

Hyde County Transit

Title VI Plan

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Hyde County Transit

Title VI Plan

PLAN REVIEW AND APPROVAL

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

Adopted on: July 24, 2007

Adopted by: Hyde County Non-Profit Private Transportation
Corporation Board of Directors

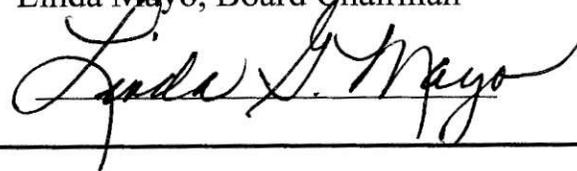
Revised on: June 27, 2024

Last Board of Directors Review: June 24, 2025

This policy is hereby adopted and signed by:

Authorized Official Name/Title: Linda Mayo, Board Chairman

Authorized Official's Signature:



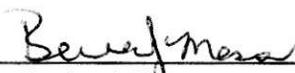
TITLE VI NONDISCRIMINATION AGREEMENT
BETWEEN
THE NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
AND
HYDE COUNTY NON-PROFIT PRIVATE TRANSPORTATION CORPORATION

In accordance with DOT Order 1050.2A, HCT assures the North Carolina Department of Transportation (NCDOT) that no person shall, on the ground of **race, color, national origin, sex, age, or disability**, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by HCT .

Further, HCT hereby agrees to:

1. Designate a Title VI Coordinator that has a responsible position within the organization and easy access to the Executive Director of the organization.
2. Issue a policy statement, signed by the ED (Executive Director) of the organization, which expresses a commitment to the nondiscrimination provisions of Title VI and related applicable statutes. The signed policy statement shall be posted and circulated throughout the organization and to the general public, and published where appropriate in languages other than English. The policy statement will be re-signed when there is a change of ED.
3. Insert the clauses of the contract language from Section 6.1 in every contract awarded by the organization. Ensure that every contract awarded by the organization's contractors or consultants also includes the contract language.
4. Process all and, when required, investigate complaints of discrimination consistent with the procedures contained within this Plan. Log all complaints for the administrative record.
5. Collect statistical data (race, color, national origin, sex, age, disability) on participants in, and beneficiaries of, programs and activities carried out by the organization.
6. Participate in training offered on Title VI and other nondiscrimination requirements. Conduct or request training for employees or the organization's sub-recipients.
7. Take affirmative action, if reviewed or investigated by NCDOT, to correct any deficiencies found within a reasonable time period, not to exceed 90 calendar days, unless reasonable provisions are granted by NCDOT.
8. Document all Title VI nondiscrimination-related activities as evidence of compliance. Submit information and reports to NCDOT on a schedule outlined by NCDOT.

THIS AGREEMENT is given in consideration of, and for the purpose of obtaining, any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding.


Authorized Signature

6-24-25
Date

Hyde County Transit Title VI Plan

Policy Statement

It is the policy of Hyde County Non-Profit Private Transportation Corporation (hereafter referred to as Hyde County Transit) to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations that ensure no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the United States Department of Transportation.

Plan Elements

- Description of Programs and Services
- Public Participation Plan
- Language Assistance Plan
- Minority Representation Table and Description
- Notice to the Public
- Complaint Procedure
- Complaint Form
- List of Related Title VI Investigations, Complaints and Lawsuits
- Evidence of Policy Approval

I. Introduction and Purpose

Although Environmental Justice and Public Involvement are separate, they compliment one another 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. Perhaps the most important element of public participation is to engender a sense of ownership among the people, especially among those who are often at the mercy of their surroundings.

The principle of environmental justice in transportation planning ensures that transportation projects do not have a disproportionately negative impact 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.

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 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.

Objectives

1. Comply with the public involvement and environmental justice requirements of the Federal and State regulations.
2. 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.
3. Provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of Hyde County Transit (HCT).
4. Ensure full and fair participation by all potentially affected communities in the transportation decision-making process
5. Inform and educate citizens and other interested parties about ongoing HCT planning activities, and their potential role in those activities.

