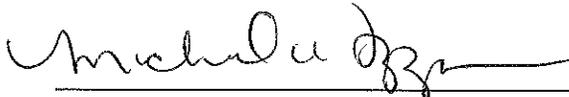


JACKSONVILLE URBAN AREA METROPOLITAN PLANNING ORGANIZATION  
PUBLIC PARTICIPATION PLAN  
APPENDIX C  
TITLE VI POLICY AND DOCUMENTS

Title VI Policy Statement – Jacksonville MPO

It is the policy of the Jacksonville 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.



Michael Lazzara,  
TAC Chairman, Jacksonville MPO

1-31-12

Date

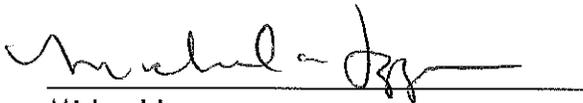
**For more information contact:**

Title VI/EO Coordinator  
Jacksonville MPO  
815 New Bridge Street  
PO Box 128  
Jacksonville, NC 28541-0128  
910-938-5200  
jumpo@ci.jacksonville.nc.us

## Título VI Declaración de Política – Jacksonville MPO

---

Es política del Jacksonville MPO 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.



Michael Lazzara,  
TAC Chairman, Jacksonville MPO

1-31-12

Fecha

**Para más información contactar:**

Titulo VI/EO Coordinador  
Jacksonville MPO  
815 New Bridge Street  
PO Box 128  
Jacksonville, NC 28541-0128  
910-938-5200  
jumpo@ci.jacksonville.nc.us

## Standard Jacksonville MPO Title VI Assurances

---

The Jacksonville MPO (hereinafter referred to as the “Recipient”) HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the US Department of Transportation and the North Carolina Department of Transportation it will comply with the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation. Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, sex, age, national origin or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Departments of Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) (1) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal-Aid Highway Program:

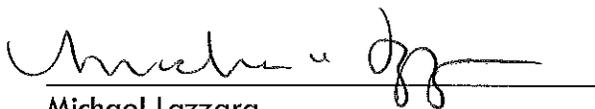
1. That the Recipient agrees that each “program” and each “facility” as defined in subsections 21.23 (b) and 21.23 (e) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations made in connection with the Federal-Aid Highway Program and, in adapted form in all proposals for negotiated agreements:

The NCDOT in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Supplement A of this assurance in every contract subject to the Act and the Regulations.
4. That the Recipient shall insert the clauses of Supplement 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 Supplement C of this assurance, as a covenant running with land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal-Aid Highway Program; and (b) for the construction or use of or access to space on, over or under real property acquired, or improved under the Federal-Aid Highway program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is 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 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 this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient Departments of Transportation under the Federal-Aid Highway Program and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal-Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.



Michael Lazzara,  
TAC Chairman, Jacksonville MPO

1-31-12  
\_\_\_\_\_  
Date

## SUPPLEMENT A

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

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

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

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

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

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

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

(6) **Incorporation of Provisions:** The contractor shall include the provisions of paragraph (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the North Carolina Department of Transportation or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Jacksonville MPO, City of Jacksonville and North Carolina Department of Transportation to enter into such litigation to protect the interests of the City of Jacksonville, North Carolina Department of Transportation, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

## SUPPLEMENT B

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

### **(GRANTING CLAUSE)**

NOW, THEREFORE, the Jacksonville MPO, as authorized by law, and upon the condition that the North Carolina Department of Transportation will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code, the Regulations for the Administration of Federal-Aid for Highways and the policies and procedures prescribed by Federal Highway Administration of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the state of North Carolina all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

### **(HABENDUM CLAUSE)**

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

The state of North Carolina, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, age, sex, color, disability, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on over or under such lands hereby conveyed [,] [and]\* (2) that the state of North Carolina shall use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended [,] and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction.

## SUPPLEMENT C

The following clauses shall be included in all deeds, licenses, leases, permits or similar instruments entered into by the Jacksonville MPO pursuant to the provisions of Assurance 6(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for himself, his heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Jacksonville MPO -Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

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

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

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by the North Carolina Department of Transportation pursuant to the provisions of Assurance 6(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for himself, his personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds, and leases add "as a covenant running with the land") that (1) no person on the ground of race, sex, age, color, disability, or national origin shall be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over or under such land and the furnishing of services thereon, no person on the ground of race, sex, age, color, disability, or national origin shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964), and as said Regulations may be amended.

