

Federal Transportation Administration
Title VI Program

Transport Central

June, 29, 2023 of Plan Approval

(Plan expires 3 years from date approved by the board)

Section 1: Title VI Plan Approval & Compliance Requirements


Title VI Plan adopted on: June 29, 2023

Adopted by: Transport Central Board

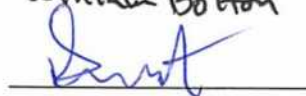
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ANNUAL CERTIFICATIONS AND ASSURANCES

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

TRANSPORT CENTRAL will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: July 7, 2023.

FEDERAL FISCAL YEAR 2023 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: TRANSPORT CENTRAL

The Applicant certifies to the applicable provisions of all categories: (*check here*) ✓.

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs

13 State of Good Repair Grants

14 Infrastructure Finance Programs

15 Alcohol and Controlled Substances Testing

16 Rail Safety Training and Oversight

17 Demand Responsive Service

18 Interest and Financing Costs

19 Cybersecurity Certification for Rail Rolling Stock and Operations

20 Tribal Transit Programs

21 Emergency Relief Program

CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: TRANSPORT CENTRAL

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

Certifications and Assurances

Fiscal Year 2023

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: July 7, 2023

Name RAFAH TEMPLETON / MOBILITY MANAGER Authorized Representative of Applicant

I. INTRODUCTION

WHAT IS TRANSPORT CENTRAL?

We need to spend a little time here to explain what TRANSPORT CENTRAL's 5310 service does, what it does not do, and how it does it. It only provides demand/response transportation service, transporting those over 60 and those with a disability to necessary appointments. These are mostly medical appointments but can include other encounters with the bureaucracy (food stamps, welfare, Medicaid eligibility, etc.).

Transport Central, operating as a demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NHDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B1 and NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. Transport Central operates its programs and services without regard to race, color, and national origin in accordance with Title VI of Civil Rights Act.

TRANSPORT CENTRAL'S COMMITMENT TO CIVIL RIGHTS

This update of TRANSPORT CENTRAL's Title VI Program has been prepared to ensure that the level and quality of TRANSPORT CENTRAL's demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation in any planning process is offered to TRANSPORT CENTRAL's riders and other community members.

Additionally, through this program, TRANSPORT CENTRAL has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that TRANSPORT CENTRAL is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of TRANSPORT CENTRAL's services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency), and The New Hampshire "Law Against Discrimination," NH Revised Statutes Annotated (RSA) Chapter 354-A:1-34.

"No person shall, on 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 assistance." - Civil Rights Act of 1964

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), TRANSPORT CENTRAL has an obligation to ensure that:

- ◆ No one is precluded from participating in TRANSPORT CENTRAL's service planning and development process.
- ◆ A program is in place for correcting any discrimination, whether intentional or unintentional.

Both of these obligations are completely in accord with our goals, plans and commitments.

II. GENERAL REQUIREMENTS

Notice to the Public

To make TRANSPORT CENTRAL riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, TRANSPORT CENTRAL has posted this information to the following locations:

1. TC Office: 258 Highland St. Plymouth NH 03264
2. Passenger service booklet
3. TC Website: www.transportcentral.org
4. Volunteer driver private vehicles

Your Civil Rights

TRANSPORT CENTRAL operates in accordance with Title VI of the Civil Rights Act of 1964 and other statutes that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice on the basis of race, color, or national origin may file a complaint with TRANSPORT CENTRAL. For more information on TRANSPORT CENTRAL's civil rights program and the procedures to file a complaint, contact [Rafah Templeton, Mobility Manager](mailto:Rafah.Templeton@transportcentral.org), call [603-254-5261](tel:603-254-5261), email tc@transportcentral.org, or visit our office at [258 Highland Street, Plymouth NH 03264](https://www.transportcentral.org/locations), 8AM to noon, M-F. A complaint may be filed with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, please call the Pemi-Baker Literacy Task Force at 603-536-2998.

Discrimination Complaint Procedures

The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed 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 from the U.S. Department of Transportation. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.

TRANSPORT CENTRAL has established a process for riders to file a complaint under Title VI. Any person who believes that TRANSPORT CENTRAL has discriminated against her or him on the basis of race, color, or national origin may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices. The complaint form starts on the next page.



TITLE VI COMPLAINT FORM

Section I:

Name: _____ Address: _____
 Primary Phone: _____ Secondary Phone: _____ Email: _____

Accessible Format Requirements? TDD Large Print Audio Tape 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**.
 In 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 Race Color Nationality

Date of Alleged Discrimination (mm/dd/yyyy) _____

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 you (if know) 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 Date _____

Section V:

Have you filed this complaint with any other Federal, State or Local Agency, or with any Federal/State Court?

 Yes No Date _____

If yes, check all that apply:

_____ State Agency _____ Federal Agency _____ Local Agency
_____ State Court _____ Federal Court

Please provide information about a contact person at the agency/court where the complaint was filed.

