



Town of Cary

Title VI Program

for GoCary Service

Updated January 2026



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Introduction

GoCary History

In 2001, the Town of Cary began its C-Tran Door to Door demand response transportation services town-wide for seniors and persons with disabilities. This service also included out of town trips for medical, educational, and employment trips for eligible customers. The service was so popular that in 2002 the Town expanded the service to the general public. Cary hired its first full-time transportation coordinator in July 2003 to handle all planning, administration, marketing, grants management and oversight of the transit contract and operations.

In 2005 the Town Council approved a public fixed route bus system comprised of five routes to augment the Door to Door services and provide the public transit service for the general public.

In 2007, C-Tran added the Maynard Loop counterclockwise route to provide service in both directions on Maynard Road, decorative passenger shelters were installed at high ridership locations, and additional Town staff was hired to aid in managing the system. Council approved an expanded fixed route service on Route 4 along High House Road extending it to NC Highway 55.

In February 2013, C-Tran reached the significant milestone of providing more than one million passenger trips on the fixed route service. C-Tran was rebranded in October 2016 to GoCary for fixed route service and GoCary Door to Door for demand response service, as part of a regional branding initiative.

In August 2017, GoCary added expanded midday service on four routes with funding from the Wake Transit Plan, a countywide sales tax to fund transit improvements. GoCary also added Sunday service on both fixed-route and Door to Door at this time.

In January 2021, GoCary added two new fixed routes, including the new Weston Parkway local route (Route 7) and the Apex-Cary Express (ACX) route operating on weekdays during peak periods only. A new pilot route (Route 8) was also implemented that operates two days per week, in an effort to connect senior living communities and wellness locations. The pilot was extended to give the route additional time prior to final performance evaluation due to the COVID-19 pandemic, however this route was later discontinued in January 2025 due to low ridership.

In June 2024 a new Downtown Loop was implemented Thursdays through Sunday, to provide a circulator service throughout Downtown Cary to facilitate shopping and events.

In November 2025, GoCary added two new fixed routes, transitioning the ACX route to an all-day local route and a new route connecting downtown Cary with the North Carolina State University Centennial Biomedical Campus in Raleigh.

GoCary will continue to strive for improvement in the delivery of our public transit services through detailed analysis of efficiency, effectiveness, customer service, safety and customer feedback.

GoCary Title VI Program Objectives

Title VI activities are mandated by the federal government to ensure that people of all races, income levels, ages, and abilities have an equal voice in the planning and project delivery processes and receive equal benefit from the results of such planning. Cary is actively engaged in Title VI activities as a direct recipient of federal funding. Cary has developed a robust Title VI program, the goal of which is to ensure all people have a meaningful role in processes associated with the delivery of the Town's transit services.

All federal transit funding recipients are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 forbids discrimination against anyone in the United States because of race, color, or national origin by any agency receiving Federal funds. The Federal-Aid Highway Act of 1973 added the requirement that there be no discrimination on the grounds of sex. Additionally, the Civil Rights Restoration Act of 1987 defined the word "program" to make clear that discrimination is prohibited through an entire agency if any part of the agency receives Federal financial assistance.

Cary expects every manager, contractor, and employee engaged in activities funded through federal-aid administered by Cary to be aware of and apply the intent of Title VI in performing assigned duties.

This Program outlines the requirements, roles, method of administration, and analysis that support Cary's Title VI objectives. Cary operates under the premise that it is imperative that it develop transit services that are responsive to the needs and priorities of all Cary citizens. To facilitate a thorough understanding of associated activities, definitions are provided in Attachment A. The Title VI Program will be developed no less than every three years in accordance with federal regulation. The federal authorities governing Cary's non-discrimination obligations are outlined in the following section.

Non-Discrimination Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance (implementation through 23 C.F.R. §200.9 and 49 C.F.R. § 21).

Section 162(a) of the Federal-Aid Highway Act of 1973 added the requirement that there be no discrimination on the grounds of sex.

Section 504 of the Rehabilitation Act of 1973 provides nondiscrimination under Federal grants and programs.

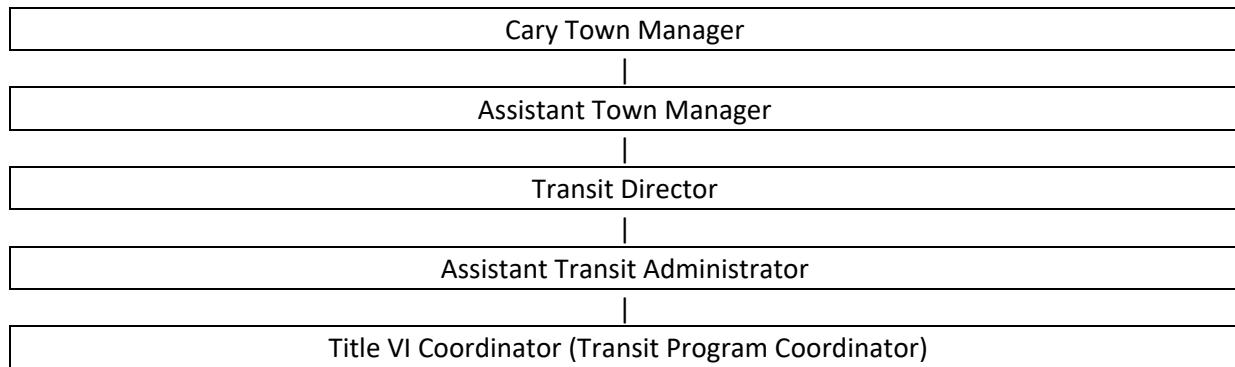
The Age Discrimination Act of 1975 prohibits discrimination in federally assisted Programs.

The Civil Rights Restoration Act of 1987, Public Law 100-209 provides clarification on the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Civil Rights Restoration Act restores the broad, institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients and contractors, whether such programs and activities are federally assisted or not.

Overview of Roles

Designation of Title VI Coordinator

The Title VI Coordinator is responsible for the overall Title VI Program implementation. This Title VI Coordinator is appointed by the Transit Director and reports directly to the Assistant Transit Administrator on all Title VI issues. Staff in other Cary program areas may assist the Title VI Coordinator with program implementation and resolution of Title VI issues. The Transit Director has appointed the Transit Program Coordinator as the Title VI Coordinator. The Title VI Coordinator will also serve as the Limited English Proficiency Coordinator for Cary. The Assistant Transit Administrator assists the Transit Program Coordinator in carrying out the Title VI and LEP responsibilities.



Title VI Coordinator Roles and Responsibilities

The Title VI Coordinator plays a lead role in the development and implementation of the Title VI Program. The Coordinator provides leadership and guidance to ensure nondiscrimination in Cary programs, activities and services, and promotes the participation of all people regardless of race, color or national origin.

The Title VI Coordinator, through the provision of guidance and technical assistance on Title VI matters, has overall program responsibility for Title VI compliance including:

- Promptly processing and resolving Title VI complaints;
- Collecting statistical data (race, color and national origin) of participants in and beneficiaries of Cary programs, activities, and services;
- Identifying and addressing discrimination when found to exist;
- Conducting fare and service analyses when necessary;
- Promptly resolving areas of deficiency in Title VI matters;
- Coordinating the development and implementation of Title VI and related statutes training programs;
- Developing Title VI information for public dissemination, where appropriate, in languages other than English;
- Monitoring Cary LEP Plan and program activities for compliance with Title VI and related statutes.

Title VI Policy Statement

It is the policy of Cary to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Cary's transit programs has a right to file a formal complaint with Cary. Any such complaint must be in writing and submitted to the Cary Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

System-wide Service Standards and Policies

The following service standards and policies are meant to ensure that transit services and amenities are distributed on a non-discriminatory basis throughout the system. Service standards are regularly monitored by Cary staff to ensure non-discrimination in the distribution of transit services and amenities.

Vehicle Load

Vehicle Load is the ratio of the number of passengers on a vehicle to the number of seats. GoCary operates multiple fixed-route vehicle types containing different capacities for both seated and standing riders. GoCary fixed-route services are not to exceed the manufacturer's recommended guidelines for vehicle load. During most trips, it is expected that all fixed-route passengers have a seat on the vehicle (a vehicle

load maximum of 1.0). However, during peak periods of heavily utilized routes, standees are acceptable as long as the load does not exceed 150% of the seated capacity of the vehicle (a load maximum of 1.5).

The maximum vehicle load for Door to Door is 1.0 at all times. Due to the focus on disabled and senior ridership, every passenger is expected to have a seat available to them on Door to Door trips.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into revenue service throughout the transit system. This policy measures assignment of transit vehicles considering the age of the vehicle, type of fuel used, and the number of seats in the vehicle. All buses are low-floor and equipped with climate control, ramps, and automated bus stop annunciators.