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

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

U.S. Department of Justice regulations, 28 Code of Federal Regulations, Section 42.405, Public Dissemination of Title VI Information, require recipients of Federal financial assistance to publish or broadcast program information in the news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by transportation projects.

The Jacksonville MPO hereby gives public notice that it's the policy of the Department to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, Executive Order 13166 *Improving Access to Services for Persons with Limited English Proficiency*, and related nondiscrimination statutes and regulations in all programs and services. It is the Department's policy that no person in the United States shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which Jacksonville MPO receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with the Jacksonville MPO. Any such complaint must be in writing or in person with **Jacksonville MPO, Title VI Coordinator, PO Box 128, Jacksonville, NC 28541**, within one hundred eighty (180) days following the date of the alleged discrimination occurrence. Title VI Discrimination Complaint forms may be obtained from the Office of Civil Rights at no cost by calling **910-938-5200**, or via internet at [jumpo@ci.jacksonville.nc.us](mailto:jumpo@ci.jacksonville.nc.us).

## JACKSONVILLE MPO'S TÍTULO VI COMUNICACIÓN PÚBLICA

El Departamento de Justicia de regulaciones de EU, Código 28 de Regulaciones Federales, Sección 42.405, Difusión Pública del Título VI de la información, exigen que el beneficiario de la ayuda financiera del gobierno federal publique o difunda la información del programa a los medios de comunicación. Los anuncios deben indicar que el programa es un programa de igualdad de oportunidades y / o indicar que la ley federal prohíbe la discriminación. Además, deben tomarse pasos razonables para publicar la información en los idiomas de la población a la cual servirán, o que puedan ser directamente afectadas por los proyectos de transporte.

El Jacksonville MPO notifica públicamente que es política del Departamento asegurar el pleno cumplimiento del Título VI del Acta de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987, la Orden Ejecutiva 12898 Dirección Federal de Acciones para la Justicia Ambiental en Poblaciones minoritarias y poblaciones de bajos ingresos, la Orden Ejecutiva 13166 Mejorar el acceso a los Servicios para Personas con Inglés Limitado, y de los estatutos y reglamentos relacionados con la no discriminación en todos los programas y servicios. El Departamento está comprometido a ofrecer oportunidades de participación significativa en sus programas, servicios y actividades a las minorías, poblaciones de bajos recursos y personas que no dominan bien el idioma Inglés. Además, reconocemos la necesidad de evaluar el potencial de impactos a estos grupos a través del proceso de toma de decisiones, así como la obligación de evitar, minimizar y mitigar impactos adversos en los que son desproporcionadamente altos. Es política del Departamento que ninguna persona en los Estados Unidos, por motivos de raza, color, sexo, edad, nivel de ingresos, origen nacional o discapacidad sea excluido de la participación en, sea negado los beneficios de, o sea de otra manera sujeto a discriminación bajo cualquier programa, actividades o servicios para los que Jacksonville MPO recibe asistencia financiera federal.

Cualquier persona que crea haber sido maltratada por una práctica discriminatoria ilegal en virtud del Título VI tiene derecho a presentar una queja formal con JACKSONVILLE MPO. Cualquier queja debe ser por escrito o en persona con **Jacksonville MPO, Title VI Coordinador, PO Box 128, Jacksonville, NC 28541**, dentro de los ciento ochenta (180) días siguientes a la fecha en que ocurrió la supuesta discriminación. Los formatos de quejas por discriminación del Título VI pueden obtenerse en la Oficina de Derechos Civiles sin costo alguno o llamando al **910-938-5200**, o a través de Internet en [jumpo@ci.jacksonville.nc.us](mailto:jumpo@ci.jacksonville.nc.us).

## TITLE VI VOLUNTARY PUBLIC INVOLVEMENT FORM – JACKSONVILLE MPO

SUPPLEMENT E

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

<b>Meeting Type:</b> <b>Location:</b>	<b>Date:</b>
<b>TIP No.:</b> <b>Project Description:</b>	

In accordance with Title VI of the Civil Rights Act of 1964 and related authorities, the Jacksonville MPO assures that no person(s) shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any of the organization's programs, policies, or activities, based on their race, color, national origin, disability, age, income, or gender.