Methodology

Identification of Target Populations (Demographics) & Spatial Concentrations of Targeted Populations

The geographic basis for Title VI analysis is based on U.S. 2010 Census data. For purposes of Title VI analysis, it is desirable to make the analysis on the smallest geographic unit available for which information is obtainable for all relevant groups. HCT has identified seven relevant groups for Title VI analysis as described below.

- . Low-income:
- . Federal Assistance Recipients:
- . Minority:
- . Elderly;
- . Low literacy/English proficiency or English spoken as a second language;
- . Disabled populations; and
- . Zero car households.

Following the identification of the relevant groups for analysis, the next step undertaken was to identify the general distribution of each Title VI population group throughout the HCT service region and then define where each group is most concentrated.

Monitoring

We are committed to the nondiscriminatory administration of our programs and services. As with the implementation of our programs in general, organization-wide compliance is required. Thus, employees and staff will periodically be reminded of our Title VI nondiscrimination obligations. The HCT Board of Directors will commit to review the Title VI Program on an annual basis to implement any necessary program changes.

The Title VI Coordinator will periodically assess program operations to ensure that this policy is being followed. One technique used to identify affected populations is to create demographic profile maps of low-income and minority populations for the HCT service area. Once HCT staff has an understanding of where these communities are located, future transportation plans and projects can include these communities in the planning process.

Compliance of Sub-recipients

Hyde County Transit does not pass FTA funds to other organizations or sub-recipients.

Title VI Equity Analysis and Environmental Justice Assessments

As required under FTA C 4702.1B and 4703.1, Title VI equity and environmental justice (EJ) analyses will be conducted whenever we plan to construct (or modify) a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.. HCT will also conduct these studies in the event of an increase of more than 10 percent in fare rates, a reduction in the number routes, or changes in route structure that may inadvertently affect minority or low income populations. These studies will be conducted to see if the change could result in either a disparate impact based on race, color or national origin (Title VI) or a disproportionately high and adverse impact to minority and/or low-income population (EJ). The studies will include public meetings in the areas affected to gather public input. Project-specific demographic data will be collected on potentially affected communities and their involvement in associated decision-making activities will be documented. Specific studies will be made available to oversight agencies during compliance reviews or to evidence our due diligence should a complaint be filed in relation to the location and effect of a proposed facility. Project-related equity and EJ studies will remain on file indefinitely.

TITLE VI COORDINATOR

The individual below has been designated as the Title VI Coordinator for Hyde County Non-Profit Private Transportation Corporation and is empowered with enough authority and responsibility to implement the Title VI Nondiscrimination Program:

Name: Beverly Mason
Official Title: Transportation Director
Address: PO Box 205
Phone: (252) 926-1637
Email: hydetransit@lycos.com

Key responsibilities of the Coordinator include:

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

CHANGE OF TITLE VI COORDINATOR

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

ORGANIZATIONAL CHART

An organizational chart showing the Title VI Coordinator's place in the organization is located in Appendix B. Hyde County Non-Profit Private Transportation Corporation currently employs staff which consist of the following job categories:

- Transportation Director
- Administrative Assistants
- Dispatcher
- Vehicle Operators

TITLE VI NONDISCRIMINATION POLICY STATEMENT

It is the policy of Hyde County Non-Profit Private Transportation Corporation as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, sex, creed (religion), age or disability**, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all other related nondiscrimination laws and requirements.



Beverly Mason, Transportation
Director

6-24-25

Date

PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES

We are committed to nondiscriminatory administration of our programs and services, organization wide. HCT will remind employees of Title VI nondiscrimination obligations through staff training and use of the **Annual Education and Acknowledgment Form** below. The Title VI Coordinator will periodically assess program operations to ensure this policy is being followed.

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, creed, 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 HCT 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 the Transportation Director at Hyde County Transit at (252) 926-1637.

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 HCT's 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 HCT's programs, policies, services and activities on the basis of race, color, national origin, sex, age, creed (religion), or disability, as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

Signature

Date

Implementation

- Periodically, but not more than once a year, employees and representatives will receive, review and certify commitment to the Title VI Program.
- New employees shall be informed of Title VI provisions and expectations to perform their duties, accordingly, asked to review the Title VI Program, and required to sign the acknowledgement form.
- Periodic review of operational practices and guidelines by the Title VI Coordinator to verify compliance with the Title VI Program. Maintain documents of each review on file.
- Signed acknowledgement forms and records of internal assessments will remain on file for at least three years.