Vehicle assignments are often subject to change based on both the vehicles scheduled and incidental maintenance.

Vehicle assignments are routinely rotated throughout the system. However, there may be some exceptions to this policy. GoCary has a pilot transit signal priority project in place along the Route 5 Kildaire Farm Road corridor and plans to expand transit signal priority to the rest of the fixed route fleet in 2026.

Vehicle Headway

Vehicle headway is defined as “the amount of time between two vehicles traveling the same direction on a given line or combination of lines.” GoCary strives to maintain thirty-minute headways on all local routes from start of service until after PM peak at 7 PM Monday through Saturday. At all other times, GoCary strives to maintain sixty-minute headways, including evenings and Sundays.

For express routes, GoCary strives to maintain sixty-minute headways during both AM and PM peak service Monday through Friday.

Service Type	Routes	Minimum Headway	Minimum Service Span	Minimum Service Week
Local Routes	1, 2, 3, 4, 5, 6, 7, 9	30 minutes weekdays and Saturday until 7 PM, 60 minutes weekdays and Saturdays after 7 PM and Sundays.	16 hours weekdays and Saturdays, 14 hours Sundays	Sunday to Saturday

On-time Performance

The FTA defines on-time performance as “a measure of runs completed as scheduled.” GoCary’s goal is to provide an average system-wide on-time performance of 85% for fixed route service. GoCary defines on-time as departing from a designated bus stop within -1/+5.5 minutes of the scheduled departure time. Buses should also not leave a designated bus stop before the scheduled time. Route(s) and trips not meeting the on-time performance goal will be analyzed for improvement strategies.

GoCary uses 93% as its on-time performance standard for Door to Door service. GoCary defines on time as the vehicle arrives for the rider within \pm fifteen (15) minutes of the scheduled time.

On-time performance is monitored by the following methods:

- Fixed-route: This is done by tracking actual bus departure times at designated time points using CAD/AVL bus technology and evaluating it against scheduled bus departure times at those time points. On-time performance reports are then produced and are accessible via TripSpark Streets Reports, a third-party online reporting platform.
- Door to Door: This is done by evaluating as a percentage the number of late trips (from Trapeze's KPI reports) against the total number of trips (ADA and Senior trips only, excluding PCA and Companion trips) provided.

Service Availability

Service availability is defined as "a general measure of the distribution of routes within a transit provider's service area." To the extent feasible, GoCary serves major employers, medical offices, shopping areas, densely populated residential neighborhoods, designated affordable/workforce housing, senior housing, and designated public housing, within Cary town limits.

Bus stop spacing is related to ridership density. In dense commercial or mixed-use areas, stops may be spaced 700 to 1,000 feet apart, in lower density or residential areas stops may be spaced 1,000 to 1,500 feet apart.

Distribution of Transit Amenities

Transit amenities refer to items of comfort and convenience available to the general riding public. Cary has standard specifications for transit infrastructure and a standard detail drawing for bus stop boarding pads with different configurations and amenities.

The bus stop inventory is continuously updated as more improvements are made systemwide. The current inventory includes 260 GoCary bus stops throughout the service area. Of these stops, 216 are located within the Town of Cary jurisdiction, 28 are located within the City of Raleigh, 6 are located in the Town of Morrisville, and 10 are located in the Town of Apex.

The current level of amenities and ADA compliance throughout the system is as follows:

Item	Within Cary town limits	Other*	Total Stops	Total Percentage
Sidewalk Connectivity	213	44	257	98.8%
ADA-compliant boarding area	210	33	243	93.5%
Bench	47	5	52	20%
Trash receptacle	57	6	63	24.2%
Shelters	23	3	26	10%

*Includes stops where amenities are maintained by another municipality, agency, or private entity.

Amenities are distributed based on a Bus Stop Improvement Prioritization Framework created in July 2018. The Bus Stop Improvement Prioritization Framework includes the following priority order for amenity distribution:

- 1) All fixed-route bus stops throughout the GoCary system should first be enhanced to comply with ADA requirements with a minimum eight (8) feet long by five (5) feet wide concrete pad located between a sidewalk (if one exists) and the curb or edge of pavement of the street served by fixed-route transit. If less than five (5) feet exists between a street curb or edge of pavement and an existing sidewalk, the width of the pad may be reduced to less than five (5) feet as long as there is a minimum of five (5) feet of width for the free movement of mobility assistance devices (e.g., wheelchair). If greater than five (5) feet exists between a street curb or edge of pavement and an existing sidewalk, the width of the pad should be increased to greater than five (5) feet to ensure there is a flat continuous surface between a sidewalk and the street. If no sidewalk exists at the location of the bus stop, a minimum eight (8) feet long by five (5) feet wide concrete pad shall be installed adjacent to the curb or street edge, and a five (5)-foot wide sidewalk shall be constructed to the nearest intersection, existing sidewalk, or destination entrance (if permitted). These improvements should be prioritized to the stated condition using the following criteria and associated weights indicating their relative importance:

Criterion	Weight
Documented Bus Stop-Specific Request or Complaint	50%
Average Daily Boardings and Alightings (combined) at Stop	25%
Ease of Construction**	15%
Shared with Other Transit Providers	10%

**Rating assigned during spring 2018 bus stop inventory

- 2) Fixed-route bus stops throughout the GoCary system with greater than ten (10) boardings per day should be improved with benches in accordance with Cary-adopted bus stop improvement specifications. Bus stops improved with benches will also require trash receptacles (pole-mounted) and bike racks. Where there is insufficient street lighting, solar lighting should also be provided at bench-only bus stops.
- 3) Fixed-route bus stops throughout the GoCary system with greater than twenty (20) boardings per day should be improved with shelters in accordance with Cary-adopted bus stop improvement specifications. Bus stops improved with shelters will also require benches, trash receptacles, bike racks, and solar lighting. Pre-existing pole-mounted trash receptacles should be replaced with stand-alone trash receptacles.

The *Town Land Development Ordinance 7.10.6 Standards for Public Transit Access and Infrastructure* applies to all development plans and reuse/redevelopment plans for sites with frontage along corridors identified in the Comprehensive Transportation Plan, Cary Community Plan, or Wake Transit Plan and its components for current or planned transit service and requires the installation of at least one (1) transit access location meeting the requirements in Cary's Standard Specifications Manual.

Although the LDO and Standards Specifications Manual has been developed as a set of general guidelines for the planning and design of the system, deviations from these criteria may be required in specific

instances based on site characteristics or other requests. Typically, new development is compliant with the LDO and this policy.

Facility Site Analysis

The Title VI Circular states the following regarding the siting of facilities:

In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color or national origin...

... Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Since the submittal of the previous Title VI Program, Cary is preparing for construction of a new bus operations and maintenance facility for which a facility siting analysis has been completed and submitted to FTA as part of the grant application process. Cary is also in the planning stages for a new multi-modal facility.

Methods of Administration

It is equally important how Cary will carry out the administration of the Title VI Program to meet Cary's objectives in regard to non-discrimination. Complaint procedures, recordkeeping, data collection and public outreach and participation are interconnected methods in order to fulfill the implementation of the Program.

Title VI Complaint Procedures

Any person who believes he or she has been denied benefits or excluded from participation in services of any program or activity administered by USDOT or its sub-recipients, consultants, or contractors on the basis of race, color, or national origin (including LEP) may file a complaint pursuant to Title VI and/or related statutes. All Title VI complaints are considered formal. Complainants must file a signed, written complaint no later than 180 days from:

- The date of the alleged act of discrimination;
- 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 the conduct was discontinued.

The complaint should include the following information:

- The complainant's name, mailing address, and contact information (i.e., telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.
- Any additional information the complainant deems significant and pertinent to the grievance(s).

The GoCary Civil Rights Complaint Form may be used to submit the complaint information. Complaint forms can also be obtained by contacting the GoCary Title VI Coordinator at 919-653-7141, or by visiting the GoCary website at GoCary.org. The complaint may be filed in writing with Cary at the following address:

Town of Cary/GoCary
Title VI Coordinator
P.O. Box 8005
Cary, NC 27512

In addition to filing Title VI complaints with the Cary Transit Department, complainants may also file a Title VI complaint with the following agency:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

Title VI complaints received by Cary are investigated by Cary's Title VI Coordinator. Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if Cary has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Cary.

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Title VI Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information in a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the Title VI Coordinator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged Title VI violation, e.g. the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Transit Director. The report shall include a background summary of the complaint, findings of the investigation and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps as appropriate and necessary will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation will be provided to the complainant.

If the matter cannot be resolved, then the complainant will be informed of his/her right to appeal to the U.S. Department of Transportation Office of Civil Rights at the following address:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

NOTICE:

Complainants are encouraged to send all written correspondence through the U.S. Postal Service via certified mail in order to ensure that documents are easily tracked. If complainants choose to submit complaints by facsimile and/or email, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

Recordkeeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation, correspondence to and from complainants, and Title VI investigations.