**Completing this form helps meet our data collection and public involvement obligations under Title VI and NEPA, and will improve how we serve the public.** Please hand the completed form to a Jacksonville MPO staff person or mail it to the City of Jacksonville MPO, Title VI Coordinator at PO Box 128, Jacksonville, NC 28541-0128.

All forms will remain on file at the Jacksonville MPO as part of the public record.

<b>Zip Code:</b> _____	<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Street Name:</b> (i.e. Main Street) _____	<b>Age:</b> <input type="checkbox"/> Less than 18 <input type="checkbox"/> 45-64 <input type="checkbox"/> 18-29 <input type="checkbox"/> 65 and older <input type="checkbox"/> 30-44
<b>Total Household Income:</b> <input type="checkbox"/> Less than \$12,000 <input type="checkbox"/> \$47,000 – \$69,999 <input type="checkbox"/> \$12,000 – \$19,999 <input type="checkbox"/> \$70,000 – \$93,999 <input type="checkbox"/> \$20,000 – \$30,999 <input type="checkbox"/> \$94,000 – \$117,999 <input type="checkbox"/> \$31,000 – \$46,999 <input type="checkbox"/> \$118,000 or greater	<b>Disabled:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Race/Ethnicity:</b> <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other (please specify): _____	<b>National Origin:</b> (if born outside the U.S.) <input type="checkbox"/> Mexican <input type="checkbox"/> Central American: _____ <input type="checkbox"/> South American: _____ <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Korean <input type="checkbox"/> Other (please specify): _____

For more information regarding Title VI or this request, please contact the Jacksonville MPO, Title VI Coordinator at (910) 938-5200 or by email at [jumpo@ci.jacksonville.nc.us](mailto:jumpo@ci.jacksonville.nc.us).

Thank you for your participation!

## TÍTULO VI ENCUESTA DE PARTICIPACIÓN PÚBLICA – JACKSONVILLE MPO

SUPPLEMENT E

El llenado de este formato es completamente voluntario. Usted no está obligado a proporcionar la información solicitada con el fin de participar en esta reunión.

<b>Tipo de Reunión:</b>	<b>Fecha:</b>
<b>Lugar de la Reunión:</b>	
<b>TIP No.:</b>	
<b>Descripción del Proyecto:</b>	

De conformidad con el Título VI del Acta de Derechos Civiles de 1964 y otras disposiciones de derechos civiles de la ley Federal estatutaria, el Jacksonville MPO asegura que ninguna persona(s) afectada por sus programas, políticas o actividades, quedarán excluidos de su participación en, negada de los beneficios de, o sometidos a la discriminación por motivos de raza, color, origen nacional, discapacidad, edad, ingresos o género.

**Cumpla con sus obligaciones legales para la recopilación de datos y la participación del público en virtud del Título VI y NEPA.** Por favor deposite el formato llenado en la casilla designada en la mesa de registro o envíe por correo a Jacksonville MPO, Title VI Coordinador at PO Box 128, Jacksonville, NC 28541-0128.

Los formatos completados serán guardados en los archivos de Jacksonville MPO como parte del registro público.

<b>Código Postal:</b> _____	<b>Sexo:</b> <input type="checkbox"/> Masculino <input type="checkbox"/> Femenino
<b>Nombre de la Calle: (ej. Main Street)</b> _____	<b>Edad:</b> <input type="checkbox"/> Menor de 18 <input type="checkbox"/> 45-64 <input type="checkbox"/> 18-29 <input type="checkbox"/> 65 o Mayor <input type="checkbox"/> 30-44
<b>Ingreso Total del Hogar:</b> <input type="checkbox"/> Menos de \$12,000 <input type="checkbox"/> \$47,000 – \$69,999 <input type="checkbox"/> \$12,000 – \$19,999 <input type="checkbox"/> \$70,000 – \$93,999 <input type="checkbox"/> \$20,000 – \$30,999 <input type="checkbox"/> \$94,000 – \$117,999 <input type="checkbox"/> \$31,000 – \$46,999 <input type="checkbox"/> \$118,000 o Mayor	<b>Discapacidad:</b> <input type="checkbox"/> Si <input type="checkbox"/> No
<b>Raza/Etnicidad:</b> <input type="checkbox"/> Blanco <input type="checkbox"/> Afro Americano <input type="checkbox"/> Asiático <input type="checkbox"/> Indio Americano/Nativo de Alaska <input type="checkbox"/> Nativo de Hawaii/Islands del Pacífico <input type="checkbox"/> Hispano/Latino <input type="checkbox"/> Otra (por favor especifique): _____	<b>Nacionalidad de Origen: (Si nació fuera de los EU)</b> <input type="checkbox"/> Mexicano <input type="checkbox"/> Centro Americano: _____ <input type="checkbox"/> Sudamericano: _____ <input type="checkbox"/> Puertorriqueño <input type="checkbox"/> Chino <input type="checkbox"/> Vietnamita <input type="checkbox"/> Coreano <input type="checkbox"/> Otro (por favor especifique): _____

