

Title VI Triennial Program Update - Includes Public Participation Plan

August
2017

GoTriangle
4600 Emperor Blvd
Suite 100
Durham, NC 27703

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Introduction

In accordance with the FTA Title VI Circular, 4702.1B, GoTriangle is required to submit a Title VI Program once every three years or as otherwise directed by FTA.

The Title VI Program is a compilation of documents, plans, maps, policies and standards, etc., that demonstrate GoTriangle's compliance with Title VI. Guidance provided by the FTA Title VI Circular requires, approval of the Title VI Program by GoTriangle's Board of Trustees.

GoTriangle
Title VI - Policy Statement

As a federal grant recipient GoTriangle complies with Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color, or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participation in, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

GoTriangle is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with GoTriangle or affected by its programs. GoTriangle's commitment includes vigorously enforcing all applicable laws and regulations that affect GoTriangle and those organizations, both public and private, which participate and benefit through our programs.

GoTriangle will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in its programs are given an equal and equitable chance to participate. GoTriangle's subrecipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services.

GoTriangle's EEO/DBE Office is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the Civil Rights Act. Any person(s) or firm(s) who feel that they have been discriminated against are encouraged to report such violations to GoTriangle's Title VI Coordinator: EEO/DBE Office, GoTriangle, P.O. Box 13787, Durham, NC 27709. Phone: (919) 485-7433.

Additional information on GoTriangle's Title VI obligations and procedures to file a complaint of Title VI discrimination is available at: www.gotriangle.org.

Jeff Mann
Jeff Mann, General Manager

5/14/17
Date

Title VI Notice to the Public

Title 49 CFR Section 21.9(d) requires GoTriangle to provide information to the public regarding its obligations under DOT's Title VI regulations and members of the public of the protections against discrimination afforded to them by Title VI.

See Attachment A-Title VI Notice to Public Poster.

Title VI Notice to the Public (English)

GoTriangle hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding GoTriangle's programs has a right to file a formal complaint. All complaints must be submitted to GoTriangle's Title VI Coordinator within 180 days following the date of the alleged occurrence. If information is needed in another language, call the telephone number below.

For additional information regarding GoTriangle's civil rights program or to file a complaint, visit our website at: www.gotriangle.org or contact:

Sylvester Goodwin, Title VI Coordinator
EEO/DBE Office
GoTriangle
P.O. Box 13787
Durham, NC 27709
Phone: (919) 485-7433
Fax: (919) 485-7491
Email: sgoodwin@gotriangle.org

Title VI Notice to the Public (Spanish)

Por el presente *GoTriangle* anuncia públicamente su política para defender y asegurar la completa conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y con todos los estatutos relacionados con este. El Título VI y los estatutos relacionados con este, que prohíben la discriminación en programas que reciben ayuda del gobierno federal, exigen que ninguna persona en los Estados Unidos sea discriminada en razón de su raza, color, origen nacional, sexo, o discapacidad, sea excluida de participar, se le niegue beneficios o sea objeto de descremación en ningún programa o actividad que reciba asistencia financiera del gobierno federal.

Cualquier persona que cree que ha sido perjudicada por una práctica ilegal discriminatoria en los programas de *GoTriangle*, tiene el derecho de presentar una queja formal. Se debe enviar todas las quejas al Coordinador de TítuloVI de *GoTriangle* dentro de los 180 días siguientes a la fecha del supuesto incidente. Si necesita información en otro idioma, llame al número de teléfono que se encuentra a continuación:

Para información adicional sobre el programa de derechos civiles de *GoTriangle* o para presentar una queja, visite nuestro sitio de internet, www.gotriangle.org, o póngase en contacto con el:

Sylvester Goodwin, Coordinador del Título VI de *GoTriangle*
EEO/DBE Office
P.O. Box 13787
Durham, NC 27709
Teléfono: (919) 485-7433
Fax: (919) 485-7491
Email: sgoodwin@gotriangle.org

Title VI Notice - List of Locations Where Posted

- All passenger vehicles including Paratransit fleet
- GoTriangle's Website
- GoTriangle Regional Transit Center
- Bulletin Boards

Title VI Complaint Procedures

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), GoTriangle shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. GoTriangle must also develop a Title VI complaint form, and procedure for filing a complaint shall be available on GoTriangle's website.

GoTriangle - Title VI Complaint Procedures

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who believes that they have been subjected to discrimination may file a written complaint with GoTriangle's EEO/DBE office. The complaint must be filed no later than one-hundred eighty (180) days after the alleged incident.

The complainant may submit a written statement or complete the Title VI Complaint Form on GoTriangle's website. The complaint should include the following information:

- The complainant's name, mailing address, telephone number, email address, etc.
- Describe how, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.
- Include any additional information the complainant considers relevant to the complaint.
- The complainant's signature and date.

The complaint may be mailed or faxed to the following address:

Sylvester Goodwin, Title VI Coordinator
EEO/DBE office
GoTriangle
P.O. Box 13787
Durham, NC 27709
Phone: (919) 485-7433
Fax: (919) 485-7491
Email: sgoodwin@gotriangle.org

Once the complaint is received, the EEO/DBE office will review to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office. In the event the EEO/DBE office has jurisdiction an investigation will begin within fifteen (15) working days of receipt of complaint.