Data Collection

Statistical data on race, color, and national origin of participants in and beneficiaries of Cary transit programs (e.g., affected populations and participants), will be gathered and analyzed by Cary. Data gathering procedures will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI Program administration. Cary will work closely with the Capital Area Metropolitan Planning Organization (CAMPO), the region's designated MPO, in collecting and analyzing regional demographic data to assess impacts of regional transportation investments.

Additionally, transit service and amenity data is regularly collected and monitored in order to ensure that transit service is provided in a non-discriminatory manner.

Public Dissemination of Title VI Information

Recipients of federal financial assistance are required to publish or advertise that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination.

Cary disseminates Title VI information to the public through posted notices in English and Spanish on all vehicles, at the Cary Depot (transit center), and at the front office of the contractor's facility. Additionally, Cary posts Title VI information, complaint procedures and a complaint form on the GoCary.org website. Title VI notification is also provided on the fixed route system map and in the Door to Door brochure.

Public Participation Plan

The transit public participation and outreach process is conducted by Cary for various transit related activities and actions. Cary may conduct public outreach activities related to capital projects, service changes, fare changes, federal requirements and other transit-related events. Additionally, the CAMPO Transportation Improvement Program (TIP) process is used to satisfy the public participation process of the Program of Projects (POP) that is required in U.S.C. Section 5307. Information regarding CAMPO and the adopted TIP is available at: <http://www.campo-nc.us>.

A Title VI Public Participation Plan was established to ensure adequate inclusion of the public throughout Cary in accord with the content and considerations of Title VI of the Civil Rights Act of 1964. The full Public Participation Plan can be found in Appendix F. Federal regulations state that recipients of federal funding must “promote full and fair participation in public transportation decision-making without regard to race, color or national origin.” Cary uses the Title VI Public Participation Plan, as well as the CAMPO Public Participation Plan, to ensure adequate public involvement, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular.

Involving the general public in Cary practices and decision-making processes provides helpful information to improve the transit system and better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program and/or service under consideration as well as the resources available, a concerted effort to involve all affected parties will be conducted in compliance with this Program. To include effective outreach strategies, the Circular suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for affected communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions and other organizations to implement public targeted engagement strategies that reach out specifically to members of affected Title VI communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve affected populations. Outreach could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

Cary currently practices all of these strategies in different situations, in compliance with Federal regulations, so that all populations are informed and also have meaningful opportunities to engage in planning activities and provide input as part of the decision-making process.

Representation on Planning and Advisory Bodies

The Title VI Circular states the following regarding the membership of planning and advisory bodies:

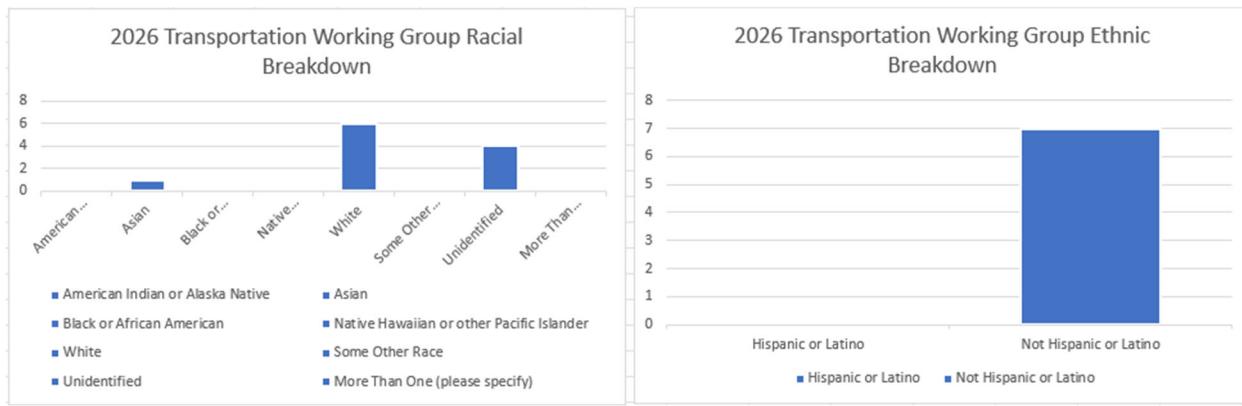
Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

GoCary works with a number of local jurisdictions, boards, and communities to carry out its business and planning efforts. Under its council-manager form of administration, the citizens of Cary elect a seven-member Town Council, including the mayor. Four of the seven Council members are district representatives chosen by voters within each geographic district. Two council members and the mayor are at-large representatives elected Town-wide. Cary elections are held in odd-numbered years. The

council members' four-year terms are staggered so that voters fill three or four of the seats every two years.

The elected Town Council creates a vision for the community by setting the policies, goals, and direction of the government including adopting necessary laws.

The Town recently formed a Transportation Work Group (TWG) comprised of ten members as well as a Council liaison and a student representative from the Cary Teen Council. The TWG is tasked with assisting Cary staff with transportation-related issues including but not limited to pedestrians, bicycles, vehicles, and transit centered around advocacy, planning, policy and emerging technology. The racial make-up of this group is as follows:



Town Council candidates do not run as members of political parties, so there are no primaries. In November of odd-numbered years, Cary-registered voters cast their votes. The mayor and all Council members serve four-year terms.

The mayor, District B, District D, and one at-large seat are elected in the cycle that includes 2015, 2019, 2023 and so on. District A, District C, and one at-large seat are elected in the cycle that includes 2017, 2021, 2025, and so on.

A full list of current Council members and their terms is available from the [Wake County Board of Elections website](#).

The membership of the Transportation Working Group is selected by Cary staff based on expertise and experience, with the goals of (1) having different perspectives to optimize dialogue and collaboration, and (2) including residents who are passionate about our community and advancing transportation endeavors and initiatives.

Subrecipient Monitoring

The Title VI Circular provides the following guidance regarding subrecipient monitoring:

Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts. Such programs may be

submitted and stored electronically at the option of the primary recipient. Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate.

Currently, GoCary does not have any subrecipients.

Conclusion

The goal of this program is to document and enhance opportunities for Title VI populations to have a meaningful voice, to receive equal benefits from Cary's GoCary program and activities without shouldering a disproportionate share of burdens. The program itself is considered a work in progress that will evolve as people's needs and participation in the process change. For more information, please contact the Title VI Coordinator at (919) 653-7141.

Appendix A - Definitions

Compliance – the satisfactory condition existing when a recipient has effectively implemented all of the Title VI requirements or can demonstrate that every good faith effort toward achieving this end has been made.

Federal Financial Assistance –

- (1) Grants and loans of federal funds;
- (2) The grant or donation of federal property and interests 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 that has as one of its purposes the provision of assistance.

Limited English Proficient (LEP) Persons – are persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. LEP includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

National Origin – the particular nation in which a person was born, or where the person's parents or ancestors were born.

Noncompliance – a FTA determination that the recipient or subrecipient has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding participation in, or subjecting persons to discrimination in a recipient's program or activity.

Program – includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (including education or training, health, welfare, rehabilitation, housing, or other services, whether provided through employees of the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient, and including work opportunities), or for the provision of facilities for furnishing services, financial aid or other benefits to individuals. The services, financial aid, or other benefits provided under a program receiving Federal financial assistance shall be deemed to include any services, financial aid, or other benefits provided with the aid of Federal financial assistance or with the aid of any non-Federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions which must be met in order to receive the Federal financial assistance, and to include any services, financial aid or other benefits provided in or through a facility provided with the aid of Federal financial assistance or such non-Federal resources.

Public Participation – an open process in which the rights of the community to be informed, to provide comments to the Government and to receive a response from the Government are met through full opportunity to be involved and express needs and goals.

Recipient – any State, political subdivision, instrumentality, or any public or private agency, institution, department or other organizational unit receiving financial assistance from FTA.

Service Area – either the geographic area in which a transit agency is authorized by its charter to provide service to the public or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Service Frequency – the frequency of service is a general indication of the same level of service provided along a route and a component of the amount of travel time expended by a passenger to reach his/her destination.

Service Standard/Policy – an established policy or service performance measure used by a transit provider or other recipient, or subrecipient as a means to plan or distribute services and benefits within its service area.

Title VI Program – a recipient's submission, provided to FTA or to the subrecipient's direct recipient every three years, containing information in response to the requirements of this circular.

Vehicle Headway – is the time interval between two vehicles traveling in the same direction.

Vehicle Load – can be expressed as the ratio of passengers per vehicle or the ratio of passengers to the number of seats on a vehicle during a vehicle's maximum load point.