Para más información relacionada con el Título VI o este proceso, por favor contacte a Jacksonville MPO Título VI al teléfono (910) 938-5200o por correo electrónico [jumpo@ci.jacksonville.nc.us](mailto:jumpo@ci.jacksonville.nc.us).

¡Gracias por su cooperación!

## INTRODUCTION

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

The Jacksonville 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. The option of informal mediation meeting(s) between the affected parties and the OCR staff may be utilized for resolution. Upon completion of each investigation, the OCR 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 Jacksonville MPO for processing complaints under Title VI of the Civil Rights Act of 1964, related statutes and authorities.

## FILING OF COMPLAINTS

1. **Applicability** – The complaint procedures apply to the beneficiaries of the JACKSONVILLE MPO's programs, activities, and services, including but not limited to the public, contractors, subcontractors, consultants, and other sub-recipients of federal and state funds.
2. **Eligibility** – Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities, based upon race, color, sex, age, national origin, or disability may file a written complaint with JACKSONVILLE MPO's Civil Rights Office. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative and must be in writing.
3. **Time Limits and Filing Options** – A complaint must be filed no later than 180 calendar days after the following:
  - The date of the alleged act of discrimination; or
  - The date when the person(s) became aware of the alleged discrimination; or
  - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Title VI complaints may be submitted to the following entities:

- **Jacksonville MPO**, Title VI Coordinator, 815 New Bridge Street, PO Box 128, Jacksonville, NC 28541-0128, 910-938-5200
- **North Carolina Department of Transportation**, Office of Civil Rights, Title VI/EO Contract Compliance Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453
- **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070

**Federal Highway Administration**, Office of Civil Rights, 1200 New Jersey Avenue, SE, 8<sup>th</sup> Floor, E81-314, Washington, DC 20590, 202-366-0693 / 366-0752

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

**Federal Transit Administration**, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg. 5<sup>th</sup> 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

4. **Format for Complaints** – Complaints shall be in **writing** and **signed** by the complainant(s) or a representative and include the complainant’s name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing (see “**Complaint Form**” in **Appendix G**). Complaints will be accepted in other languages including Braille.
5. **Complaint Basis** – Allegations must be based on issues involving race, color, national origin, sex, age, or disability. The term “basis” refers to the complainant’s membership in a protected group category.

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

## INTERNAL COMPLAINT PROCESS

1. **Initial Contact** – As resources, OCR will provide complainants with an explanation of the filing options, information concerning the discrimination complaint process and a Title VI Discrimination Complaint Form.
2. **The Complaint Review Process**
  - a. The Title VI Section will review complaints upon receipt to ensure that relevant information is provided, the complaint is timely, and satisfies jurisdictional requirements.
  - b. 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.
  - c. The Title VI Section will investigate all complaints filed against Jacksonville MPO’s contractors, subcontractors, consultants, and other sub-recipients.

- d. Complaints filed against the JACKSONVILLE MPO will be forwarded to the appropriate federal agency for processing and investigation.
- e. 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.
- f. 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.
- g. A letter is sent to the Division Engineer when the complainant(s) or respondent(s) are located in a division office. If the parties are located in Headquarters, the manager will be informed that a complaint was filed; the letter will list the names of the parties involved, the basis of the complaint, and the assigned investigator.

## **INVESTIGATION**

### **1. Investigative Plan**

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.