The EEO/DBE office 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. If the complainant fails to provide the requested information within fifteen (15) days, the EEO/DBE office may administratively close the complaint. A case can be administratively closed also if the complainant no longer wishes to pursue the complaint. The EEO/DBE office will complete the investigation within ninety (90) days of receipt of the complaint.

A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations.

The Chief Financial Officer (CFO)/Director of Administrative Services will review the report. After the CFO reviews the report, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other actions will occur. If the complainant wishes to appeal the decision, she/he has fifteen (15) days after the date of the closure letter or the LOF to do so.

A person may also file a complaint directly with the:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Phone: (888) 446-4511

Please provide:

- A summary of your allegations and any supporting documentation.
- Sufficient details for an investigator to understand why you believe the public transit provider has violated your rights, with specifics such as names, dates and times of incidents, route numbers, witnesses, and any other information that would assist in the investigation of the allegations.
- Any related correspondence from the transit provider.
- Please sign complaint, as the FTA cannot accept without a signature.

Title VI Complaint Form (English)

GoTriangle must create and make available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form shall be available on GoTriangle's website. GoTriangle's Title VI Complaint Form shall specify the three classes protected by Title VI - race, color and national origin - and allow the complainant to select one or more of those protected classes as a basis for discrimination.

GoTriangle - Title VI Complaint Form

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

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				

GoTriangle - TÍTULO VI PROCEDIMIENTOS DE QUEJA

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona, por motivos raciales, de color u origen nacional, incluyendo la negación de acceso significativo para personas con Conocimiento limitado de inglés (LEP, por su sigla en inglés) será excluida de participar, le serán negados los beneficios de o estará sujeta a discriminación en cualquier programa o actividad que reciba asistencia financiera Federal.

Toda persona que considere haber estado sujeta a discriminación puede presentar una queja por escrito ante la oficina EEO/DBE de GoTriangle. La queja debe ser presentada antes de los ciento ochenta (180) días del incidente alegado.

El demandante puede presentar una declaración escrita o completar el Formulario de Queja del Título VI en el sitio web de GoTriangle. La queja debe incluir la siguiente información:

- Nombre del demandante, domicilio postal, número de teléfono, dirección de correo electrónico, etc.
- Describa cómo, cuándo, dónde, y porqué el demandante considera que él o ella fue discriminado. Incluya la ubicación, nombres, e información de contacto de cualquiera de los testigos.
- Incluya cualquier información adicional que el demandante considere relevante a la queja/demanda.
- Fecha y firma del demandante.

La queja/demanda debe ser enviada por correo o por fax a la siguiente dirección:

Sylvester Goodwin, Coordinador del Título VI de *GoTriangle*
EEO/DBE Office
P.O. Box 13787
Durham, NC 27709
Teléfono: (919) 485-7433
Fax: (919) 485-7491
Email: sgoodwin@gotraingle.org

Una vez recibida la queja, la oficina EEO/DBE la revisará para determinar si tiene jurisdicción. El demandante recibirá una carta de acuse de recibo en la cual se le informará si la queja será investigada por nuestra oficina. En el caso que pertenezca a la jurisdicción de la oficina EEO/DBE se iniciará una investigación dentro de los quince (15) días hábiles desde la recepción de la queja.

La oficina de EEO/DBE se comunicará con el demandante por escrito en un lapso que no será superior a treinta (30) días hábiles desde la recepción de la queja para solicitar información adicional, de ser necesaria para la investigación de la queja. Si el demandante no envía la información solicitada dentro de los quince (15) días, la oficina EEO/DBE puede proceder al cierre administrativo de la queja. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir adelante con la queja. La oficina EEO/DBE llevará adelante la investigación dentro de los noventa (90) días desde la recepción de la queja.

El investigador preparará un informe de investigación escrito. El informe incluirá una descripción resumida del incidente, hallazgos y recomendaciones.

El Director de Finanzas (CFO)/Director de Servicios Administrativos revisará el informe. Después de que el CFO revise el informe, la primera de dos cartas será emitida al demandante: una carta de cierre o una carta de hallazgo (LOF). Una carta de cierre resume los alegatos y declara que no hubo violación del Título VI y que el caso será cerrado. Una LOF resume los alegatos y las entrevistas relacionadas con el incidente alegado y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del miembro del personal u otras acciones. Si el demandante desea apelar la decisión, él o ella tienen quince (15) días a partir de la fecha de la carta de cierre o LOF para hacerlo.

