y dirección del reclamante;
- Nombre y dirección del demandado;
- Ley(s) aplicable(s);
- Base para la queja;
- Alegaciones, eventos o circunstancias que hicieron que la persona creyera que ha sido discriminada;
- Información adecuada necesaria para abordar el problema;
- Nombre de las personas a entrevistar y cuestiones de las que tengan conocimiento de primera mano;
- Preguntas para el denunciante, demandado y testigo o testigos;
- Pruebas que se obtendrán durante la investigación; y
- Remedio buscado por el reclamante.

### Conduciendo la Investigación

- La investigación abordará únicamente las cuestiones pertinentes a las alegaciones de la denuncia.
- La confidencialidad se mantendrá en la mayor medida posible.
- Se realizarán entrevistas para obtener los hechos y pruebas con respecto a las acusaciones en la queja.
- El investigador hará preguntas para obtener información sobre aspectos del caso que el testigo puede proporcionar información de primera mano. Las entrevistas se graban/graban con el consentimiento del entrevistado.
- Se mantiene una hoja de contacto cronológica en el expediente del caso durante toda la investigación.
- Los documentos de trabajo de investigación se completan, se hacen referencias cruzadas e indexan.
- El entrevistado puede tener representación de su elección en la entrevista.

### Resolución informal

El proceso de Resolución Alternativa de Controversias (ADR) se ofrece como alternativa para resolver las reclamaciones del Título VI. Durante el proceso de investigación, el investigador hará todo lo posible para ayudar a las partes a llegar a una resolución voluntaria y negociada. Durante las entrevistas iniciales con el reclamante y el demandado, el investigador solicitará información sobre las oportunidades específicas de socorro y liquidación. Los intentos de resolver las reclamaciones mediante ADR son requeridos por la Ley Alternativa de Resolución de Controversias de 1998.

### Proceso de informe de investigación

Dentro de los 60 días siguientes a la realización de la investigación, el investigador preparará un informe de investigación y presentará el informe y la documentación justificativa al Coordinador del Título VI, o designado para su revisión. El informe de investigación debe incluir las decisiones recomendadas.

El informe de investigación debe describir los siguientes detalles de la queja: Fecha de la queja por escrito, número de contrato, nombre del contratista y/o subcontratista, y la base de la queja (raza, color, origen nacional, etc.).

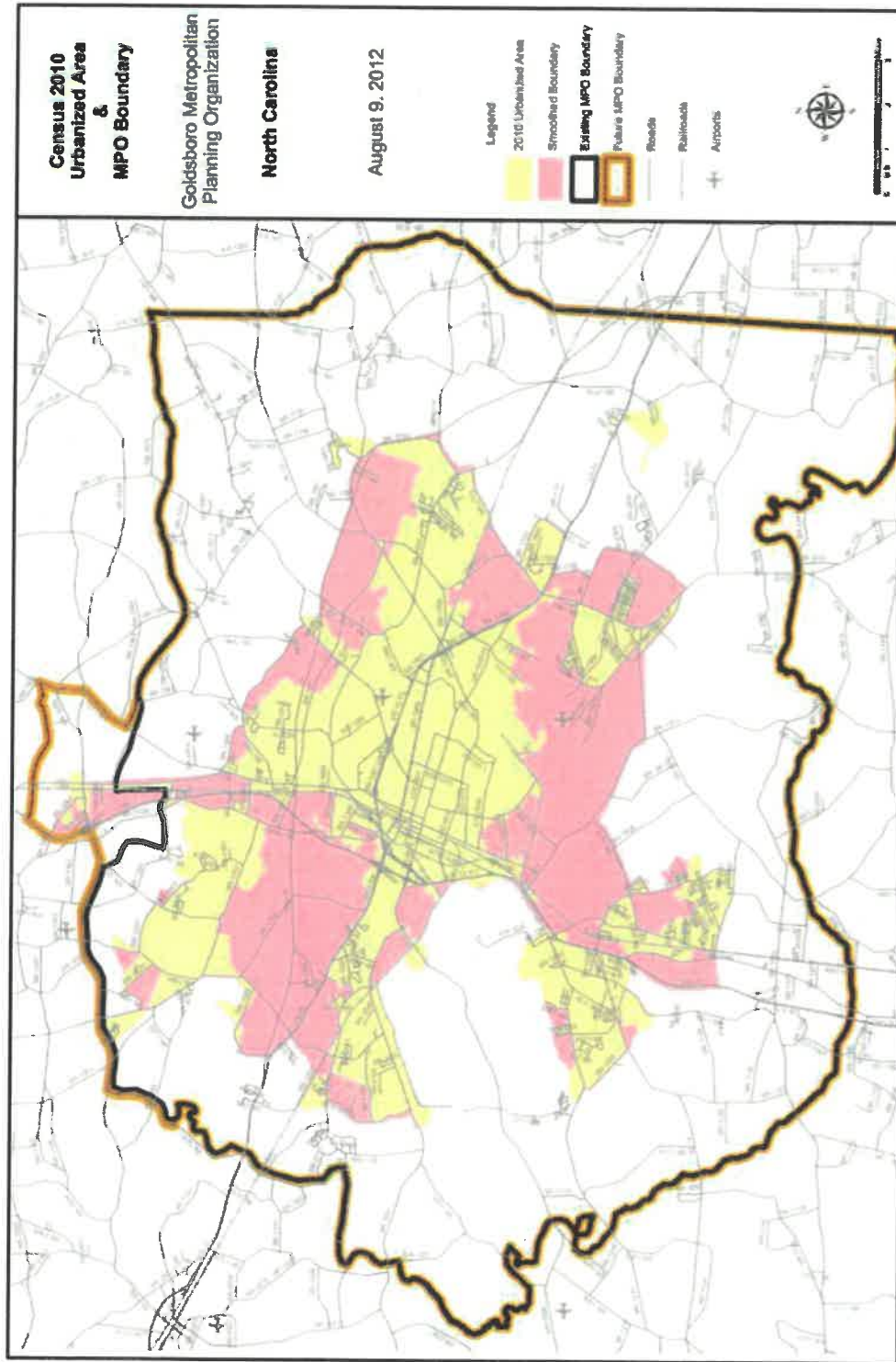
El Coordinador del Título VI o el designado revisarán el expediente y el informe de investigación. Si un designado lleva a cabo la revisión, después de la revisión, el designado presentará los informes de investigación, los archivos de investigación y las decisiones recomendadas al Coordinador del Título VI.