DESCRIPTION OF PROGRAMS AND SERVICES

PROGRAM(S) AND SERVICES ADMINISTERED

HCT's staff consists of a Transportation Director, an Administrative Assistant, and less than 10 Vehicle Operators.

HCT provides public transportation opportunities to its customers within Hyde and Tyrrell County, North Carolina. HCT provides nutrition site transit service, rural general public service and employment transportation services within Hyde and Tyrrell County Monday through Friday from 7:00am through 5:00pm. HCT is closed on holidays as published in service calendars that are distributed via mass mailing to every residence as well as posted on the organization's website.

Transportation reservations are required to be made by 12:00pm the day prior to the requested service. Reservations must be made by telephone by calling (252) 926-1637. HCT does not have a peak service time; therefore, all fare rates are charged to all consumers regardless of time of service or age. In-County Service fares are \$2.25 for a round-trip service request and \$1.25 for a one-way trip request. HCT also provides out-of-county services according to the announced trips included on the HCT Monthly Service Calendars. Out-of-County Fare Rates are charged as follows:

Hyde County

Greenville/Outer Banks	\$5.00
Elizabeth City/New Bern	\$5.00
Washington/Williamston	\$4.00
Plymouth/Belhaven/Avon	\$3.25

Tyrrell County

Greenville	\$5.00
Elizabeth City/Washington/Williamston	\$4.00
Edenton/Plymouth	\$3.00

FUNDING SOURCES / TABLES

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

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

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

Each FTA Formula Grant received by our system during the past year, and whether the funds were received through NCDOT or directly from FTA, is checked below. Additional details are provided on how often each of the grants is received (*annually, first time, etc.*).

Grant Title	NCDOT	FTA	Details (i.e., purpose, frequency, and duration of receipt)
5307 (Urbanized Area Formula)	<input type="checkbox"/>	<input type="checkbox"/>	
5309 (b)(2) (Fixed Guideway Modernization)	<input type="checkbox"/>	<input type="checkbox"/>	
5310 (Transportation for Elderly Persons and Persons with Disabilities)	<input type="checkbox"/>	<input type="checkbox"/>	
5311 (Formula Grants for Other than Urbanized Areas)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This funding is applied for annually for the purpose of supporting the Administration and Capital Expenditures of the program.
5311 (b)(3) (Rural Transit Assistance)	<input type="checkbox"/>	<input type="checkbox"/>	
5316 (Job Access and Reverse Commute)	<input type="checkbox"/>	<input type="checkbox"/>	
5317 (New Freedom)	<input type="checkbox"/>	<input type="checkbox"/>	
5303, 5304 and/or 5305 (Metropolitan & Statewide Planning)	<input type="checkbox"/>	<input type="checkbox"/>	
5339 (Bus and Bus Facilities Formula)	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

CONTRACT ADMINISTRATION

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

CONTRACT LANGUAGE

I. 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 (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Transit Administration (FTA), as they may be amended from time to time, 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, will not discriminate on the grounds of race, color, national origin, sex, age, creed (religion), low-income, limited English proficiency, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

(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 will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.

(4) Information and Reports: The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FTA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FTA, as appropriate, and will set forth what efforts it has made to obtain the information.

(5) Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-discrimination provisions of this

contract, the Recipient will impose such contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to:

- (a) withholding payments to the contractor under the contract until the contractor complies; and/or
- (b) cancelling, terminating, or suspending a contract, in whole or in part.

(6) Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FTA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

II. During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

Pertinent Nondiscrimination Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.

- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;

- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure

compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq);
- Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination based on race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity).

*The Contractor has read and is familiar with the terms above:

Contractor's Initials

Date

Implementation

- The nondiscrimination language above (**with** initials line) will be appended to any *existing* contracts, purchase orders, and agreements that do not include it, and initialed by the responsible official of the other organization.
- The nondiscrimination language above (**without** initials line) will be incorporated as standard language before the signature page of our standard contracts, purchase orders, and agreements.
- The Title VI Coordinator will review *existing* contracts to ensure the language has been added.