Una persona también puede presentar una queja/demanda directamente ante:

Federal Transit Administration / Administración de Tránsito Federal
Oficina/Agencia de Derechos Civiles
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Teléfono: (888) 446-4511

Por favor proporcione:

- Un resumen de sus acusaciones y cualquier documentación de apoyo.
- Suficientes detalles para que un investigador entienda por qué cree que el proveedor de transporte público ha violado sus derechos, con detalles exactos como nombres, fechas y horas de los incidentes, números de las rutas, testigos, y cualquier otra información que ayude en la investigación de las acusaciones.
- Cualquier correspondencia relacionada del proveedor de transporte público.
- Por favor firme la queja, ya que la Administración Federal de Tránsito (FTA) no la aceptará sin una firma

GoTriangle – Formulario de Queja de Título VI

Sección I:				
Nombre:				
Domicilio:				
Teléfono (Particular):			Teléfono (Laboral):	
Dirección de correo electrónico:				
Requerimientos de formato accesible?	Texto grande		Audio	
	TDD		Otro	
Sección II:				
¿Presenta esta demanda por su cuenta?			Sí*	No
*Si su respuesta a esta pregunta fue "sí", dirijase a la Sección III.				
Si su respuesta es "no", por favor indique el nombre y la relación de la persona en cuya representación presenta la demanda:				
Por favor explique porqué presenta una demanda en nombre de un tercero:				

Por favor confirme que obtuvo el permiso de la parte agraviada si usted presenta esta demanda en nombre de un tercero.			Sí	No
Sección III:				
Considero que la discriminación que experimenté se basó en (marque las que correspondan):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la discriminación alegada (Mes, día, año): _____				
Explique con la mayor claridad posible qué ocurrió y porqué considera que fue discriminado/a. Describa todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo/la discriminaron (si lo sabe) como así también los nombres e información de contacto de cualquier testigo. Si necesita más espacio, por favor use la parte posterior de este formulario.				

Sección IV				
¿Ya presentó alguna demanda sobre el Título IV con esta agencia?			Sí	No
Sección V				

¿Presentó esta demanda ante cualquier otra agencia local, Federal o Estatal o ante cualquier otro tribunal Federal o Estatal?	
[] Sí [] No	
Si respondió "sí", marque lo que corresponda:	
[] Agencia federal: _____	
[] Tribunal federal _____	[] Agencia estatal _____
[] Tribunal estatal _____	[] Agencia local _____
Por favor brinde información sobre una persona de contacto en la agencia/tribunal donde presentó la demanda.	
Nombre:	
Título/Cargo:	
Agencia:	
Domicilio:	
Teléfono:	
Sección VI	
Nombre de la agencia a la que va dirigida la demanda:	
Persona de contacto:	
Título/Cargo:	
Número de teléfono:	

Puede adjuntar cualquier material escrito u otra información que considere relevante a su demanda.

A continuación debe colocar su firma y fecha:

Firma Fecha

Por favor presente este formulario personalmente en la dirección a continuación, o envíelo por correo a:

Sylvester Goodwin, Coordinador del Título VI de *GoTriangle*
 EEO/DBE Office
 P.O. Box 13787
 Durham, NC 27709
 Teléfono: (919) 485-7433
 Fax: (919) 485-7491
 Email: sgoodwin@gotraingle.org

Transit-Related Title VI Investigations, Complaints and Lawsuits

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires that GoTriangle prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin, active investigations conducted by entities other than FTA: lawsuits: and complaints naming the recipient.

Title VI: Investigations, Lawsuits and Complaints: 7/2014 - 6/2017

Date Filed	Summary Type: Investigations, Lawsuits or Complaints - (include basis of complaint: race, color, or national origin)	Type	Corrective Actions/Status	Date Closed
1/30/17	<p>A white male passenger alleged discrimination based on disability, age and race. The Complainant alleged abusive behavior and harassment by a GoTriangle operator that allegedly occurred January 21, 2017.</p> <p>GoTriangle reviewed the bus video, however found no corroborating facts to support the Complainant's claims. The video revealed the Complainant became upset after the operator announced the bus would not be able to proceed to the route's last stop because of a Right to Life march that prevented it from making the stop.</p>	Investigation (Race)	<p>The operator (Black female) was counseled on effective customer service procedures on January 31, 2017.</p> <p>The operator was informed not to argue with customers but instead to state, "I'm sorry for the inconvenience and if you need more information please contact customer service."</p>	2/2/17
4/29/16	<p>A female passenger alleged that she was harassed by a male GoTriangle operator on April 29, 2016. The Complainant stated the operator has on more than one occasion asked her for her telephone number.</p>	Investigation (Sex)	<p>GoTriangle substantiated the Complainant's allegations after a thorough investigation of the complaint.</p> <p>GoTriangle terminated the operator on May 20, 2016.</p>	5/20/16

3/11/16	<p>A passenger (3rd Party) alleged that two other passengers were disrespectful of a customer who did not have funds for the fare. The Complainant alleged the two passengers made loud “uncomfortable comments and jeers” that were disrespectful not only to the customer but to others on the bus.</p> <p>GoTriangle contacted the Complainant on March 14, 2016, who did not recall the date of the incident, but did recall two passengers making comments about a customer not having their money together. No racial or other inappropriate comments were recalled.</p>	Investigation (Other)	<p>GoTriangle asked the Complainant to report any comments or behavior that she felt was inappropriate to the operator immediately if it occurs in the future. Any comments that violate GoTriangle’s Code of Conduct will be reviewed on a case by case basis.</p> <p>GoTriangle met with the operator on the route and asked them to closely observe any unprofessional behavior.</p>	3/14/16
1/21/16	<p>A female passenger alleged that a male GoTriangle operator “squeezed” her arm in a sexual manner as she exited the bus on January 21, 2016.</p>	Investigation (Sex)	<p>GoTriangle reviewed the video with the operator and coached him on appropriate behavior.</p> <p>The operator was issued a Memorandum dated, February 2, 2016 informing him to refrain from touching any customer.</p>	2/9/16
1/15/15	<p>A female Chinese passenger alleged an operator frequently only asked Chinese riders to show an ID badge when using the Duke GoPass card. The Complainant alleged on January 15, 2015, @ 8:30 am on bus 2906, route 405, a Black female operator didn’t ask two females that boarded before her; a Black and White female to show their ID badge. However, the operator did ask her and another Chinese person after her.</p> <p>The Complainant stated the actions of the operator</p>	Investigation (National Origin)	<p>GoTriangle reviewed the bus video of the alleged incident by the date, time and bus number noted by the Complainant. The video was unable to confirm the alleged incident as it was not on the video.</p> <p>The operator was interviewed and did not recall the incident occurring at any point during the route.</p> <p>GoTriangle emailed the Complainant on</p>	2/10/15