Appendix B – Notice to the Public

The Town of Cary/GoCary Civil Rights Notice to the Public is posted on the GoCary website, inside all fixed route and Door to Door vehicles, at the Cary Depot (transit center), in the contractor lobby, and are included in the GoCary Fixed Route Ride Guide and Door to Door brochure.



Town of Cary/GoCary CIVIL RIGHTS NOTICE TO THE PUBLIC

The Town of Cary, GoCary (GoCary) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services on the basis of race, color, or national origin as provided under Title VI of the Civil Rights Act of 1964. In addition to Title VI, GoCary also prohibits discrimination based on sex, age, disability, religion, sexual orientation, gender identity, and other protected classes enumerated in federal and state laws. Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding GoCary's programs has a right to file a formal complaint with the Town of Cary's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. Any such complaint must be in writing to BetterTransit@gocary.org or to the following address:

GoCary Title VI Coordinator
PO Box 8005
Cary, NC 27512
(919) 653-7141

Additional information regarding protections under Title VI and detailed instructions for submitting a formal Title VI complaint are available on the GoCary website at www.Gocary.org. A complaint may also be filed directly with the Federal Transit Administration by submitting it to:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

If you need an interpreter or if your hearing or speech is impaired:

We provide free interpreter services by phone or in the transit office. Call us at (919) 481-2020, extension 3 and state the language you speak. If your business cannot be completed by phone, we will make an appointment for you at the transit office and arrange for an interpreter via telephone or in person at the time of your visit.

If your hearing or speech is impaired and you use TTY (teletypewriter services), then you may call 711 or (800) 735-2962 and request connection to the GoCary information line, (919) 481-2020.

CARY

Town of Cary/GoCary AVISO DE DERECHOS CIVILES AL PÚBLICO

La Ciudad de Cary, GoCary (GoCary) se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de los servicios sobre la base de la raza, el color o el origen nacional, como lo dispuesto en el Título VI de la Ley de los Derechos Civiles. Además del Título VI, GoCary también prohíbe la discriminación basada en el sexo, la edad, la discapacidad, la religión, la orientación sexual, la identidad de género y otras clases protegidas enumeradas en las leyes federales y estatales. Cualquier persona que crea que ha sido agravada por una práctica discriminatoria ilegal con respecto a los programas de GoCary tiene derecho a presentar una queja formal ante el Coordinador del Título VI de la Ciudad de Cary dentro de los ciento ochenta (180) días siguientes a la fecha de la supuesta ocurrencia. Dicha queja debe ser por escrito a BetterTransit@gocary.org o a la siguiente dirección:

Coordinador del Título VI de GoCary
PO Box 8005
Cary, NC 27512
(919) 653-7141

En el sitio web de GoCary en www.Gocary.org encontrará información adicional sobre las protecciones bajo el Título VI e instrucciones detalladas para presentar una queja formal del Título VI. También se puede presentar una queja directamente ante la Administración Federal de Tránsito presentándola a:

El Departamento de Transporte de EE
Atención: Director del programa Título VI
1200 New Jersey Avenue SE
Washington, DC 20590

Si usted necesita un/a intérprete o si usted tiene impedimento para oír/escuchar o hablar:

Brindamos servicios de interpretación gratuitos por teléfono o en la oficina de tránsito. Llámenos al (919) 481-2020, extensión 3 e indique el idioma que habla. Si su negocio no puede completarse por teléfono, haremos una cita para usted en la oficina de tránsito y haremos los arreglos para un intérprete por teléfono o en persona en el momento de su visita.

Si tiene problemas para oír o hablar y usa TTY (servicios de teletipo), puede llamar al 711 o al (800) 735-2962 y solicitar la conexión a la línea de información de GoCary, (919) 481-2020.



GO
Cary



Town of Cary/GoCary CIVIL RIGHTS NOTICE TO THE PUBLIC

The Town of Cary, GoCary (GoCary) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its service on the basis of race, color or national origin as provided under Title VI of the Civil Rights Act. In addition to Title VI, GoCary also prohibits discrimination based on sex, age, disability, religion, sexual orientation, gender identity, and other protected classes enumerated in federal and state laws. Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding GoCary's programs has a right to file a formal complaint with the Town of Cary's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. Any such complaint must be in writing to BetterTransit@gocary.org or to the following address:

GoCary Title VI Coordinator
PO Box 8005
Cary, NC 27512
(919) 653-7141

Additional information regarding protections under Title VI and detailed instructions for submitting a formal Title VI complaint are available on the GoCary website at www.GoCary.org. A complaint may also be filed directly with the Federal Transit Administration by submitting it to:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

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If your hearing or speech is impaired and you use TTY (teletypewriter services), then you may call 711 or (800) 735-2962 and request connection to the GoCary information line, (919) 481-2020.



Town of Cary/GoCary

AVISO DE DERECHOS CIVILES AL PÚBLICO

La Ciudad de Cary, GoCary (GoCary) se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de su servicio sobre la base de la raza, el color o el origen nacional según lo dispuesto en el Título VI de la Ley de Derechos Civiles. Además del Título VI, GoCary también prohíbe la discriminación basada en el sexo, la edad, la discapacidad, la religión, la orientación sexual, la identidad de género y otras clases protegidas enumeradas en las leyes federales y estatales. Cualquier persona que crea que ha sido agravada por una práctica discriminatoria ilegal con respecto a los programas de GoCary tiene derecho a presentar una queja formal ante el Coordinador del Título VI de la Ciudad de Cary dentro de los ciento ochenta (180) días siguientes a la fecha de la supuesta ocurrencia. Dicha queja debe ser por escrito a BetterTransit@gocary.org o a la siguiente dirección:

Coordinador del Título VI de GoCary
PO Box 8005
Cary, NC 27512
(919) 653-7141

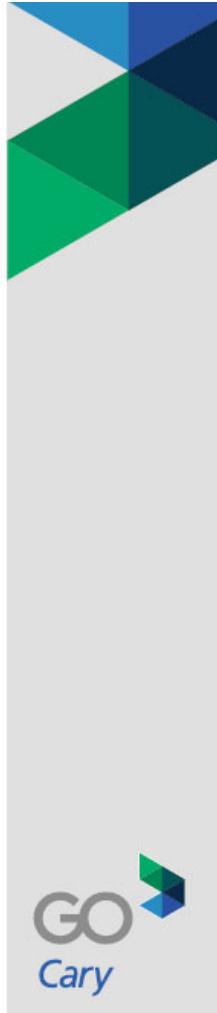
En el sitio web de GoCary en www.GoCary.org encontrará información adicional sobre las protecciones bajo el Título VI e instrucciones detalladas para presentar una queja formal del Título VI. También se puede presentar una queja directamente ante la Administración Federal de Tránsito presentándola a:

El Departamento de Transporte de EE
Atención: Director del programa Título VI
1200 New Jersey Avenue SE
Washington, DC 20590

Si usted necesita un/a intérprete o si usted tiene impedimento para oír/escuchar o hablar:

Brindamos servicios de interpretación gratuitos por teléfono o en la oficina de tránsito. Llámenos al (919) 481-2020, extensión 3 e indique el idioma que habla. Si su negocio no puede completarse por teléfono, haremos una cita para usted en la oficina de tránsito y haremos los arreglos para un intérprete por teléfono o en persona en el momento de su visita.

Si tiene problemas para oír o hablar y usa TTY (servicios de teletipo), puede llamar al 711 o al (800) 735-2962 y solicitar la conexión a la línea de información de GoCary, (919) 481-2020.



Appendix C- Title VI Complaint Procedures

Any person who believes he or she has been denied benefits or excluded from participation in services of any program or activity administered by USDOT or its sub-recipients, consultants, or contractors on the basis of race, color, or national origin (including LEP) may file a complaint pursuant to Title VI and/or related statutes. All Title VI complaints are considered formal. Complainants must file a signed, written complaint no later than 180 days from:

- The date of the alleged act of discrimination;
- 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 the conduct was discontinued.

The complaint should include the following information:

- The complainant's name, mailing address, and contact information (*i.e.*, telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.
- Any additional information the complainant deems significant and pertinent to the grievance(s).

The GoCary Civil Rights Complaint Form may be used to submit the complaint information. Complaint forms can also be obtained by contacting the GoCary Title VI Coordinator at 919-653-7141, or by visiting the GoCary website at www.GoCary.org. The complaint may be filed in writing with the Town of Cary at the following address:

Town of Cary/GoCary
Title VI Coordinator
P.O. Box 8005
Cary, NC 27512

In addition to filing Title VI complaints with the Cary Transit Department, complainants may also file a Title VI complaint with the following agency:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

Title VI complaints received by Cary are investigated by Cary's Title VI Coordinator. Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if Cary has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Cary.