### **2. 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.

### **3. 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.

### **4. 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 Manager 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 Manager will review the file and investigative report. Subsequent to the review, the Title VI Manager will submit the investigative reports, investigative files, and recommended decisions to the Director of OCR.
- Upon the Director's approval, the investigative report and recommended decisions shall be forwarded to FHWA for a final agency decision.

## RECORDS

All records and investigative working files will be maintained in a confidential area within the OCR. Records are kept for four years internally, and then archived for a period of ten years at the State Records Center.

## PROCESO DE QUEJAS POR DISCRIMINACIÓN

### INTRODUCCIÓN

Los procedimientos de quejas presentadas en este documento se aplican al JACKSONVILLE MPO y otros destinatarios principales y los sub-receptores que reciben ayuda Federal. Estos procedimientos se aplicarán a las quejas por discriminación presentadas en virtud del Título VI del Acta de Derechos Civiles de 1964, Ley de Restauración de Derechos Civiles de 1987, la Sección 504 del Acta de Rehabilitación de 1973, y autoridades de la no discriminación en relación con cualquier otro actividades, programa, o servicios administrados por el JACKSONVILLE MPO y sus sub-receptores, consultores y contratistas.

JACKSONVILLE MPO hará todo lo posible para obtener pronta resolución de las quejas en el nivel más bajo posible de administración. Denuncias de presunta discriminación serán investigadas por las autoridades competentes. La opción de reunión(es) de mediación informal entre las partes afectadas y el personal de OCR puede ser utilizada para su resolución. Al término de cada investigación, el personal de la OCR informará a cada demandante todas las vías de recurso.

### PROPÓSITO

El propósito de los procedimientos de denuncia por discriminación es describir el proceso utilizado por la JACKSONVILLE MPO para tramitar las quejas en virtud del Título VI del Acta de Derechos Civiles de 1964, relacionados con los estatutos y las autoridades.

### PRESENTACIÓN DE QUEJAS

1. **Aplicación** – Los procedimientos de queja aplican a los beneficiarios de los programas de la JACKSONVILLE MPO, actividades y servicios, incluyendo pero no limitando a la opinión pública, contratistas, subcontratistas, consultores y otros sub-receptores de fondos federales y estatales.
2. **Eligibilidad** – Cualquier persona o grupo de personas que crea haber sido objeto de discriminación o represalia prohibida por alguna de las autoridades de Derechos Civiles, basada en la raza, color, sexo, edad, origen nacional o discapacidad, puede presentar una queja por escrito a la Oficina de Derechos Civiles de la JACKSONVILLE MPO. La ley prohíbe la intimidación o represalias de ningún tipo. La denuncia podrá ser presentada por la persona afectada o un representante y debe ser por escrito.
3. **Plazos y opciones de presentación** – La queja debe ser presentada a más tardar 180 días naturales después de lo siguiente:
  - La fecha del supuesto acto de discriminación; o
  - La fecha en que la persona(s) se dió cuenta de la supuesta discriminación; o
  - Cuando ha sido un curso continuo de conducta, la fecha en que dicho comportamiento se interrumpió o en el último ejemplo de dicha conducta.

Título VI las quejas podrán presentarse a las siguientes entidades:

- **Jacksonville MPO**, Title VI Coordinator, 815 New Bridge Street, PO Box 128, Jacksonville, NC 28541-0128, 910-938-5200
- **North Carolina Department of Transportation**, Office of Civil Rights, Title VI/EO Contract Compliance Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453
- **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070
  - Federal Highway Administration**, Office of Civil Rights, 1200 New Jersey Avenue, SE, 8<sup>th</sup> Floor, E81-314, Washington, DC 20590, 202-366-0693 / 366-0752
  - Federal Highway Administration**, North Carolina Division Office, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010
  - Federal Transit Administration**, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg. 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
  - Federal Aviation Administration**, Office of Civil Rights, 800 Independence Avenue, SW, Washington, DC 20591, 202-267-3258
- **US Department of Justice**, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228

**4. Formato de Quejas** – Las denuncias deberán ser **por escrito y firmadas** por el denunciante (s) o un representante, e incluir el nombre del autor, dirección y número de teléfono. Las denuncias recibidas por fax o correo electrónico serán confirmadas y procesadas. Las denuncias recibidas por teléfono serán transcritas y proporcionadas al denunciante para la confirmación o su revisión antes de ser procesadas.