	<p>made her feel uncomfortable and discriminated against because it implied that either; (1) it's difficult to distinguish one Chinese from another or; (2) Chinese frequently exploited the convenience of the GoPass so that they needed to be checked.</p> <p>The Complainant stated that she would like the operator to be more consistent in checking the ID badge, rather than just exclusively Chinese people or anyone that looks like a Chinese.</p>		January 19, 2015, seeking additional information. The Complainant did not respond.
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Public Participation Plan

Promoting Inclusive Public Participation

2017

Purpose

The purpose of this plan is to promote public involvement in transit planning decision making activities. This plan will establish formal procedures that allow for, encourage, and monitor public participation within GoTriangle's service areas including, but not limited to, minority and disabled individuals, persons with Limited English Proficiency (LEP), and low-income populations. This document describes proactive public outreach strategies and procedures.

The plan ensures that GoTriangle utilizes effective means of providing information and receiving public input on transportation decisions from low-income, minority and LEP persons as required by Title VI of the Civil Rights Acts of 1964 and its implementing regulations.

Program/Project Overview

This section should introduce the agency's Title VI program update, major service change, fare increase or specific project proposal being considered.

Public Participation Guidelines and Prior Outreach

The Federal Transit Administration (FTA) guidelines for general Title VI program involvement are fairly broad and allow the transit providers to choose specific strategies that will best meet the needs of their rider demographics. However, it is required that every Title VI Program include a public participation plan that outlines strategies for engaging minority, low income, and limited English proficient populations.

Goals and Objectives

The goal of the plan is to offer a variety of opportunities for the general public to engage in transit planning and decision-making activities at GoTriangle in accordance with FTA Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement.

The overall goal of this plan is to outline the strategies that will be implemented to raise awareness and provide valuable input to be used in the decision-making process. The objectives of the Public Participation Plan, in support of this goal, include:

- Solicit participation and feedback from target populations;
- Hold meetings early in the process;
- Provide frequent notification of opportunities to be involved;
- Provide equitable access to relevant project information;
- Monitor and evaluate outreach activities to determine effectiveness;
- Strategies to conduct ongoing public engagement;
- Determine what non-English languages and other barriers may exist to public participation within GoTriangle's service areas;
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area;
- Scheduling meetings at times and locations which are convenient and; accessible to all area residents, including, but not limited to, minority, LEP, and low income members of the public;
- Coordinating with community-and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities; and
- To utilize a variety of communication methods to capture public input from populations which are typically not likely to attend or engage in public meetings.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a plan, project, or program based on decisions related to recommendations or implementation actions.

General stakeholders within GoTriangle's service area include, but are not limited to:

- GoTriangle's Board of Trustees;

- Durham, Orange and Wake County residents;
- Public (including minority, LEP, and low income populations);
- Major employers;
- Major colleges, universities, and school districts;
- Non-profit and private business community;
- Local Chambers of Commerce;
- Regional transit partners.

System/Regional Demographics

This section should include the most recent census-based info (decennial census or American Community Survey) on regional, community, and/or service area demographics, including population, race and ethnicity, income age, and English proficiency.

This section should also provide an overview of transit ridership demographics from on-board surveys conducted by the transit agency, and provide a comparison of the ridership demographics to the regional/community/service area demographics to provide context for the program action. For any major service changes, census based information or affected routes should be used for evaluation purposes; for fare changes or expansions in route lengths/alignments, on-board survey profile data should be evaluated.

This information is contained in the Limited English Proficiently & Language Assistance Plan documents.

Limited English Proficiency (LEP) Four-Factor Analysis

This information is contained in the Limited English Proficiently & Language Assistance Plan documents.

Meetings and Outreach

A variety of public participation methods will be used to facilitate public involvement throughout this project. The following section lists the methods for engaging the target audience and stakeholders:

- Presentations to non-profit and civic groups serving seniors, youth, persons with disabilities, low-income, LEP and other populations;
- Presentations to schools, churches, and interest groups;
- Open houses;
- Informational handouts;
- Translated written materials;
- Informational website;
- Social media sites (Twitter, Facebook, etc) announcements;
- Press releases;
- Public service announcements;
- Surveys;
- Questionnaires;
- Comment forms;
- Hotline/Toll free #;
- Online surveys and comment forms;
- Interagency coordination;
- Community interviews;
- Community recreational events/festivals;
- Staffed booths at events;
- Targeted outreach to organizations serving Title VI (and LEP) populations;
- Pass programs targeted to Title VI populations.