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Title VI Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information in a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the Title VI Coordinator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged Title VI violation, e.g. the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Transit Director. The report shall include a background summary of the complaint, findings of the investigation and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps as appropriate and necessary will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation will be provided to the complainant.

If the matter cannot be resolved, then the complainant will be informed of his/her right to appeal to the U.S. Department of Transportation Office of Civil Rights at the following address:

U.S. Department of Transportation
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590

NOTICE:

Complainants are encouraged to send all written correspondence through the U.S. Postal Service via certified mail in order to ensure that documents are easily tracked. If complainants choose to submit complaints by facsimile and/or email, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

Appendix D – Title VI Complaint Form



Civil Rights Complaint Form Formulario de quejas de derechos civiles

Instructions: Use this form for any complaint related to Title VI, Americans with Disabilities Act (ADA), or other Civil Rights complaint. Please print and complete the following form, sign, and return to: Town of Cary/GoCary, Attention: Transit Program Coordinator, PO Box 8005, Cary, NC 27512.

For questions or a full copy of GoCary's Civil Rights policies and complaint procedures, please submit a written request to the above address, visit www.GoCary.org, call (919) 653-7141, or Email BetterTransit@GoCary.org

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. In addition to Title VI, GoCary also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation. The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Section I:	
1. Name (Complainant):	
2. Home Address (Street No., City, State, Zip)	
3. Phone:	4. Email Address:
5. Accessible format requirements? (please check preference)	
<input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD	
<input type="checkbox"/> Other (please indicate) _____	
Section II:	
6. Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No (If you answered "yes" to this question, please go to Section III .)	
7. If you answered "no" to question 6, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:	
8. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No	

**Section III:**

9. Have you previously filed a Civil Rights complaint with GoCary?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Have you filed this complaint with any other federal, state, or local agencies or with any federal or state court?			
<input type="checkbox"/> Yes		<input type="checkbox"/> No	
11. If "yes," please 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			
12. If filed at an agency and/or court, please provide information for your point of contact at the agency/court where the complaint was filed:			
Agency/Court:	Contact Name:	Address:	Phone Number:
<hr/> <hr/> <hr/> <hr/>			
Section IV:			
13. Date of Incident:	14. If applicable, name of person(s) who allegedly discriminated against you:		
<hr/>			
15. Discrimination based on (please check all that apply):			
<p>a. <input type="checkbox"/> Race b. <input type="checkbox"/> Color c. <input type="checkbox"/> National Origin d. <input type="checkbox"/> Age e. <input type="checkbox"/> Sex</p> <p>f. <input type="checkbox"/> Disability g. <input type="checkbox"/> Religion h. <input type="checkbox"/> Medical Condition i. <input type="checkbox"/> Marital Status</p> <p>j. <input type="checkbox"/> Sexual Orientation k. <input type="checkbox"/> Other _____</p>			
16. Please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint. You may attach additional sheets as necessary.			
<hr/> <hr/> <hr/> <hr/>			



17. How can this issue be resolved to your satisfaction?

18. Please list any person(s)/ we may contact for additional information to support or clarify your complaint:
Name: _____ Address: _____ Phone Number: _____

Section V:

Signature:	Date of filing:
------------	-----------------

Please note: GoCary cannot accept your complaint without a signature.

Please mail your completed form to:

Town of Cary / GoCary
Attention: Transit Program Coordinator
PO Box 8005
Cary, NC 27512

Civil Rights complaints may also be filed with:

The U.S. Department of Transportation
Attn: Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

The Town of Cary will retain ADA-related complaints for at least one year and a summary of all ADA-related complaints for at least five years.



Formulario de quejas de derechos civiles

Formulario de quejas de derechos civiles

Instrucciones: Utilice este formulario para cualquier queja relacionada con el Título VI de la Ley de Estadounidenses con Discapacidades (ADA) u otra queja sobre derechos civiles. Imprima y complete el siguiente formulario, firmelo y devuélvalo a:

Ciudad de Cary/GoCary, Atención: Coordinador del Programa de Tránsito, PO Box 8005, Cary, NC 27512.

Si tiene preguntas o desea obtener una copia completa de las políticas de derechos civiles y los procedimientos de quejas de GoCary, envíe una solicitud por escrito a la dirección indicada anteriormente, visite www.GoCary.org, llame al (919) 653-7141 o envíe un correo electrónico a BetterTransit@GoCary.org.

El Título VI de la Ley de Derechos Civiles de 1964 y los estatutos y reglamentos relacionados contra la discriminación requieren que ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, sea excluida de participar en ningún programa o actividad que reciba asistencia financiera federal, se le nieguen los beneficios de dichos programa o actividad, o sea objeto de discriminación en relación con estos. Además del Título VI, GoCary también prohíbe la discriminación basada en sexo, edad, discapacidad, religión, condición médica, estado civil u orientación sexual. La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, hágaloslo saber.

Sección I:

1. Nombre (Demandante):

2. Dirección de domicilio (número de calle, ciudad, estado, código postal)

3. Teléfono:

4. Dirección de correo electrónico:

5. ¿Requisitos de formato accesible? (marque su preferencia)

Letra grande

Cinta de audio

TDD

Otro (indique) _____

Sección II:

6. ¿Está presentando esta queja en su propio nombre? Sí No

(Si respondió "sí" a esta pregunta, pase a la **Sección III**).

7. Si respondió "no" a la pregunta 6, describa su relación con la persona (demandante) para quien está presentando la solicitud y por qué está presentando la solicitud para un tercero:



8. ¿Ha obtenido usted permiso de la parte afectada (Demandante) para presentar esta queja en su nombre?

Sí No

Sección III:

9. ¿Ha presentado anteriormente una queja de derechos civiles ante GoCary? Sí No

10. ¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local o ante algún tribunal federal o estatal?

Sí No

11. Si responde "sí", marque todas las opciones que correspondan:

Agencia federal Tribunal federal Agencia estatal Tribunal estatal Agencia local

12. Si se presenta ante una agencia o tribunal, proporcione información de su punto de contacto en la agencia/tribunal donde se presentó la queja:

Agencia/Tribunal: _____ Nombre de contacto: _____ Dirección: _____ Número de teléfono: _____

Sección IV:

13. Fecha del incidente:

14. Si corresponde, nombre de la(s) persona(s) que presuntamente lo discriminaron:

15. Discriminación basada en (marque todas las opciones que correspondan):

a. Raza b. Color c. Origen nacional d. Edad e. Sexo
f. Discapacidad g. Religión h. Afección médica i. Estado civil
j. Orientación sexual k. Otra _____

16. Describa su queja. Debe incluir detalles específicos como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de sus acusaciones. Proporcione también cualquier otra documentación que sea relevante a esta queja. Puede adjuntar hojas adicionales según sea necesario.



17. ¿Cómo se puede resolver este problema de forma satisfactoria para usted?

18. Enumere las personas con las que podemos comunicarnos para obtener información adicional que respalde o aclare su queja:

Nombre: _____ Dirección: _____ Número de teléfono: _____

Sección V:

Firma:	Fecha de presentación:
--------	------------------------

Tenga en cuenta: GoCary no puede aceptar su queja sin una firma.

Envíe su formulario completo a:

Ciudad de Cary / GoCary
Atención: Coordinador del Programa de Tránsito
PO Box 8005
Cary, Carolina del Norte 27512

Las quejas sobre derechos civiles también pueden presentarse ante:

Departamento de Transporte de Estados Unidos
A la atención de: Oficina de Derechos Civiles
1200 New Jersey Avenue SE
Washington, DC 20590

La ciudad de Cary conservará las quejas relacionadas con la ADA durante al menos un año y un resumen de todas las quejas relacionadas con la ADA durante al menos cinco años.

Appendix E – List of Title VI Investigations, Complaints, and Lawsuits

There have been no Title VI investigations, complaints or lawsuits received by Cary or the GoCary contractor since the last Program update.

Appendix F – Public Participation Plan

Public Input

Public input is required for proposed Cary (GoCary) transportation service improvements and changes, and public hearings are required for any major service change. Cary conducts public outreach and rider surveys to identify service deficiencies, rider satisfaction, opportunities for service expansion, and to educate the public and encourage new riders.

Community workshops are also conducted to provide information and solicit feedback regarding proposed service changes and improvements.

As these efforts take place, they will be documented by event and reported to the FTA in the next Title VI Program submission.

Citizens with Limited English Proficiency – Outreach Efforts

To stay current and actively help to improve access for those with limited English proficiency in and around Cary, transit staff conduct multiple initiatives to maintain inclusivity for all citizen's understanding of the system and resources available to them.