NONDISCRIMINATION NOTICE TO PROSPECTIVE BIDDERS

The Hyde County Non-Profit Private Transportation Corporation, in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities, and Title 49 Code of Federal Regulations, Parts 21 and 26, hereby notifies all bidders that it will affirmatively insure that in any contact entered into pursuant to this advertisement, minority and women business enterprises will be afforded full opportunity to submit bids in response to this invitation

and will not be discriminated against on the grounds of race, color, national origin, sex, age, creed, limited English proficiency, low-income, or disability in consideration for an award.

Implementation

- The nondiscrimination language above will be included in all solicitations for bids for work or material and proposals for negotiated agreements to assure interested firms that we provide equal opportunity and do not discriminate.
- Outreach efforts will be made to minority and women-owned firms that work in requested fields and documented.
- Unless specifically required under Disadvantaged Business Enterprise (DBE) or Affirmative Action programs, all contractors will be selected without regard to their race, color, national origin, or sex.

RECORD-KEEPING AND REPORTS

Records will be kept to document compliance with the requirements of the Title VI Program. Unless otherwise specified, Title VI-related records shall be retained indefinitely. These records will be made available for inspection by authorized officials of the NCDOT and/or FTA. As a subrecipient of FTA funds through NCDOT, we are required to submit a Title VI Program update to NCDOT every three years. Reports on Title VI-related activities and progress to address findings identified in civil rights compliance reviews and assessments may also be submitted on an as-requested basis. It will occasionally be necessary to update this program plan and its component parts (e.g., complaints, Public Involvement, and LEP), applicable documents, and responsible officials. Updates will be submitted to NCDOT for review and approval.

In addition to other items throughout this plan, records and reports due at the time of compliance reviews or investigations will include:

Compliance Reviews

- Title VI Program Plan
 - List of civil rights trainings provided or received
 - Summaries from any *internal* reviews conducted
 - Ads and notices for specific meetings
 - Findings from reviews by any other *external* agencies
 - Title VI equity analyses and EJ assessments
 - Discrimination Complaints Log
 -
- Supporting Documentation (e.g., requested items, photos taken, dates and methods of contact, etc.)

Complaint Investigations

- Investigative Reports
- Discrimination complaint, as filed
- List of interviewees (names and affiliations)

Public Participation Plan

Objectives

The main objectives are to:

1. Comply with the public involvement and environmental justice requirements of the Federal and State regulations, and provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of HCT.
2. Inform and educate citizens and other interested parties about ongoing HCT planning activities, and their potential role in those activities.
3. Work with other local and state organizations that have similar goals and requirements.

Outreach Tools

A. General Public Relations

General public relations may be defined as any action that might reach any citizen, whether or not that citizen has specific interest or knowledge regarding transportation planning. This group of techniques includes the following: announcements targeted at newspapers and radio; posters or pamphlets displayed in public places; and signs posted near future or current transportation project sites, and ridership surveys. Meetings or hearings that are held in public places and covered by media can act as general public relations. These techniques are great ways to keep the general public aware of the presence of the planning organization and the status of specific projects so that they may develop an interest and choose to become better informed or actively involved.

B. Events

There are a broad variety of ways to educate and engage the public. In general, the earlier public involvement is sought, the better. It is also a better use of citizens' free time to participate in a process that will determine the direction of a project that may take years to complete. Citizens may get frustrated when they are invited to join late in the process – when the values and goals have already been decided and the details have been hammered out. The following tolls are arranged from most participatory to least.

Special Events are held to bring attention to a specific activity or issue. Special events may take the form of a fair or special educational lecture with civic groups or other public

entities. Special events are a great way to expose a large number of people to a project or program.

Public Hearings are usually held when an agency has completed a plan and needs to present it for public review before moving forward with the plan. If the greater community has been involved from the very start, then a public hearing can be a grand unveiling to be celebrated. As with all of these tools, care must be taken to ensure that the public is made fully aware of the event well in advance, and that the goals and values of the plan are clearly stated.