Agency Coordination

GoTriangle works closely with regional transit agencies, local and state agencies, government agencies, etc., as they play a vital role in project planning and development.

GoTriangle's Board of Trustees will review and approve policies, service and fare changes, and review or identify mitigation for Title VI impacts.

Public Meetings

Public meetings - Any meeting held by GoTriangle staff or our consultants that is intended to communicate information to our customers and the public or to receive input from those groups. Typically these events are advertised in advance and held in a location that is accessible for the target population. We make translation and/or interpretive accessibility services available at these meetings. And meetings are held in ADA accessible locations with access to transit services. Meetings are scheduled at convenient times to allow people the opportunity to attend the meeting that best fits their schedules. GoTriangle typically advertises in media that target underrepresented and LEP populations.

Public outreach activities - We also go out to customers or the public on-board buses, at bus stops, or in other public places to share or solicit information. These activities are not typically communicated in advance, but are an excellent way to reach individuals who are unlikely to participate in a public meeting. These activities are sometimes also conducted on-line. Meeting notifications and advertisements include information in Spanish and instructions on how to request accessibility services if needed for the meeting.

Public Hearings

Public Hearing - This is a formal opportunity for the public to comment on a staff proposal. It must be advertised in a newspaper of general circulation at least 10 days before the scheduled hearing. GoTriangle has typically held public hearings at the beginning of meetings of the Board of Trustees.

Other meetings or Events

GoTriangle staff also attend community events and/or meetings across the service area in an effort to engage a broader audience and specifically target Title VI populations and those interested in transit issues. If LEP populations are present in the area, translation/interpretive services are available at the meetings.

Community Group Briefings are attended by staff and project team members. These events and meetings are held by community organizations to further educate Title VI populations and other community members about the project and solicit public comment.

Communication Tools and Techniques

Notifications

GoTriangle employs several notification strategies to ensure the public is aware of upcoming meetings and activities. Notifications are translated based on the LEP population that is identified in the area. Strategies include:

- Flyers placed in strategic locations (ex: transit centers, buses, etc.) to reach the target audience that convey key project information and to advertise public forums;
- Comment forms (English & Spanish) distributed at community events and public workshops with staff assisting in completion of forms at canvassing opportunities;
- Staff presentations;
- Advertisements;
- Media: Email, Twitter and Facebook;
- Organizational list serves;
- Posting to community websites;
- Go Triangle website;
- GoTriangle's website.

Web-Based Communications and Social Media

Web-based communication and social media outreach is another portion of public outreach strategies that is a highly effective tool in providing information quickly to a wide and diverse audience, all for little cost. GoTriangle staff and our consultants develop content and strategies on how it will be submitted, and where it will be uploaded, as well as when/how updates will be provided.

Community organizations are identified to whom web page, social media and electronic notification are to be distributed. A description of the types of planned electronic distribution to community organizations and stakeholders is included, and an overview of to whom and how they will be distributed.

Press releases are developed and circulated to media outlets across the region and provided updates on projects and important meeting notifications. News releases are distributed to minority and Spanish language media outlets to support outreach to Title VI minority population groups and LEP populations.

Media Releases

News releases are used to provide information about public workshops. Newspapers, radio and television broadcast stations and online forums are the media routinely used.

Stakeholder Comment Tracking Summary

This section describes how and when during the process comments will be collected from the public. Options for gathering public comments include comment forms to be used at events/public meetings, a project webpage, dedicated phone line, and/or project email. This section should describe the demographic, transit use or other information that may be collected in addition to feedback on the program or project. A description should be included as to how comments will be reviewed, tracked, and incorporated into decision-making.

Measuring Success

Quantifiable performance measures are essential for determining the success of public participation strategies. Both qualitative and quantitative approaches will be used to evaluate the effectiveness of outreach for the study. The following list

measures of effectiveness:

Accessibility

- Meeting and community event locations represent the target demographics;
- All meetings are accessible by transit (meetings are within xx of a mile from transit stop;
- All meetings are ADA accessible;
- All meetings have language accessibility.

Reach

- Total number of comments received (goal of xxx);
- Percentage of comments received from LEP persons (goal of xxx or xx percent);
- Total number of participants at public meeting meetings and community events (goal of xxx);
- Number of LEP persons in attendance at public meetings and community events (goal of xx);
- Number of visits to the project web pages (goal of xxx);
- Number of articles or other media coverage (goal of xx in each jurisdiction).

Diversity/Equity

- Demographic distribution of commenter's as measured by voluntary demographic data collected via comment forms represent customer base;
- Geographic distribution of participants based on comment form addresses or zip codes (goal of xx percent of zip codes represented);
- Diversity of community organizations provided notifications or targeted by community events and cross-section of Title Vi populations served (goal of xx organizations representing seniors, low-income, minority, and/or disabled

populations.

Decision Integration

- All comments are analyzed and summarized to the project team in a timely manner for decision-making (goal of meeting summaries prepared within 10 business days;
- All comments requiring response are responded to within 15 business days;
- Comments requiring response and actions taken in response to comments are tracked.