Through community input processes, transit services adjustments or expansion, or general education about the public transportation system in Cary, transit staff work hard to reach all citizens, including those with LEP needs. Staff first works to provide ample notice through signage, alerts and widespread publications to notify citizens to be able to provide feedback on the topic/issue being advertised. On the day of a meeting, staff provides the opportunity for citizens to sign in and provide any contact information they prefer. At each meeting, staff will provide an interpreter for a requested language as needed. All documents that are developed for such a meeting are created with each audience in mind and are translated into the appropriate language as necessary. After any meeting, staff compiles any and all feedback – written and verbal – into a single document that is used to record and summarize all citizen input. Any feedback that is in a language other than English will be documented in the original language, and then translated and documented in English.

Some examples of the outreach and provision of LEP services since the last Program update are highlighted below:

Project Phoenix – Apartment Complex Outreach

Transit staff have partnered with an organization through the Cary Police Department called Project Phoenix. This organization's goals are to promote communication and collaboration at all apartment complexes in the Town. Cary staff attend certain events and ensure that publications and notices are delivered to these apartment complexes on a continual basis.

Wake County Transit Plan – Long Range Planning/Long Range Transit Planning (updated in 2021 - 2030)

Cary has served as a partner in the County-Wide transit planning process. This has included short and long term planning for transit service enhancements per local/regional bus, bus rapid-, and commuter rail-transit opportunities. Throughout the process, there were numerous outreach efforts to assist with educating the community on the plan scenario options. While transit staff do not directly run or are not

directly in control of the outreach efforts, they helped to guide such efforts so as to maintain inclusivity of all demographics, including those with LEP needs.

Regional Call Center (Triangle Transit – Regional Service Provider) – Partnered Contract

In 2012, Cary entered into a contractual agreement with Triangle Transit and their new Regional Call Center, to serve as a centralized point of information for all transit providers in the Raleigh-Durham-Chapel Hill region and continues to this day. As a part of this service, citizens/passengers have the opportunity, if needed, to speak with a Spanish-speaking representative at all times during operation. Spanish has been determined to be the dominant secondary language of the metropolitan regions, which is why this is available at all times, but other LEP persons may also seek assistance through the Regional Call Center and specially trained staff when necessary.

Conducting Meetings/Workshops

It is Cary policy to conduct conferences, meetings and training functions in the most professional, efficient and cost-effective manner possible while ensuring compliance with all laws, rules and regulations. Meetings are conducted in person, via teleconference or videoconference depending on the needs of the participants. Each meeting includes:

A Scribe - The scribe is a Cary staff member designated to take detailed notes, identify attendees of each meeting, and maintain an action item list/matrix.

An Agenda - The Agenda identifies the date, time, and location of the meeting and includes an introduction, a welcoming statement, and a list of the presentation topics, speakers, question and answer (Q&A) segments.

An Action Item List/Matrix - Compiled by the scribe, the action item list/matrix provides dates, details and status of all requests, suggestions and assignments initiated at outreach events/workshops.

Prior Meeting Minutes - Minutes of prior meeting are useful for discussions and bringing new attendees to be current on the progress of the Agency's projects, etc.

The number of outreach/workshops conducted is dependent on the breadth and scope of each project. Complex projects with large budgets typically require lengthy project timelines for completion and will require a greater number of outreach/workshops compared to smaller projects. Cary will conduct an average of two outreach/workshops a month for projects and will adjust according to the community's needs and requests, taking the Agency's resources into consideration. Outreach/workshops are intended to inform the community about Cary transportation projects and increase the participation of various population groups within the service area. In addition, outreach/workshops provide an opportunity for Cary to:

- Improve communication between the Town of Cary and community groups.
- Create an open dialogue to ensure that the community's needs and concerns are identified and addressed.
- Provide a forum for Cary staff to share transportation goals and aspirations with the community.
- Identify additional community subgroups.

GoCary Public Involvement Activities – November 2022 – November 2025

Between November 2022 through November 2025 GoCary hosted or participated in 160 outreach, LEP outreach, transit presentations and transit training events. Examples include general fixed route training for those unfamiliar with public transportation; training for special needs and LEP groups; general community outreach and surveys for GoCary and Wake County transit decision making. Some specific training events were held in residential communities where transit changes were being proposed or were planned.

Years	2022	2023	2024	2025	Grand Total
Categories					
EVENT	3	37	22	16	78
LEP	3	5			8
OUTREACH	6	14	18	14	52
PRESENTATION		7	1		8
TRAINING EVENT			10	4	14
Grand Total	12	63	51	34	160

*Complete list of outreach events available upon request.

Town of Cary – GoCary

**Language Assistance
Plan**

January 2026

Introduction

Most individuals in the United States read, write, speak and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English may be Limited English Proficient, or “LEP.” This language barrier may prevent individuals from accessing services and benefits.

Title VI of the Civil Rights Act of 1964 and implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Plan Summary

Cary has developed this Language Assistance Plan to ensure that LEP persons will have meaningful access to its services.

The plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, the manner in which staff should be trained, how to notify LEP persons that assistance is available, and how Cary will monitor and update the Plan.

To develop its Plan, Cary undertook the U.S. Department of Transportation four factor LEP analysis which considers:

- 1) The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity or service of Cary;
- 2) The frequency with which LEP individuals come in contact with the program;
- 3) the nature and importance of the program, activity or service provided by Cary to people's lives; and
- 4) The resources available to Cary and implementation costs.

A brief description of the self-assessment undertaken in each of these areas follows.

Four-Factor Analysis

1. **The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity or service of Cary.** Cary examined several data sources for demographic data of its service area to assess whether there were any underserved LEP populations.

Cary reviewed information from the U.S. Census Bureau; American Community Survey (ACS) for 2023 for both, Cary and Wake County, NC.

The following analysis shows the most recent available data from 2023.

In Cary approximately 44,205 people age 5 and older spoke a language other than English at home. Approximately 7.66% of respondents speak English less than “very well.” In Cary, 3,966 respondents or 2.37% who speak Spanish at home, speak English less than very well. 3.19% of respondents who speak Other Indo-European languages at home speak English less than very well. Those who speak Chinese at home are about 3.44% of the Cary population with 1.26% who speak English less than “very well”, and 1.23% of respondents who speak Asian and Pacific Islander languages at home speak English less than “very well.”

U.S. Census Bureau, U.S. Department of Commerce. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, 2023: ACS 5-Year Estimates Detailed Tables, Table C16001, <https://data.census.gov/table/ACSDT5Y2023.C16001?q=detailed+language+spoke+at+home&t=Language+Spoken+at+Home&g=160XX00US3710740>.

		Cary town, North Carolina		
		Number of Speakers	Percentage of Total of Number of Speakers who Speak English Less than Very Well	Margin of Error
Total:		167,620		±706
Speak only English		123,415		±2,145
Spanish: Speak English less than "very well"		3,966	2.4%	±863
French, Haitian, or Cajun: Speak English less than "very well"		71	0.0%	±84
German or other West Germanic Languages: Speak English less than "very well"		36	0.0%	±45
Russian, Polish, or other Slavic Languages: Speak English less than "very well"		686	0.4%	±257
Other Indo-European languages: Speak English less than "very well"		2,235	1.3%	±525
Korean: Speak English less than "very well"		849	0.5%	±303
Chinese (incl. Mandarin, Cantonese): Speak English less than "very well"		2,107	1.3%	±497
Vietnamese: Speak English less than "very well"		303	0.2%	±171
Tagalog (incl. Filipino): Speak English less than "very well"		22	0.0%	±26
Other Asian and Pacific Island languages: Speak English less than "very well"		2,061	1.2%	±639
Arabic: Speak English less than "very well"		226	0.1%	±182
Other and unspecified languages: Speak English less than "very well"		276	0.2%	±246
U.S. Census Bureau, U.S. Department of Commerce. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, 2023: ACS 5-Year Estimates Detailed Tables, Table C16001, https://data.census.gov/table/ACSDT5Y2023.C16001?q=detailed+language+spoke+at+home&t=Language+Spoken+at+Home&g=160XX00US3710740. Accessed on 11 Dec 2025.				

While the GoCary service area comprises much less than Wake County, this was the smallest geographic unit readily available that detailed all languages spoken in the home.

In Wake County approximately 24.6% or 221,773 people age 5 and older spoke a language other than English at home. Approximately 14.88% of respondents speak English less than “very well.” In Wake County, 98,142 respondents or 8.7% speak Spanish at home. 3.5% of respondents in Wake County who speak Spanish at home speak English less than very well. The next most used languages spoken at home were Chinese and Other Asian languages which comprise

approximately 21,020 or 1.1% percent of persons in the county. 0.4% of respondents who speak Asian and Pacific Islander languages at home speak English less than very well.