Community Forum Meetings are held to discuss programs and activities within communities, and the public is engaged to discuss their needs in general.

C. Direct Marketing and Education

Direct marketing and education is meant to reach out and provide specific information to specific parties. For example, landowners or leaders of an ethnic community may be sought out and personally invited to come to a meeting. Similarly, lower income groups may be specifically targeted to be educated about their rights, or children or families may be targeted to begin a discussion on a specific program. Direct marketing and education can take place through direct mass mailings, radio, press advertising, or through meetings with specific groups of people such as local clubs, homeless people, property owners, or housing authorities. It can also be through making direct phone calls or meeting with key people who desire to participate in a given process. This is the most labor intensive and potentially most fruitful way to create a diverse and active public participation process.

Plan Monitoring and Evaluation

Evaluation of the success of any public involvement efforts must be results-oriented. It is never safe to assume that just because people don't come to an event that they are uninterested in the project. The goal is to educate and include the public at all levels of planning, not just to invite them. Evaluation, then, must be two-fold. The first part is to track what efforts are being made, and the results of those efforts, and the second part is to make regular assessments of the success of a technique within a given program, and to strategize for future successes.

Tracking efforts and success

In order to track our public participation efforts, it is necessary that the individuals involved record their efforts and results.

1. HCT will keep a log of their outreach activities: the dates newspapers are contacted, dates of printed advertisements, any special invitations or phone calls made poster placement, etc.

2. Tear sheets should be kept of any print ads, and transcripts of any public service announcements.
3. Names and addresses of attendees should be collected at meetings.

Hyde County Transit will utilize the chart below to document outreach efforts and activities. Efforts will include *meetings, surveys, focus groups, event, etc.* Information pertinent to each event and/or activity will be provided to NCDOT upon request. Examples include copies of: meeting announcements, agendas, posters, attendee list, etc.

Event Date	Transit System Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes (Meeting size and format, location, Number of Attendees, etc.)

Annual Assessments and Public Involvement Workshops

At least once a year, a self-assessment should be made on the part of each individual program. As the activities of the individual programs change to be based more in public involvement, this Public Involvement Plan should be updated.

Limited English Proficiency (LEP) Plan

I. PLAN STATEMENT

Hyde County Transit has adopted this plan to provide meaningful access to its programs and activities by persons with Limited English Proficiency (LEP). In accordance with federal guidelines HCT will make reasonable efforts to provide or arrange free language assistance for its LEP clients, including applicants, recipients and/or persons eligible for public transportation services.

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient (LEP) person and may be entitled to language assistance with respect to HCT programs and activities.

II. MEANINGFUL ACCESS; FOUR-FACTOR ANALYSIS

Meaningful access is free language assistance in accordance with federal guidelines. HCT will periodically assess and update the following four-factor analysis, including but not limited to:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by HCT. In addition to the number or proportion of LEP persons served, Hyde County Transit will analyze the following:
 - a. Assess how LEP persons interact with the Hyde County Transit;
 - b. Identify LEP communities, and assess the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
 - c. Assess the literacy skills of LEP populations in their native languages in order to determine whether translation of documents will be an effective practice;
 - d. Determine whether LEP persons are underserved due to language barriers.
2. The frequency with which LEP persons using a particular language come into contact with HCT. HCT may assess points of contact with the public through the following:
 - a. Participation in public meetings
 - b. Ridership Surveys
 - c. Customer Service Interactions
3. The nature and importance of the HCT program, activity or service to the person's life. HCT may utilize facilitated meetings with interpreters to determine essential services for LEP individuals.

4. HCT resources and the cost of providing meaningful access. Reasonable steps may cease to be reasonable where the costs imposed substantially exceed the benefits.

Please refer to the 2024 LEP Assessment in Appendix E.

III. LANGUAGE ASSISTANCE PLAN

1. Language assistance includes interpretation, which means oral or spoken transfer of a message from one language into another language; and/or translation, which means the written transfer of a message from one language into another language. HCT will determine when interpretation and/or translation are needed and are reasonable.
2. HCT staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. If a passenger asks for language assistance and the HCT determines that the client is a LEP person and that language assistance is necessary to provide meaningful access, the HCT will make reasonable efforts to provide free language assistance. If reasonably possible, HCT will provide the language assistance in the LEP client's preferred language.
3. HCT has the discretion to determine whether language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access. HCT will periodically assess client needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of clients.