Public Participation Schedule

A project schedule should be included noting key and public participation milestones. If, appropriate, note that activities and dates are subject to change throughout the study process and will be updated as needed.

Conclusion

This document will serve as the Public Participation Plan for GoTriangle. The plan will be available for review on the agency's website at: www.gotriangle.org and at GoTriangle's administrative office: 4600 Emperor Blvd, Suite 100, Durham, NC 27703. Members of the public can also obtain information about the plan by contacting GoTriangle by phone at (919) 485-7433.

If the plan is requested in LEP languages, large type, and/or Braille, staff will make a reasonable attempt to accommodate those needs.

Attachment A: Public Outreach Meetings (since last policy submission)

GoTriangle Public Meetings - Summary of outreach efforts since last submission October 2014 D-O LRT Project.

Attendance at major festivals in Durham, Orange and Wake County:

- Ritmo Festival, Cary, 2015, 2016
- The International Bluegrass Festival, Raleigh, 2016
- Southeast Raleigh Empowerment Festival, Raleigh, 2016
- East meets West Festival, Morrisville, 2016
- Live and Local Hillsborough Street, Raleigh, 2014, 2015, 2016
- CenterFest, Durham 2014, 2015, 2016
- FestiFall, Chapel Hill, 2014, 2015
- Fiesta Del Pueblo, 2015

Wake County Meetings to form transit plan:

- Tuesday, May 12, 2015 at 4 p.m.
- Wednesday, May 13, 2015 at 8 a.m.,
- Thursday, May 14, 2015 at 8 a.m.,
- Friday, May 15, 2015 at 8 a.m.
- Saturday, May 16, 2015 at 8 a.m., 6:30 p.m.
- Sunday, May 17, 2015 at 6:30 p.m.
- Monday, May 18, 2015 at 10 a.m.
- Tuesday, May 19, 2015 at 8 a.m.
- Tuesday, December 8, 2015, 4-8 p.m.
Raleigh Convention Center
- Monday, May 2, 2016; 4-7 p.m.
Wake County Southern Regional Center, Room 182
130 N Judd Parkway NE, Fuquay-Varina
- Thursday, May 5, 2016; 4-7 p.m.
Apex Community Center, Summit Room
53 Hunter St., Apex
- Monday, May 9, 2016; 4-7 p.m.
Wake County Northern Regional Center, Room 163
350 E. Holding Ave., Wake Forest
- Monday, May 16, 2016; 4-7 p.m.
Wake County Eastern Regional Center, Room 156
1002 Dogwood Drive, Zebulon

Wake County Community Presentations

- Sept. 10, 2015: RTP Event, 4:30 p.m.
- Sept. 17, 2015: Atlantic CAC, 7 p.m.
- Feb. 12, 2016: Millbrook Human Services' Community Advisory Council, 9 a.m.
- Feb. 23, 2016: Morrisville Town Council, 6:30 p.m.
- March 1, 2016: Holly Springs Town Council, 7 p.m.
- March 10, 2016: Presentation to Cary Town Council, 6:30 p.m.
- March 15, 2016: Wake Forest Town Commissioners, 7 p.m.
- March 16, 2016: Knightdale Town Council, 7 p.m.
- March 22, 2016: Wake Citizens Advisory Council, 7 p.m.

Other:

- Members of community chambers including the NC Hispanic Chamber of Commerce
- Partners against Crime meetings

All of our public meetings are held in ADA accessible locations with access to transit services. Meeting notifications and advertisements include information in Spanish and instructions for how to request accessibility services if needed for the meetings. When we purchase advertising, we typically purchase in both a paper of general circulation and publications that target underrepresented and LEP populations. We also develop relationships with Hispanic and Black community leaders who advise us of the most effective ways to get in touch with their populations.

Typically, multiple public meetings are scheduled to allow people the opportunity to find the meeting and time that works best for their schedules (e.g. Tuesday 4-7, Thursday 4-7 and Saturday 10-1).

When people request accessible services, most often interpretive services, we contract with a vendor to provide personal assistance for the requestor.

GoTriangle Public Meetings – Wake Transit public meeting schedule for the public input session around the FY18 Work Plan:

The meetings, which are listed below, also offered residents the opportunity to share their thoughts about the draft plan with local transit planners. The feedback received will be considered as the draft work plan is finalized.

Monday, March 20, 6:30-8:30 p.m.

Chavis Community Center, 505 Martin Luther King Jr. Blvd. Raleigh, NC 27601

Tuesday, March 21, 6:30-8:30 p.m.

Carolina Pines Community Center, 2305 Lake Wheeler Road, Raleigh NC 27603

Wednesday, March 22, 4:30-7 p.m.

Wake County Northern Regional Center, Room 153, 350 E. Holding Ave. Wake Forest, NC 27587

Thursday, March 23, 6:30-8:30 p.m.

Barwell Road Community Center, 5857 Barwell Park Drive, Raleigh, NC 27610

Monday, March 27, 3:30-6 p.m.

Cary Train Station, 211 N Academy St, Cary, NC 27511

Tuesday, March 28, 6:30-8:30 p.m.