Una vez aprobado el Coordinador del Título VI, el informe de investigación y las decisiones recomendadas se remitirán a la ciudad de Goldsboro.

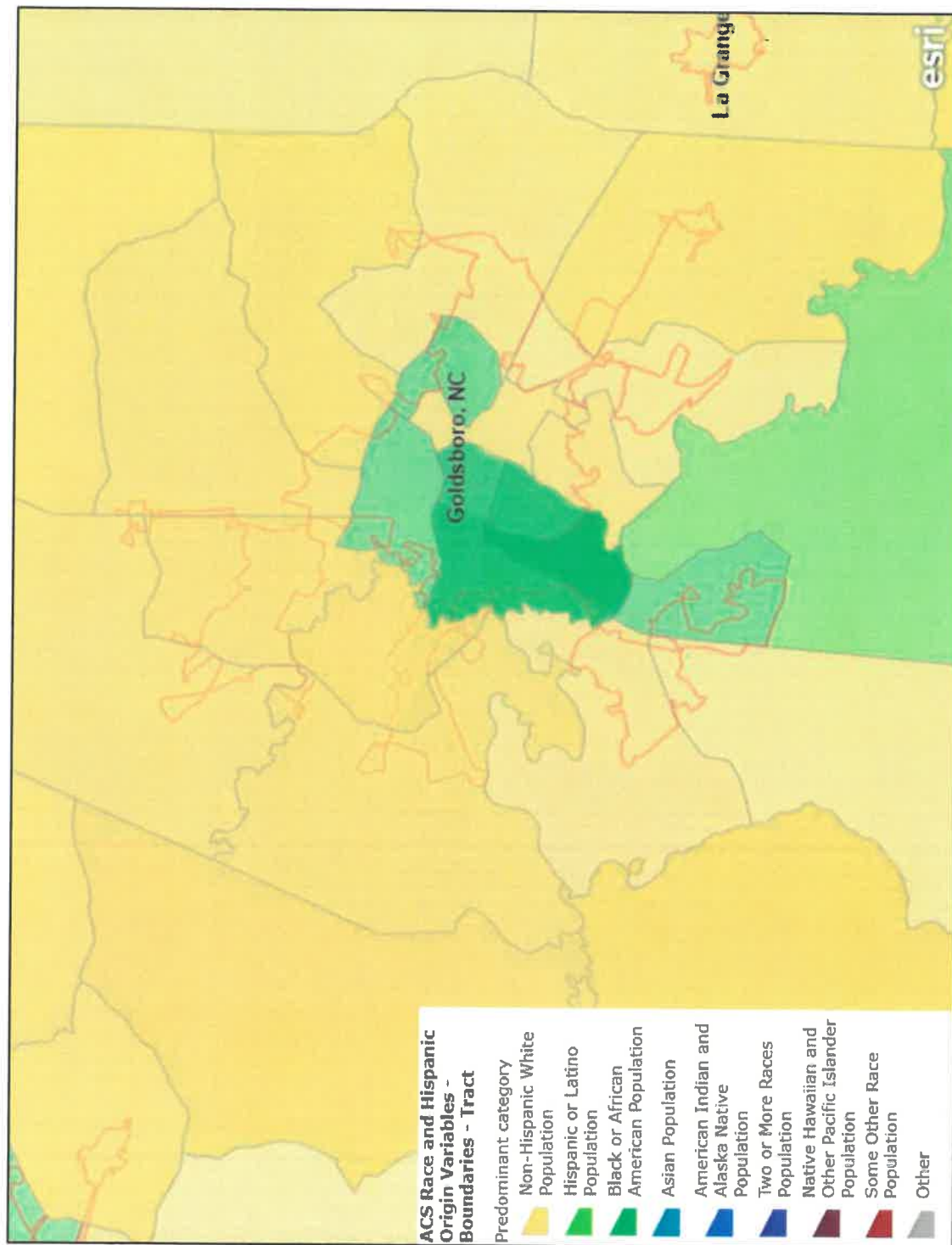
El Coordinador del Título VI rastreará y registrará todas las investigaciones, quejas y demandas del Título VI para asegurarse de que se siguen estos procedimientos. Todos los registros y archivos de trabajo de investigación se mantendrán dentro de las oficinas del Coordinador del Título VI, o en un lugar según las instrucciones del Coordinador del Título VI. Los registros se mantienen durante cuatro años internamente.