Agency: _____
Name: _____ Title: _____
Telephone: _____ Address: _____

Section VI:

Name of Agency complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

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

Signature and date required below

Signature: Date:

Please submit this form in person at the address below, or mail this form to:

Transport Central
Mobility Manager
258 Highalnd St. / PO Box 855
Plymouth NH 03264

The Complaint Procedure

If you believe that you have received discriminatory treatment by TRANSPORT CENTRAL on the basis of race, color or national origin, you have the right to file a complaint with the TRANSPORT CENTRAL Mobility Manager.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Rafah Templeton
Transport Central
258 Highland Street
Plymouth NH 03264

Verbal complaints are accepted and transcribed by the Mobility Manager. To make a verbal complaint, call 603-254-5261 and ask for the Rafah Templeton.

TRANSPORT CENTRAL investigates complaints received no more than sixty days after the alleged incident. TRANSPORT CENTRAL will process complaints that are complete. Once the complaint is received, TRANSPORT CENTRAL will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by TRANSPORT CENTRAL.

TRANSPORT CENTRAL has up to thirty days to investigate the complaint. If more information is needed to resolve the case, TRANSPORT CENTRAL may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If TRANSPORT CENTRAL's investigator is not contacted by the complainant or does not receive the additional information within thirty days, TRANSPORT CENTRAL can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

All complaints will be forwarded to DOT.

After the investigator reviews the complaint, 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 action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
 Office of Civil Rights
 1200 New Jersey Avenue SE
 Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

TRANSPORT CENTRAL maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming TRANSPORT CENTRAL that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by TRANSPORT CENTRAL in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are no complaints pending which allege discrimination on the grounds of race, color, national origin or any other form of discrimination.

Active Lawsuits, Complaints, or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
None				

III. TRANSPORT CENTRAL’S PUBLIC PARTICIPATION PLAN

Key Principles

TRANSPORT CENTRAL’s Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in TRANSPORT CENTRAL’s service planning and development process. It ensures that:

- All community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public’s contribution can and will influence TRANSPORT CENTRAL’s decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- TRANSPORT CENTRAL will seek out and facilitate the involvement of those potentially affected.

Through an open public process, TRANSPORT CENTRAL is developing a public participation plan to encourage and guide public involvement efforts and enhance access to TRANSPORT CENTRAL's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that TRANSPORT CENTRAL uses to reach its riders.

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Limited English Proficient (LEP) Goals of the Public Participation Plan

The goals of TRANSPORT CENTRAL's PPP include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment - TRANSPORT CENTRAL communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency, to the extent that we can identify and recruit them.
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Partnerships - TRANSPORT CENTRAL develops and maintains partnerships with communities through the methods described in its public participation plan.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback. We also actively solicit feedback from passengers and partner agencies.
- Quality Input and Participation - That comments received by TRANSPORT CENTRAL are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

TRANSPORT CENTRAL's Public Participation Plan is based on the following principles:

- Flexibility - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness - TRANSPORT CENTRAL will proactively reach out to and engage low income, minority and LEP populations from the TRANSPORT CENTRAL service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - Participation methods will allow for early involvement and be ongoing.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness – TRANSPORT CENTRAL will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

TRANSPORT CENTRAL will use its public participation plan when changes in policies are being considered whenever possible.

IV. TRANSPORT CENTRAL'S PUBLIC PARTICIPATION PROCESS

Selection of Meeting Locations

When determining locations and schedules for public meetings, TRANSPORT CENTRAL will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations.

TRANSPORT CENTRAL

- Print – Newspapers and other periodicals
- Mail and email to Community Partners
- Public Information Sessions
- Public Hearings and Notices
- Website and Facebook

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment (mail, email, social media, public meetings, telephone and others), all comments are assembled into a single document for presentation to the TRANSPORT CENTRAL Board of Directors for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of the plan. Those who may be adversely affected, or who may be denied benefits of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, TRANSPORT CENTRAL will assemble a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of TRANSPORT CENTRAL's community stakeholders can be obtained by contacting TRANSPORT CENTRAL.

Public Outreach Activities

The public outreach and involvement activities conducted by Transport Central since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	Agency	Activity	Comm. Method	Notes
10/9/2022	K-Love Radio	LOCAL Closer Look	Radio Broadcast	
9/1/2022	Central NH Chamber of Commerce		Facebook Post	
5/31/2023	GCSCC	Health Fair		
			Social Media	Facebook.com/Transport CentralNH
	Speare Memorial Hospital		Rack Cards	
	Mid-State Health Center		Rack Cards	
	Whole Village		Rack Cards	
	Volunteer Driver Vehicles		Rack Cards	
	Plymouth Senior Centra		Rack Cards	
Monthly	North Country Council			Regional Planning Meetings
	Pemi Baker Hospice		Rack Cards	

V. LANGUAGE ASSISTANCE PLAN

IMPROVING ACCESS FOR PEOPLE WITH LIMITED ENGLISH PROFICIENCY (LEP)

According to American Community Survey Census data, there are at most 344 people in our service area that speak English less than very well or may be LEP. In the past we have had between 4 and 8 riders with LEP. Since a potential passenger must make the first step towards getting a ride (either by calling themselves or having a friend or relative call) our assessment of the situation starts at that point. We have never had any difficulty in providing a ride to a passenger with LEP.