Millbrook Exchange Center, 1905 Spring Forest Road, Raleigh, NC 27615

Wednesday, March 29, 4:30-7 p.m.

Wake County Eastern Regional Center, Conference Room, 1002 Dogwood Dr, Zebulon, NC 27597

Thursday, March 30, 4:30-7 p.m.

Wake County Southern Regional Center, Room 182, 130 N. Judd Parkway NE Fuquay-Varina, NC

The public meetings were held by the Transit Planning Advisory Committee, a team charged with implementing the adopted Wake County Transit Plan. Members from all Wake County municipalities, GoTriangle, the Capital Area Metropolitan Planning Organization, Wake County, NC State University and the Research Triangle Park comprise the TPAC.

Residents who cannot attend one of the meetings can comment on the FY 18 Draft Work Plan by visiting waketransit.com or contacting David Powe, GoTriangle Public Outreach Specialist, at dpowe@gotriangle.org or 919-485-7522. Printed copies of the

draft work plan will be available at all Wake County public libraries. For a list of locations visit, www.wakegov.com/libraries/locations/. The public can comment on the draft work plan through April 3, 2017.

Attachment A: Public Meetings (since last policy update)

GoTriangle Public Meetings - Summary of outreach efforts since last submission October 2014 D-O LRT Project

Table 9.3-3: Small Groups, Neighborhoods, Agency, and Stakeholder Meeting List (October 2014 to June 30, 2015)

Date	Presentation to or Meeting with:
10/2/2014	Chapel Hill Chamber of Commerce
10/4/2014	Phoenix Fest ^a
10/5/2014	Festifall
10/8/2014	Joe's Diner Durham ^a
10/8/2014	Signature Kutz Barber Shop ^a
10/8/2014	Samuel & Sons ^a
10/8/2014	Town of Chapel Hill Staff and UNC Staff
10/9/2014	Liberty Street Residents' Council Meeting
10/11/2014	Orange County Environmental Summit
10/11/2014	Leigh Farm Park Ribbon Cutting
10/14/2014	EMPOWERment Inc. ^a
10/14/2014	Gorman Ruritan
10/15/2014	UNC Hospital Employees and Visitors Fair
10/16/2014	Oldham Towers Resident Council Meeting ^a
10/16/2014	Thomas Poole (PAC 1, Durham Chapter NAACP Member) ^a
10/16/2014	Jesus Word Church Leadership ^a
10/17/2014	City of Durham Transportation Staff
10/20/2014	Durham VA Medical Center Engineering Staff
10/20/2014	Duke University Staff
10/21/2014	USACE
10/21/2014	Durham CAN
10/21/2014	James Chavis (PAC 1) ^a
10/21/2014	FHI 360- Employee Health Fair
10/21/2014	Durham County Health Department Durham - Eco Fair
10/22/2014	JJ Henderson DHA Property/Residents' Council Meeting ^a
10/23/2014	National Institute of Health and Environmental Sciences
10/23/2014	East Durham Food Event ^a
10/24/2014	Jesus Word Church Leadership ^a
10/25/2014	Durham Area Designers

10/25/2014	El Centro Health Fair b
10/26/2014	Durham Skywriter Interview
10/28/2014	Durham CAN
10/28/2014	Durham Station Area Strategic Infrastructure Study (SASI)
10/29/2014	Triangle Transit Operations Staff
11/5/2014	UNC Hospital Staff - Transportation Forum
11/6/2014	NCRR
11/6/2014	Durham SASI
11/8/2014	Durham PAC 3
11/12/2014	UNC Students - Transportation Forum
11/13/2014	East Durham Residents for Rail a

Table 9.3-3: Small Groups, Neighborhoods, Agency, and Stakeholder Meeting List (October 2014 to June 30, 2015)

Date	Presentation to or Meeting with:
11/13/2014	Duke Energy
11/18/2014	Durham Transportation Staff
11/21/2014	FTA - Washington
11/21/2014	Duke Energy
11/22/2014	East Durham Residents a
12/5/2014	RDU Staff
12/10/2014	Duke Energy
12/11/2014	RTA - State of Mobility Meeting
12/12/2014	NCCU Chancellor a
12/15/2014	Durham Councilor Steve Schewel
12/16/2014	Steve Stroud – Carolantic
12/18/2014	Duke Energy
12/22/2014	NC Chamber Coalition
1/7/2015	East Durham Residents for Rail a
1/13/2015	East Durham Residents for Rail a
1/16/2015	Duke Energy
1/20/2015	East Durham Residents for Rail a
1/24/2015	East Durham Residents a
2/3/2015	Durham Area Designers
2/4/2015	Leigh Farm Area Property Owner
2/9/2015	John Avery Boys and Girls Club a
2/9/2015	East Durham Leaders a
2/11/2015	Duke Energy
2/19/2015	NC Eastern ASCE
2/23/2015	D-O Corridor Tour Elected Officials
3/2/2015	Durham County Commissioners
3/2/2015	UNC Energy Services
3/5/2015	Durham City Council
3/5/2015	Sam's Quick Shop
3/6/2015	Terry Rekeweg
3/9/2015	Brenntag
3/9/2015	Office of Congressman G.K. Butterfield (Washington, DC)