Translation of Documents

- a. The HCT will weigh the costs and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of transportation information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in the LEP group and other relevant factors. HCT will undertake this examination when an eligible LEP group constitutes 5 percent of an eligible client group (for example, 5 percent of households living in the HCT service area) or 1,000 persons, whichever is less.
- b. If HCT determines that translation is necessary and appropriate, HCT will translate vital documents such as consent and complaint forms, denial notices, program eligibility forms, and notices advising LEP individuals of free language

assistance services, the Title VI Plan, and other documents that provide access to essential services.

- c. As opportunities arise, HCT may work with other transportation authorities to share the costs of translating common documents, which may include language groups which do not (yet) reach the threshold level in the HCT passenger population.
- d. HCT will consider technological aids such as Internet-based translation services which may provide helpful, although perhaps not authoritative, translations of written materials.

Audiovisual Materials

HCT will use reasonable efforts to produce or obtain multiple translations of audiovisual materials it uses to inform or educate passengers, residents and other client groups.

Formal Interpreters

When necessary to provide meaningful access for HCT clients, HCT will provide qualified interpreters. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier.

Informal Interpreters

- a. Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of HCT clients. HCT staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However in many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency or conflict of interest.
- b. An LEP person may use an informal interpreter of their own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by HCT. If possible, HCT should accommodate an LEP client's request to use an informal interpreter in place of a formal interpreter.
- c. If an LEP client prefers an informal interpreter, after HCT has offered free interpreter services, the informal interpreter may interpret.

Outside Resources

- a. Outside resources may include community volunteers, or HCT service area residents.
- b. Outside resources may be used for interpreting services at public or informal meetings or events if a timely request has been made.

IV. MONITORING

- a. Hyde County Transit Board of Directors will be asked to review the LEP Plan annually as part of updating the organization's Plan. The review will include:
- b. Reports from the North Carolina Census Bureau for the Hyde County Area Concerning the number of LEP individuals in the service area.
- c. A determination as to whether 5 percent of households or 1,000 persons from HCT client group speak a specific language, which triggers consideration of document translation needs as described above.
- d. Analysis of staff requests for contract interpreters: number of requests, languages requested costs, etc.

V. LEP PLAN DISTRIBUTION AND TRAINING

The LEP Plan will be:

1. Distributed to all HCT Staff.
2. Available in the Hyde County Transit Office Facility.
3. Explained in orientation and training sessions for supervisors and other staff who need to communicate with LAP clients.
4. Included on the Website.

Governing Board Minority Representation Information Minority Representation Table

The table below depicts Hyde County Transit's Governing Board that is appointed by the Board of Commissioners of Hyde and Tyrrell County. Hyde County Transit does not have any non-elected Boards or Committees.

Body	Caucasian	Hispanic	African American	Asian American	Native American
Population	62%	8%	33%	.7%	.2%
HCT Governing Board	63%	9%	28%	0%	0%

B. Efforts to Encourage Minority Participation

Hyde County Transit understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, Hyde county Transit encourages participation of all its citizens. As of May 2024, Hyde County Transit was represented on the transit-related committees/ councils. As vacancies occur on the Governing Board, Hyde County Transit will make efforts to encourage and promote diversity. To encourage participation on its Governing Board or committees as developed, Hyde County Transit will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, Hyde County Transit will use create ways to make participating realistic and reasonable.

Minority Representation Data Collection Form

Hyde County Non-Profit Private Transportation Corporation

Date:

Dear Member,

As a recipient of federal funds, Hyde County Transit is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for Hyde County Transit to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a Governing Board under the jurisdiction of Hyde County Transit, we invite Board members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

II. Notice to the Public

Hyde County Transit

Notifying the Public of Rights Under Title VI

- ✓ Hyde County Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Hyde County Transit system.
- ✓ For more information on the **Hyde County Transit** system's civil rights program, and the procedures to file a complaint, contact 252-926-1637, (TTY 1-800-735-2962); email hydetransit@lycos.com . ; or visit the Hyde County Transit facility located at 20968 US Hwy 264, Swan Quarter, NC 27885.
- ✓ 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.
- ✓ If information is needed in another language, contact 252-926-1637.
Si se necesita información en otro idioma de contacto, 252-926-1637.