## APPENDIX III: MPO AREA MAPS

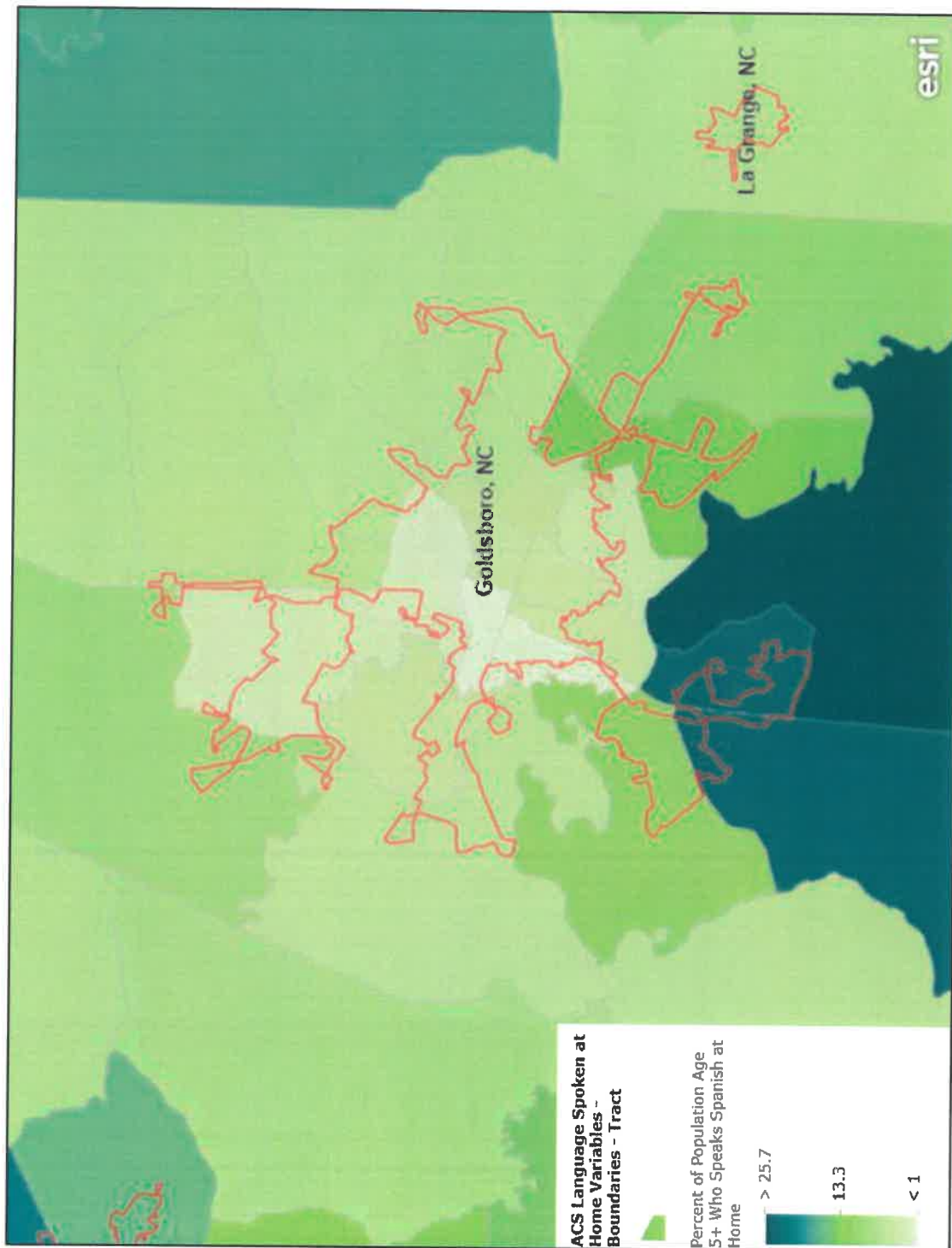
### MPO BOUNDARIES



**MPO AREA MINORITY MAP**



**MPO AREA SPANISH SPEAKERS MAP**





## MPO AREA INCOME MAP