(Se consulte **Appendix G**). Quejas seran aceptadas en otros lenguajes, incluyendo Braille.

**5. Fundamento de la Queja**– Las denuncias deberán basarse en cuestiones relacionadas con la raza, color, origen nacional, sexo, edad o discapacidad. El término "fundamento" se refiere a la pertenencia del autor de la queja en una categoría del grupo protegido.

<b>Grupo Protegido</b>	<b>Definición</b>	<b>Ejemplos</b>
Raza	Un individuo perteneciente a uno de los grupos raciales aceptados; o la percepción, basada generalmente en las características físicas de que una persona es miembro de un grupo racial.	Afro Americano, Hispano/Latino, Asiático, Indio Americano/Nativo de Alaska, Nativo de Hawai/Islands del Pacífico, Blanco.
Color	Color de piel, incluyendo tono de piel dentro de un grupo racial.	Negro, blanco, moreno claro, moreno oscuro, etc.
Origen Nacional	Lugar de Nacimiento. La ciudadanía no es un factor. La discriminación basada en el idioma o acento de una persona también está cubierta por el origen nacional.	Mexicanos, cubanos, japoneses, vietnamitas, chinos.
Sexo	Género.	Mujer y hombre.
Edad	Personas de cualquier edad.	Personas de 21 años
Discapacidad	Disabilidad física o mental, permanente o temporal, o percibida.	Ciego, alcohólico, para-amputado, epilépticos, diabéticos, artríticos



## Jacksonville MPO DISCRIMINATION COMPLAINT FORM

Last Name:		First Name:		<input type="checkbox"/> Male	
				<input type="checkbox"/> Female	
Mailing Address:			City	State	
				Zip	
Home Telephone:		Work Telephone:	E-mail Address		
Identify the Category of Discrimination:					
<input type="checkbox"/> RACE	<input type="checkbox"/> COLOR	<input type="checkbox"/> NATIONAL ORIGIN	<input type="checkbox"/> AGE		
<input type="checkbox"/> RELIGION	<input type="checkbox"/> DISABILITY	<input type="checkbox"/> SEX/GENDER			
Identify the Race of the Complainant					
<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian American		
<input type="checkbox"/> American Indian	<input type="checkbox"/> Alaskan Native	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> Other _____		
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.					
Names of individuals responsible for the discriminatory action(s):					
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary).					
The law prohibits intimidation or <b>retaliation</b> against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation					
Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).					
Name      Address      Telephone					
1.					
2.					
3.					
4.					

# DISCRIMINATION COMPLAINT FORM

Page 2

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.	
<input type="checkbox"/> US Equal Employment Opportunity Commission _____	
<input type="checkbox"/> Federal Highway Administration _____	
<input type="checkbox"/> US Department of Transportation _____	
<input type="checkbox"/> North Carolina Department of Transportation _____	
<input type="checkbox"/> Federal or State Court _____	
<input type="checkbox"/> Other _____	
Have you discussed the complaint with any JACKSONVILLE MPO representative? If yes, provide the name, position, and date of discussion.	
Please provide any additional information that you believe would assist with an investigation.	
Briefly explain what remedy, or action, are you seeking for the alleged discrimination.	
<b>**WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.</b>	
_____	_____
<b>COMPLAINANT'S SIGNATURE</b>	<b>DATE</b>
<b>MAIL COMPLAINT FORM TO:</b>	
Jacksonville MPO	
TITLE VI/EO CONTRACT COORDINATOR	
PO Box 128	
City Hall 815 New Bridge Street	
JACKSONVILLE, NC 28541-0128	
or call	
910-938-5200	
<b>FOR OFFICE USE ONLY</b>	
Date Complaint Received: _____	
Processed by: _____	
Case #: _____	
Referred to: <input type="checkbox"/> NCDOT	Date Referred: _____