Hyde County Transit system's Notice to the Public is posted in the following locations:

- Hyde County Transit Facility
- HCT Passenger Guide
- Agency Website

Title VI/ADA Complaint Procedure

Hyde County Transit system's Complaint Procedure is made available at the following locations:

- Hyde County Transit Facility
- HCT Passenger Guide
- Agency Website

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin, disability by Hyde County Transit may file a Title VI/ADA complaint by completing and submitting the agency's Title VI/ADA Complaint Form. Hyde County Transit investigates complaints received no more than 180 days after the alleged incident. Hyde County Transit will process complaints that are complete.

Once the complaint is received, Hyde County Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Hyde County Transit has 45 days to investigate the complaint. If more information is needed to resolve the case, HCT may contact the complainant.

The complainant has 7 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 7 business days, Hyde County Transit can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

Complaints may be submitted to the following entities:

- **Hyde County Non-Profit Private Transportation Corporation, PO Box 205, Swan Quarter, NC 27885; (252) 926-1637**
- **North Carolina Department of Transportation, Office of Civil Rights, 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 Transit Administration, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg. 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
- **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**

Title VI/American Disabilities Act Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin () Other			
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			

Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, check all that apply:			
<input type="checkbox"/> Federal Agency: _____			
<input type="checkbox"/> Federal Court _____		<input type="checkbox"/> State Agency _____	

<input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

List of Transit Related Title VI Investigations, Complaints and Lawsuits

Subrecipient: Hyde County Non-Profit Private Transportation Corporation		
Contact Person: Beverly Mason- Transportation Director	Signature: 	Date: 6-24-25

Check One:

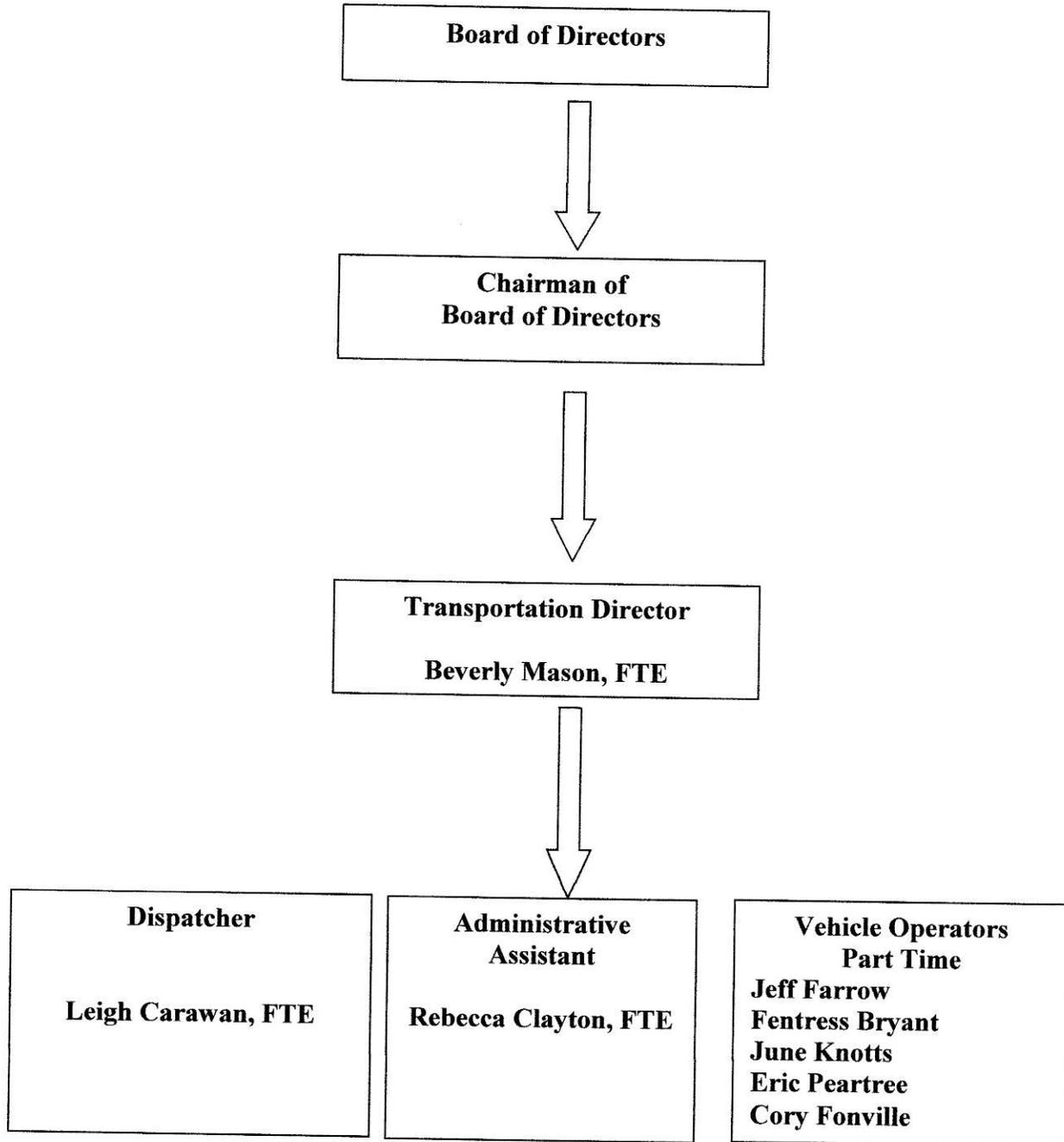
There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

