TAR RIVER TRANSIT / CITY OF ROCKY MOUNT

TITLE VI PROGRAM

February, 2014

I. OBJECTIVES

The Tar River Transit / City of Rocky Mount (TRT) has in place a program based on Section 106 of Title VI of the Civil Rights Act of 1964. The objectives of the program are as follows:

A. To ensure that Federal Transit Administration (FTA) assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

B. To ensure that the level of quality of FTA assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.

C. To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin.

D. To ensure that decisions on the location of transit service and facilities are made without regard to race, color, or national origin.

E. To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

II. GENERAL REPORTING REQUIREMENTS

As part of TRT's Title VI program, the company maintains certain reporting requirements and provides the Federal Transit Administration the following information concerning these reporting requirements:

A. There are no active lawsuits or complaints naming TRT, which allege discrimination on the basis of race, color, or national origin with respect to the service or other transit benefits provided by TRT.

B. There are no pending applications for financial assistance nor is there any financial assistance currently being provided by any federal agency other than the FTA.

C. There were no civil rights compliance review activities conducted in the last three years other than those conducted as part of the triennial review process and as part of TRT's Title VI program. There were no adverse findings.

D. TRT has certified with a signed FTA Civil Rights Assurance that all of the records and other information required under Circular 4702.1B have been or will be compiled, as appropriate, and maintained by TRT. The assurance follows on page 4.

E. TRT has signed a standard DOT Title VI Assurance, which is maintained as part of the FTA "One-Time Submission" file for TRT. The assurance follows on pages 5-7.

F. There have been no fixed facility impact analyses in the last 3 years. No fixed facilities have been constructed or planned in the last 3 years. A fixed Operations / Maintenance facility is planned in the next five (5) years; a Facility Feasibility Study will be conducted before any final plans on location are determined. The Facility Feasibility Study will consider Title VI / Environmental Justice protocols.

FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The Tar River Transit / City of Rocky Mount herby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will insure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of Transportation services and transit-related benefits.

2. The Tar River Transit / City of Rocky Mount will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9(b).

3. The Tar River Transit / City of Rocky Mount will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

_____Fred Belfield Jr._____ __February 6, 2014_

(Name and Title of Authorized Officer) Date

_____

(Signature of Authorized Officer)

DEPARTMENT OF TRANSPORTATION TITLE VI ASSURANCE

The Tar River Transit / City of Rocky Mount (hereinafter referred to as Recipient) hereby agrees that as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, 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, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient received Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and hereby gives assurance that it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.9 (b) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Section 5307 Operating Program:

1. That the Recipient agrees that each “program” and each “facility” as defined in subsection 21.23 (e) and 21.23 (b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.

2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Section 5307 Operating Programs and, in adapted form in all proposals for negotiated agreements:

   > The Tar River Transit / City of Rocky Mount, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, U.S.C. 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 this Act and 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 the 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 Section 5307 program; and (b) for the construction or use of or access to space on , over, or under real property acquired, or improved under Section 5307 programs.

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 used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.

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/she delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, 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 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 by the Department of Transportation under the Section 5307 Program and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Section 5307 Program. The person or persons whose signature appears below are authorized to sign this assurance on behalf of the Recipient.

_____Fred Belfield Jr._____ __February 6, 2014_

(Name and Title of Authorized Officer) Date

_____

(Signature of Authorized Officer)

III. MONITORING PROCEDURES

TRT has developed and utilizes internal procedures to monitor the level and quality of transit service provided to minority communities as compared to the systemwide average level and quality of transit service provided.

For the purpose of reviewing the level of service, TRT's methodology begins with the following system facts:

1. Service is offered on the same frequency on all TRT routes.
2. All TRT equipment is identical with the same functional features.
3. The TRT routes are designed to serve the areas with the highest ridership.

Since the TRT operation provides identical service based on ridership needs, the Title VI monitoring will be based on the following system:

1. On-time performance will be periodically monitored to determine if route or schedule changes are needed to keep the buses on schedule.
2. Passenger complaints will be monitored to determine if level and/or quality of service issues exist.

Tar River Transit has fixed route supervisors on duty throughout the day while we are in service. A major responsibility they hold is to monitor fixed route transit standards and policies. Each supervisor is required to complete a written report that outlines service standards and polices for each work day. That report is reviewed by our General Manger daily and ultimately reviewed by the Transit Administrator on a monthly basis. These written reports detailing daily service standards are kept on file in Tar River Transit offices for up to three (3) years.