## Jacksonville MPO FORMATO DE QUEJAS POR DISCRIMINACIÓN

Apellido:		Nombre:		<input type="checkbox"/> Hombre
				<input type="checkbox"/> Mujer
Dirección:		Ciudad	Estado	Código Postal
Teléfono de Casa:	Teléfono de Trabajo:	Dirección de correo electrónico		
Identificar la categoría de la Discriminación:				
<input type="checkbox"/> RAZA	<input type="checkbox"/> COLOR	<input type="checkbox"/> ORIGEN NACIONAL	<input type="checkbox"/> EDAD	
<input type="checkbox"/> RELIGIÓN	<input type="checkbox"/> DISCAPACIDAD	<input type="checkbox"/> SEXO/GÉNERO		
Identificar la Raza del Demandante				
<input type="checkbox"/> Afro Americano	<input type="checkbox"/> Blanco	<input type="checkbox"/> Hispano	<input type="checkbox"/> Asiático Americano	
<input type="checkbox"/> Indio Americano	<input type="checkbox"/> Nativo de Alaska	<input type="checkbox"/> Islas del Pacífico	<input type="checkbox"/> Otra _____	
Fecha y lugar de la acción discriminatoria alegada(s). Por favor, incluya la fecha más antigua de la discriminación y la fecha más reciente de la discriminación.				
Nombre de las personas responsables de la acción discriminatoria (s):				
¿Cómo fué discriminado? Describir la naturaleza de la acción, decisión, o condiciones de la supuesta discriminación. Explicar lo más claramente posible lo que ocurrió y por qué usted cree que su condición de protección (fundamento) fué un factor en la discriminación. Incluya de qué manera otras personas fueron tratadas de manera diferente a usted. (Si es necesario adjunte páginas adicional (es)).				
La ley prohíbe la intimidación o <b>represalias</b> contra cualquier persona porque él o ella ha tomado medidas, o ha participado activamente, para garantizar los derechos protegidos por estas leyes. Si usted siente que ha sido víctima de represalias, además de la supuesta discriminación, por favor explique las circunstancias a continuación. Explique qué medidas tomó usted que cree que fueron la causa de las supuestas represalias.				
Nombre de las personas (testigos, compañeros de trabajo, supervisores, u otros) que podemos contactar para obtener información adicional y apoyar o aclarar su queja: (Adjuntar pagina(s) adicional(es), si es necesario).				
Nombre Dirección Teléfono				
1.				
2.				
3.				
4.				

# FORMATO DE QUEJAS POR DISCRIMINACIÓN

Página 2

¿Ha presentado o tiene intenciones de presentar una queja con respecto a cualquiera de las siguientes cuestiones planteadas? En caso afirmativo, indique la fecha de presentación. Marque todas las que aplican.

- US Comisión de Igualdad de Oportunidades de empleo \_\_\_\_\_
- Administración de Carreteras Federales \_\_\_\_\_
- US Departamento de Transporte \_\_\_\_\_
- North Carolina Departamento de Transporte \_\_\_\_\_
- Corte Federal o Estatal \_\_\_\_\_
- Otros \_\_\_\_\_

¿Ha discutido la denuncia con algún representante de JACKSONVILLE MPO? En caso afirmativo, indique el nombre, puesto, y fecha de la discusión.

Por favor proporcione cualquier información adicional que considere usted pueda ayudar a una investigación.

Explique brevemente qué remedio, o acción, está usted buscando debido a la supuesta discriminación.

**\*\* NO PODEMOS ACEPTAR QUEJAS SIN FIRMAR. POR FAVOR INCLUYA SU FIRMA Y FECHA EN EL SIGUIENTE FORMATO.**

\_\_\_\_\_  
**FIRMA DEL SOLICITANTE**

\_\_\_\_\_  
**FECHA**

### ENVÍE SU FORMATO DE QUEJA A:

Jacksonville MPO  
TITLE VI/EO CONTRACT COORDINATOR  
PO Box 128  
City Hall 815 New Bridge Street  
JACKSONVILLE, NC 28541-0128

or call  
910-938-5200

### FOR OFFICE USE ONLY

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

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

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

Referred to:  NCDOT      Date Referred: \_\_\_\_\_

OCR (Rev. 10/10)



**Jacksonville Urban Area**  
Metropolitan Planning Organization

## **Title VI JACKSONVILLE MPO Complaint Log**

Horizontal Orientation  
Replace Page

# JACKSONVILLE URBAN AREA METROPOLITAN PLANNING ORGANIZATION LIMITED ENGLISH PROFICIENCY PLAN

Jacksonville MPO focuses on making it easy and convenient for our clients to overcome any language barrier by receiving immediate response to their communications requirements. Jacksonville MPO believes in providing the most qualified, reliable, dependable and professional services available for our Non-English Speaking clients.