APPENDIX A

**Hyde County Transit
Organizational Chart**



APPENDIX B

KEY COMMUNITY CONTACTS

Contact Name	Community Name	Interest or Affiliation	Also a Board Member? (Y/N)
Roxanna White	Hyde and Tyrrell County	Teleamon	No
Phillip Holloway	Hyde County	Non-Profit Organization	Yes
Michael Adams	Hyde County	NAACP	No

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

Appendix C

Demographics

Appendix D

Certifications and Assurances

Appendix E

Limited English Proficiency Assessment

June 2025

Limited English Proficient (LEP) are individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English. This assessment will include the four factor analysis for LEP:

Factor 1: The number or proportion of eligible LEP Customers

Factor 2: The frequency of contact with LEP Customers

Factor 3: The importance or impact of the contact upon the lives of the person(s) served

Factor 4: The resources available to the organization

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
Total (population 5 years and over):	4466	138+/-	100%	(X)
Speak only English	402	203+/-	91%	5+/- %
Spanish or Spanish Creole:	438	252+/-	9%	6+/- %
Speak English "very well"	237	177+/-	6%	4+/- %
Speak English less than "very well"	201	157+/-	4%	1+/- %

Factor 1

The number of potential LEP customers according to the 2020 US Census for the service area is estimated to be less than 300. A significant portion of the population is transient meaning that they will be here for a short periods of time for work visas at local processing plants.

Factor 2

The frequency of contact in the last year has been minimal with less than 3 passengers utilizing transit services with only 1 rider unable to speak fluent English. Use of service was evenly divided between obtaining supplies and medical treatment.

Factor 3

The minimal contact that has been experienced was gauged of significant importance to 1 individual with a life threatening chronic condition. HCT is currently providing indefinite service to 1 passenger for hemodialysis. Both passengers are able to communicate their needs in English resulting in translations services being unnecessary.

Factor 4

Hyde County Transit has limited resources in reference to translation services or bilingual translators available. There is no availability for professional translators. Even so, we would not be able to predict the usage of with the infrequent need for the service due to the nature of how the reservation system functions. We have found that most Hispanic speaking households bear someone with sufficient English speaking capability. Even if it not proficient, the person speaks well enough for our staff to communicate well enough to take reservations and relay

information to them. However, additional translated language is added to service calendars offering publications in Spanish if requested. Translation services would have to be acquired via internet based translation services as materials and information were requested.