American Community Survey 2023. Detailed Languages Spoken at Home and Ability to Speak English for the Population 5 Years and Over for Wake County, NC (Data Release Date: December 2023)

2023	Number of Speakers	Percentage of Total of Number of Speakers	Margin of Error	Speak English less than "very well"	Percentage of Total of Number of Speakers who Speak English Less than Very Well	Margin of Error
Population 5 Years and Over	1,122,715					
Speak only English	900,942	80.2% ± 163				
Spanish:	98,142	8.7% $\pm 9,201$		38,808	3.5% $\pm 4,366$	
French (incl. Cajun):	5,043	0.4% $\pm 2,069$		1,339	0.1% ± 778	
Haitian:	1394	0.1% $\pm 1,441$		354	0.0% ± 476	
Italian:	866	0.1% ± 573		96	0.0% ± 162	
Portuguese:	4241	0.4% $\pm 1,942$		464	0.0% ± 341	
German:	2289	0.2% $\pm 1,216$		384	0.0% ± 427	
Yiddish, Pennsylvania Dutch or other West Germanic languages:	337	0.0% ± 342		70	0.0% ± 115	
Greek:	359	0.0% ± 369		81	0.0% ± 133	
Russian:	1876	0.2% ± 909		810	0.1% ± 614	
Polish:	634	0.1% ± 351		0	0.0% ± 222	
Serbo-Croatian:	417	0.0% ± 344		128	0.0% ± 157	
Ukrainian or other Slavic languages:	1673	0.1% ± 868		666	0.1% ± 418	
Armenian:	0	0.0% ± 222		0	0.0% ± 222	
Persian (incl. Farsi, Dari):	2041	0.2% $\pm 1,573$		446	0.0% ± 476	
Gujarati:	5261	0.5% $\pm 1,739$		978	0.1% ± 593	
Hindi:	11,001	1.0% $\pm 3,033$		2,015	0.2% $\pm 1,161$	
Urdu:	3773	0.3% $\pm 3,030$		216	0.0% ± 263	
Punjabi:	758	0.1% ± 645		0	0.0% ± 222	
Bengali:	3500	0.3% $\pm 1,824$		865	0.1% ± 734	
Nepali, Marathi, or other Indic languages:	5729	0.5% $\pm 2,117$		673	0.1% ± 314	
Other Indo-European languages:	3042	0.3% $\pm 1,203$		417	0.0% ± 446	
Telugu:	10,178	0.9% $\pm 3,255$		2,482	0.2% $\pm 1,751$	
Tamil:	5476	0.5% $\pm 2,083$		854	0.1% ± 652	
Malayalam, Kannada, or other Dravidian languages:	3466	0.3% $\pm 1,579$		627	0.1% ± 507	
Chinese (incl. Mandarin, Cantonese):	12,020	1.1% $\pm 2,551$		5,149	0.5% $\pm 1,480$	
Japanese:	994	0.1% ± 649		359	0.0% ± 308	
Korean:	6,359	0.6% $\pm 1,963$		4,003	0.4% $\pm 1,548$	
Hmong:	254	0.0% ± 428		0	0.0% ± 222	
Vietnamese:	4,786	0.4% $\pm 2,290$		2,317	0.2% $\pm 1,447$	
Khmer:	0	0.0% ± 222		0	0.0% ± 222	

Thai, Lao, or other Tai-Kadai languages:	783	0.1%	±985	621	0.1%	±969
Other languages of Asia:	2055	0.2%	±1,226	829	0.1%	±630
Tagalog (incl. Filipino):	1792	0.2%	±865	381	0.0%	±449
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	1062	0.1%	±1,073	329	0.0%	±334
Arabic:	11,443	1.0%	±4,218	3,275	0.3%	±1,420
Hebrew:	0	0.0%	±222	0	0.0%	±222
Amharic, Somali, or other Afro-Asiatic languages:	799	0.1%	±515	197	0.0%	±111
Yoruba, Twi, Igbo, or other languages of Western Africa:	5594	0.5%	±2,644	68	0.0%	±111
Swahili or other languages of Central, Eastern, and Southern Africa:	1175	0.1%	±968	130	0.0%	±213
Navajo:	118	0.0%	±179	118	0.0%	±179
Other Native languages of North America:	203	0.0%	±252	0	0.0%	±222
Other and unspecified languages:	840	0.1%	±623	140	0.0%	±228

American Community Survey 2023. Means of Transportation to Work By Selected Characteristics for Wake County, NC (Data Release Date: December 2023)

2023	Wake County, North Carolina								
	Total		Car, truck, or van -- drove alone		Car, truck, or van -- carpooled		Public transportation (excluding		
Population 16 years and over	Percentage of Total of Number of Speakers	Margin of Error	Percentage of Total of Number of Speakers	Margin of Error	Percentage of Total of Number of Speakers	Margin of Error	Percentage of Total of Number of Speakers	Margin of Error	
Speak English less than "very well"	6.0%	±0.6	5.4%	±0.8	16.8%	±6.0	14.6%	±4.8	

2. **The frequency with which LEP individuals come in contact with the program.** Cary assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, documenting phone inquiries, requests for translated documents, and staff and bus operator feedback. Over the past few years, there has been low frequency of GoCary staff who have encountered an LEP person during the use of bus service. On one occasion, when staff encountered an LEP person, they held up the "I speak" card to identify the language needed, then used Google for translation. Since the last program update, Cary has documented 34 encounters with Spanish-speaking persons. Examples include Door to Door applications received;

participating in the Latino festival; social media posts and responses; emails; recorded dispatch log requests for translations; and complaints. Cary will continue to monitor other LEP individuals who come into contact with the program to gauge if there is enough impact to translate important documents into other languages. While not required based on the safe harbor threshold, GoCary has proactively translated service change information brochures to Hindi and Mandarin for an event where people who speak those languages were expected to attend.

3. **The nature and importance of the program, activity or service provided by Cary to people's lives.** According to the 2023 Census American Community Survey for Means of Transportation to Work for Wake County, more than 14.6 percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work. In order to accommodate the LEP population, predominantly Spanish-speaking individuals, Cary has updated its website to include a Title VI Notice to the Public protections in Spanish. Some GoCary bus operators and Regional Call Center representatives also speak Spanish. Cary's Transit Public Outreach Specialist also speaks Spanish.
4. **The resources available to the recipient and costs.** Cary assessed its available resources that could be used to provide language assistance. This included identifying bilingual staff, how much a professional interpreter and translation service would cost, determining which documents should be translated, and deciding what level of staff training is needed.

After analyzing the four factors outlined in the U.S. DOT policy guidance, Cary developed the following plan for providing language assistance to LEP persons.

Components of the Plan

There are five areas that comprise Cary's Language Assistance Plan:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the language assistance plan

Identifying LEP individuals that need language assistance

Cary will review demographic data every three years or when there is a major service change and solicit data from the LEP community to identify language assistance needs within its service areas.

- Based on the U.S. Census Bureau; American Community Survey (ACS) for 2023 demographic data, Spanish speaking LEP persons are the primary group requiring language assistance in the GoCary service areas including calls to the Regional Call Center operated by GoTriangle.
- We will continue to monitor and evaluate our agency's efforts based on requests for language assistance and adjust or change as needed.

- There are several measures that can be taken to identify persons who may need language assistance in our service area, with emphasis on our primary group requiring help:
 - Send out notifications in Spanish of upcoming events/meeting(s), including service alerts such as detour and stop closure notices.
 - Select locations that may be more convenient for LEP persons; send out the notices in Spanish.
 - Include a sign in Spanish and a Spanish speaking person at the desk.
 - When open houses or public meetings are held, set-up a sign-in table and have a staff member greet and briefly speak to each attendee in order to informally gauge his/her ability to speak and understand English.
 - Have the Census Bureau’s “I Speak Cards” at various events. Although staff may not be able to provide translation assistance at the time, the cards are an excellent tool to identify language needs for future events/meetings. Also, have the cards available at the Regional Transit Center (Depot).
 - Post a notice of available language assistance at open houses/public meetings to encourage LEP persons to self-identify.
 - Examine record requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
 - Survey bus operators periodically and other staff who have contact with LEP individuals to record language assistance requests.

Language Assistance Measures

Cary has or will implement the following LEP measures:

- Users of Cary’s website have online access to Google Translate, the online language translation service which allows users to translate to and from Spanish and 56 other languages.
- Census Bureau’s “I Speak Cards” are provided on board each vehicle and with every road supervisor vehicle.
- Bilingual call center staff is available for Spanish language assistance and also to translate correspondence in Spanish. Call center staff are also responsible for recording complaints and forwarding them to GoCary. Complaints that come under Title VI are forwarded to the Title VI Coordinator.
- Provide pocket guide, “Basic Spanish for Transit Employees” for operators and staff with basic Spanish words and phrases.
- Regularly complete onboard surveys to better identify languages used by passengers.
- Provide translators for all public hearings and meetings (upon request) and translate news releases to supplement the availability of Google Translate.
- Several bus operators speak Spanish. Operators are the most direct point of contact for LEP persons. Several bus operators speak fluent Spanish, however, if the operator is not bilingual they are instructed to use the Census Bureau’s “I Speak Cards”. Bus operators may then ask for assistance from a bilingual passenger. If there is no one on the bus who can offer language assistance, the operator contacts dispatch for assistance.
- Signs related to life safety issues will display text in English and Spanish.