In order to ensure that all routes and areas receive the same level and quality of service, Tar River Transit conducts a Transportation Service Study every five (5) years. This study is an assessment of all aspects of our fixed route service to identify any areas where we can improve our transit system. The study entails appointing a steering committee, administering surveys to passengers and employees (available in both English and Spanish), conducting town hall meetings and compiling any and all information in order to review and take action on any aspect of our service that can be improved.

Based on the monitoring above, TRT will ensure that all routes and areas receive the same level and quality of service.

IV. SYSTEM-WIDE SERVICE STANDARDS/POLICIES

TRT has in place various service standards and policies that govern our fixed route transit system. All TRT employees are encouraged to adhere to these standards/policies when fulfilling their duties within the organization.

A. Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 17 passengers for a 25' light transit vehicle and 28 passengers for a low-floor 30 foot bus.

B. Vehicle Headway Standards

Service operates on city bus lines every 30 minutes or better and every 60 minutes or better from early morning to late in the evening, six days a week. On weekdays, 30 minutes or better service should begin no later than 6:45 am and continue until 6:45 pm. On weekdays, 60 minutes or better service should begin no later than 7:15 am and continue until 6:15 pm. On weekends, 30 minutes or better service and 60 minutes or better service should begin at 9:15 am and continue until 5:15 pm.

C. On-Time Performance Standards

A Tar River Transit vehicle is considered on time if it departs our downtown Transfer Center no more than 2 minutes early and no more than 2 minutes late. The City of Rocky Mount's on-time performance objective is 90% or greater. The City of Rocky Mount continuously monitors on-time performance and system results are published as part of daily performance reports covering all aspects of operations.

D. Service Availability Standards

The City of Rocky Mount will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service. Local bus stops will be not more than 3 blocks apart.

E. Transit Amenities Policy

Installation of transit amenities along bus routes such as bus shelters and benches, are based on the number of passenger boardings along these routes.

F. Vehicle Assignment Policy

Vehicles will be assigned daily to the downtown Transfer Center such that the average age of the fleet serving the Transfer Center does not exceed 12 years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall fleet. Low-floor buses are also equipped with heat and air condition as well as automated stop announcement capabilities.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 25 foot light transit vehicles rather than 30 foot buses. Some routes requiring tight turns or narrow thoroughfares are operated by 25 foot light transit vehicles rather than 30 foot buses.

APPENDIX A

Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Tar River Transit (TRT).

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and TRT may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

Todd Gardner
Title VI Coordinator
Tar River Transit
PO Box 1180
Rocky Mount, NC 27802
Phone: (252) 972-1596

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

1.) A formal complaint must be filed within 180 days of the alleged occurrence. 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 TRT Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the TRT Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3.) When a complaint is received, the Title VI Coordinator 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 15 business days from receipt of a complete complaint, TRT 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 City Engineer or an 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 TRT's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6.) When TRT does not have sufficient jurisdiction, the City Engineer 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 City Engineer or his/her authorized designee will assign an investigator from the City of Rocky Mount Human Services Department. A complete investigation will be conducted, and an investigative report will be submitted to the City Engineer within 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 City Engineer or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.

9.) If the Complainant is dissatisfied with TRT's resolution of the complaint, he/she has the right to appeal with the:

Departmental Office of Civil Rights

U.S. Department of Transportation
Federal Transit Administration
61 Forsyth Street, S.W.

Suite 17T50
Atlanta, GA 30303-8917

APPENDIX B

Tar River Transit

Title VI Notice to Public

Tar River Transit (TRT) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs 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. A copy of this notice can be found at the downtown Transfer Center at 111 Coastline Street in Rocky Mount and also in the Tar River Transit Administration office located at 100 Coastline Street in Suite number 315.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding TRT's programs has a right to file a formal complaint with TRT. Any such complaint must be in writing and submitted to the TRT Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Todd Gardner
Title VI Coordinator
Tar River Transit
PO Box 1180
Rocky Mount

(252) 972-1596

APPENDIX C

TAR RIVER TRANSIT
TITLE VI COMPLIANCE PROGRAM

COMPLAINT FORM
49 CFR 21.9(b)

1. Date Title VI complaint received by TRT: _____

2. Summary of complaint allegation(s) i.e. Date, Time, Place, Incident:

_____

_____

_____

3. Is the complaint based on Race, Color or National Origin?

_____

4. Status of Investigation of complaint:

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_____

5. Action(s) taken by TRT:

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6. Date complaint resolved or closed: _____

If a person is not satisfied with the results of their complaint, he/she may appeal to the following agency:

Department Office of Civil Rights

U.S. Department of Transportation

Federal Transit Administration

61 Forsyth Street, S.W.

Suite 17150

Atlanta, GA 30303-8917

Phone: (404) 562-3500

Fax: (404) 562-3505