Jacksonville MPO has contracted with Fluent Language Solutions for the following services:

- Foreign Language Interpreting
- Sign Language (ASL) Interpreting
- Telephone Interpreting (Connected in 30 seconds or less)
- Video Interpreting for Deaf Communication
- Document Translating (Medical, Legal, Technical, Business)
- Services available in more than 190 difference languages
- Immediate Need 24 hours per day – 7 days a week – 365 days per week
- Licensed Interpreters

## **Quick service for telephone interpreting:**

DIAL 800-821-3420:

Provide the operator with the access code: 230574

On-Demand Foreign Language Interpreting

Have the Non-English speaking person with you (or on another line)

Foreign Language required and an interpreter will be connected

## **On-Site Interpreting**

To schedule on-site interpreting services for Foreign or Sign Language contact Fluent Language Solutions and they will provide the services

## **Document Translation**

To schedule document translation services or receive a free quote we contact the translations department at 704-532-7446 or 888-225-6056.

# Jacksonville MPO

## LEP Plan

Jacksonville MPO se centra en lo hacer fácil y conveniente para nuestros clientes para vencer cualquier barrera del idioma por respuesta inmediata recipiente a sus requisitos de comunicaciones. Jacksonville MPO cree en proporcionar el más calificado, seguro, fiable y profesional atiende a disponible para nuestro No-inglés que Habla a clientes.

Jacksonville MPO ha contratado con Soluciones con soltura de Idioma para los servicios siguientes:

- El Idioma Extranjero que Interpreta
- Firme el Idioma (ASL) Interpretando
- Telefonee Interpretar (Conectado en treinta segundos o menos)
- El video que Interpreta para la Comunicación Sorda
- Documento Traducir (Médico, Legal, Técnico, el Negocio)
- Los servicios disponibles en más de ciento noventa idiomas de diferencia
- La necesidad inmediata veinte cuatro horas por día – siete días por semana – trescientos sesenta cinco días a la semana
- Intérpretes licenciados

El servicio rápido para interpretar de teléfono:

LLAME 800-821-3420:

- Proporciona al operario con el código de acceso: 230574
- A solicitud el Idioma Extranjero que Interpreta
- Tenga el No-inglés que habla a persona con usted (o en otra línea)
- El Idioma extranjero requirió y un intérprete será conectado

Interpretar Local

Para planificar interpretar local los servicios para Extranjero o lenguaje por señas contacta Soluciones con soltura de Idioma y ellos proporcionarán los servicios

Document Translation

Para planificar los servicios de traducción de documento o recibir una cita libre que contactamos el departamento de traducciones en 704-532-7446 o 888-225-6056.

Insert Fluent Solutions Contract HERE

5 pages









## Title VI Data Collection Process – Jacksonville MPO

---

The Jacksonville Metropolitan Planning Organization will collect and maintain data pertaining to race, color, sex, age, national origin and/or disability to ensure that no particular group is excluded from participation in, denied the benefits of and/or inordinarily impacted by the metropolitan transportation planning processes. Only regularly updated reputable sources of demographic data will be used to evaluate Title VI compliance. Collection, evaluation and display of demographic data will occur following the process outlined below:

1. Base year demographic data will come from the U.S. Decennial Census, collected by the Jacksonville MPO staff in ArcGIS and/or Microsoft Excel format.
2. Thematic base maps will be prepared showing the geographic distributions of race, age, sex, national origin and disability trends within the metropolitan area. Data represented on the base maps will also be available in tabular format to facilitate detailed analysis as needed.
3. Base maps will be updated biannually using American Community Survey data from the U.S. Census Bureau, supplemented by data from the North Carolina State Office of Budget and Management as needed.
4. Printed copies of each base map will be displayed in Jacksonville City Hall and available on the Jacksonville MPO web page for download.
5. More detailed base mapping and data collection may be needed to support specific transportation planning initiatives. The need for supplemental base mapping and data collection will be determined by the Jacksonville MPO Administrator in consultation with the NCDOT Office of Civil Rights.