- Signs which provide transit patrons with general directions and route and service information will include international symbols, numbers and place names. This policy is currently being applied as follows:
 - Way Finding signs in the vicinity of the Administrative Office building and Regional Transit Center will include international symbols and directional arrows;
 - Bus route signs on the bus platform will include international symbols; route numbers, and route origin and destination names which would be the same in any language.

At a minimum, the following vital documents will be translated into Spanish:

- Title VI Public Notice
- Title VI Complaint Form
- ADA Complaint Procedures
- Door to Door Registration Form
- Bus System Map and Schedules

Training Staff

It is important that staff members, especially those having contact with the public know their obligation to provide meaningful access to information and services for LEP persons. Bus operators have the most frequent contact with LEP persons, through daily interaction with passengers. During orientation the Safety & Training Manager will view the video “Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice” and provide a summary of the Title VI Program and Language Assistance Plan to new staff to be aware and understand their role and responsibilities, including:

- Language assistance services offered;
- How and when to use “I Speak Cards”;
- Specific procedures to follow when encountering an LEP person;
- How to document/report language assistance requests.

Copies of the Language Assistance Plan will also be distributed to all managers to disseminate plan information to appropriate administrative staff.

Providing Notice to LEP Persons

Cary has or will implement the following outreach efforts:

- A statement on its website in Spanish indicating that language assistance is available free of charge;
- Public meetings and open house announcement should include a tagline in Spanish affirming that Cary will make reasonable accommodations to translate any materials into Spanish, (or other language) or provide an interpreter;
- Major service changes including fare changes that require legal notice advertising are translated into Spanish. The translated notices are posted in public locations, major stops, vehicles and the Depot;

- Post notices to inform the public that Spanish speaking personnel are available to aid in translation by telephone at the Regional Call Center or at the dispatch office;
- Include notices in local newspapers in Spanish.

Monitoring and updating the LEP Plan

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

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of the LEP persons?
- What is the current LEP population in GoCary's service area?
- Has there been a change in the types of languages where translation services are needed?
- Do staff members understand the Language Assistance Plan policies and procedures?
- Were any complaints received?

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

Dissemination of the Limited English Proficiency Plan

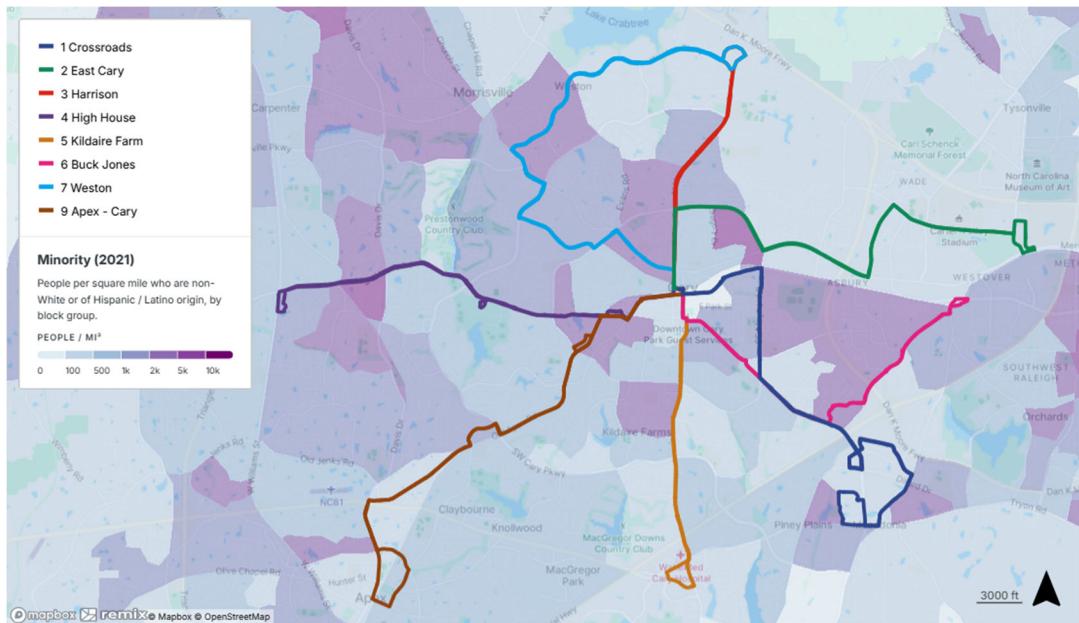
Cary includes the Language Assistance Plan with its Title VI Policy and Complaint Procedures. The Notice of Rights under Title VI to the public is posted on Cary's website and in transit vehicles. Copies of the plan will be provided to any person or agency requesting a copy.

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

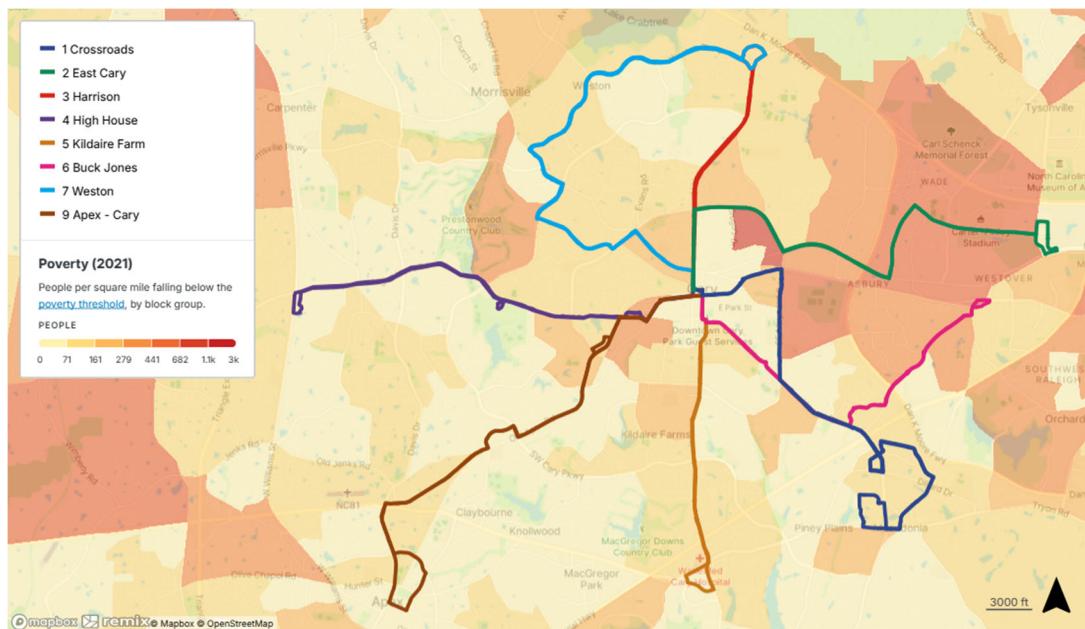
Title VI Coordinator
PO Box 8005
Cary, NC 27512
Phone (919) 653-7141
Fax (919) 380-6426

Appendix H – Demographic Maps

Minority Population Map for Current Service (data provided from Remix software)



Low Income Population Map for Current Service (data provided from Remix software)



Appendix I – Title VI Program Town Council Approval

RESOLUTION OF THE CARY TOWN COUNCIL

WHEREAS, as a recipient of federal grant funding, Cary's transit system must comply with the Federal Transit Administration's ("FTA") regulations in regard to Title VI of the Civil Rights Act of 1964 and document such practices in its Title VI Program.

WHEREAS, to maintain compliance with FTA rules and regulations, Cary must submit updated copies of its Program to the FTA every three years.

NOW THEREFORE, be it resolved by the Town Council of the Town of Cary:

The Town Council hereby approves the attached, updated "Town of Cary (GoCary) Title VI Program" ("Program") and authorizes the Town Manager or designee to submit a copy of Program in substantially this form to the Federal Transit Administration and to take such actions as contemplated in Program.

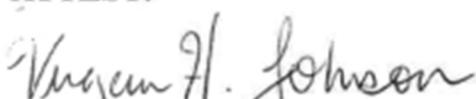
Adopted this the 22nd day of January 2026.



Harold Weinbrecht, Jr.

Harold Weinbrecht, Jr. Mayor

ATTEST:



Virginia H. Johnson

Virginia H. Johnson,
Town Clerk