Table 9.3-3: Small Groups, Neighborhoods, Agency, and Stakeholder Meeting List (October 2014 to June 30, 2015)

Date	Presentation to or Meeting with:
3/10/2015	Office of Congressman David Price (Washington, DC)
3/10/2015	Local business owners in the farming/food industry
3/11/2015	D-O Corridor Tour Elected Officials
3/12/2015	D-O LRT Communications Advisory Committee
3/13/2015	D-O LRT Steering Committee
3/13/2015	James Svava (Coalition For Affordable Housing And Transit) a
3/14/2015	East Durham Residents a
3/16/2015	Gary Kueber, Scientific Properties
3/18/2015	Duke Energy
3/20/2015	Durham County Detention Center
3/30/2015	D-O Corridor Tour Elected Officials
4/1/2015	D-O Corridor Tour Elected Officials
4/1/2015	Durham YouthWorks Career Fair
4/2/2015	Northeast Central Durham Leadership Council a
4/9/2015	Local Neighborhood (Durham Compact Neighborhood Meeting) a
4/21/2015	FTA Region IV Staff Visit
4/14/2015	Orange County Board of Commissioners
4/15/2015	Durham Regional Realtors Association
4/16/2015	BASF Sustainability Fair
4/18/2015	Old West Durham Block Party a
4/22/2015	DCHC MPO Technical Committee
4/27/2015	Downing Creek and surrounding neighborhoods
4/28/2015	Local Neighborhood (Durham Compact Neighborhood Meeting) a
4/30/2015	15-501 Area Business Owners
4/30/2015	Local Neighborhood (Durham Compact Neighborhood Meeting) a
4/30/2015	Larchmont HOA (materials provided)
5/5/2015	Carrboro City Council meeting
5/6/2015	Duke University
5/7/2015	Durham City Council Work Session
5/9/2015	East Durham Residents
5/11/2015	FHWA, NCDOT, DCHC MPO, Town of Chapel Hill, and City of Durham
5/11/2015	Chapel Hill Town Council

Table 9.3-3: Small Groups, Neighborhoods, Agency, and Stakeholder Meeting List (October 2014 to June 30, 2015)

Date	Presentation to or Meeting with:
5/13/2015	DCHC MPO Policy Board
5/14/2015	Residents/property owners
5/14/2015	NCRR
5/19/2015	Lee Barnes with BP
5/19/2015	Durham Gateway Center Apartments
5/20/2015	Downing Creek and surrounding neighborhoods
5/20/2015	Chatham-Orange Sierra Club
5/21/2015	Durham City Council
5/26/2015	Federal Retirees Luncheon
6/11/2015	Durham Compact design neighborhood meeting
6/16/2015	Durham Compact design neighborhood meeting
6/18/2015	Durham Compact design neighborhood meeting
6/22/2015	Durham County Commissioners
6/24/2015	Farrington Road ROMF area residents
6/25/2015	Judea Reform Congregation, Lerner School and Levin Jewish Community Center Leadership
6/25/2015	Cornwallis Road ROMF area residents
6/30/2015	Durham Compact design neighborhood meeting

a Targeting EJ populations (See DEIS chapter 5 for full discussion on EJ).

b Targeting LEP populations.

Table 9.3-4: Open Houses for Affected Property Owners

Date	Method of Invitation	Presentation to or Meeting with:	Attendance
6/4/2014	Phone	Oak Creek Village Apartments and local management	4
7/9/2014	Phone	Meeting for four residential property managers	2
7/9/2014	Phone and Direct Mail	US 15-501 D-O LRT Corridor business owners and residents -- at Southwest Branch of	12
7/17/2014	Phone and Direct Mail	US 15-501 D-O LRT Corridor business owners and residents --at ITT	8
7/18/2014	Phone and Direct Mail	US 15-501 D-O LRT Corridor business owners and residents (web-	2
8/20/2014	Direct Mail	Affected Property Owners -- at Friday Center, Chapel Hill	52
8/21/2014	Direct Mail	Affected Property Owners -- at Hayti Heritage Center	5
8/23/2014	Direct Mail	Affected property Owners -- at ITT Tech	15
8/25/2014	Direct Mail	Affected Property Owners -- on Erwin Rd	17
2/21/2015	Direct Mail	Pettigrew Street Affected Property Owners -- at Durham Station	2
3/7/2015	Direct Mail	Pettigrew Street Affected Property Owners -- at John Avery Boys and	4
4/30/2015	Phone and Direct Mail	US 15-501 D-O LRT Corridor business owners	12
6/24/2015	Direct Mail	Farrington Road ROMF Affected Property Owners -- at Culp Arbor	105
6/25/2015	Direct Mail	Cornwallis Road ROMF Affected Property Owners -- at Levin Jewish	77

Table 9.3-5: Public Meetings in 2014

Date	Public Meeting Location	Attendance
November 18, 2014	Durham Station, 515 Pettigrew Street, Durham, NC	98
November 18, 2014	Friday Center, 100 Friday Center Drive, Chapel Hill, NC	203
November 19, 2014	Springhill Suites/Marriott, 5310 McFarland Road, Durham, NC	102
November 20, 2014	Hayti Heritage Center, 804 Fayetteville Street, Durham, NC	76

End of Report