FACTOR 1 – THE NUMBER OR PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED

Of the 28,204 residents in TRANSPORT CENTRAL service area, 334 residents describe themselves as speaking English less than “very well”. For Transport Central service area, the latest U.S. Census bureau data shows that among the area’s population 1.8% speak English “less than very well.” For these groups who speak English “less than very well”, 0.17% speak Spanish, 0.04% speak Fresh, Haitian or Cajun, 0.05% speak German or other West Germanic languages, 0.03% speak Russian, Polish or other Slavic languages, 0.01% speak other Indo-European languages, 0.07% speak Korean, 0.34% speak Chinese, 0.05% speak Vietnamese, and 0.42% speak other Asian and Pacific Island languages.

As stated above, there are less than 344 people in our entire service area with LEP, and we cannot estimate how many of them are elderly or disabled.

SERVICE AREA OVERVIEW

TRANSPORT CENTRAL’s service area encompasses approximately 800 square miles of Grafton County (and one town in Belknap County) and is home to a population speaking several different languages. Of the total service area population of 28,204, 1.18 % of residents report speaking English less than very well. 1.18% of 28,204 is just under 334.

THE LOCATIONS OF THE LEP COMMUNITY

The chart in Exhibit A illustrates the distribution of population densities by Census Tract where individuals speak English “Less than Very Well.”

		Combined Service Area	
Label	Estimate	Percent of Population	
Total:	28,204		
Speak only English	26,749	94.84%	
Spanish:	298	1.06%	
Speak English "very well"	249	0.88%	
Speak English less than "very well"	49	0.17%	
French, Haitian, or Cajun:	275	0.98%	
Speak English "very well"	264	0.94%	
Speak English less than "very well"	11	0.04%	
German or other West Germanic languages:	74	0.26%	
Speak English "very well"	61	0.22%	
Speak English less than "very well"	13	0.05%	
Russian, Polish, or other Slavic languages:	31	0.11%	
Speak English "very well"	23	0.08%	
Speak English less than "very well"	8	0.03%	
Other Indo-European languages:	159	0.56%	
Speak English "very well"	157	0.56%	
Speak English less than "very well"	2	0.01%	
Korean:	22	0.08%	
Speak English "very well"	1	0.00%	
Speak English less than "very well"	21	0.07%	
Chinese (incl. Mandarin, Cantonese):	277	0.98%	
Speak English "very well"	180	0.64%	
Speak English less than "very well"	97	0.34%	
Vietnamese:	36	0.13%	
Speak English "very well"	22	0.08%	
Speak English less than "very well"	14	0.05%	
Tagalog (incl. Filipino):	17	0.06%	
Speak English "very well"	16	0.06%	
Speak English less than "very well"	1	0.00%	
Other Asian and Pacific Island languages:	230	0.82%	
Speak English "very well"	112	0.40%	
Speak English less than "very well"	118	0.42%	
Arabic:	8	0.03%	
Speak English "very well"	8	0.03%	
Speak English less than "very well"	0	0.00%	
Other and unspecified languages:	28	0.10%	
Speak English "very well"	28	0.10%	
Speak English less than "very well"	0	0.00%	

https://data.census.gov/table?q=C16001&g=060XX00US3300900580,3300902020,3300907540,3300907700,3300908660,3300918740,3300923860,3300932180,3300935220,3300936900,3300941860,3300965940,3300976740,3300978740,3300979380,3300980500,3300987060_160XX00US3351460,3362580&tid=ACSDT5Y2021.C16001

FACTOR 2 – THE FREQUENCY WITH WHICH LEP PERSONS COME INTO CONTACT WITH THE PROGRAM

TRANSPORT CENTRAL assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Transport Central provides approximately 2,600 passenger trips per year. If an individual has speech limitations, the dispatches or driver will work with the New Hampshire Department of Transportation, if needed, to ensure the individual receives access to the transit services.

COMMUNITY PARTNERS

TRANSPORT CENTRAL also will be canvassing its community partners to assess the extent to which they come into contact with LEP populations. Community partners will be asked the following questions:

1. Do you encounter non-English speaking/reading people who need your services?
2. If so, what are the top three languages that you encounter?
3. How do you address language barriers?
4. Do you find language to be a barrier in preventing you from providing service?

INFORMATION ON SURVEY OF PARTNERS OR POTENTIAL PARTNERS

QUESTION	SPEARE HOSPITAL	MID-STATE	WHOLE VILLAGE
Do you encounter non-English speaking/reading people who need your services?	YES	YES	
If so, what are the top three languages that you encounter?	Spanish, Portuguese, Vietnamese and ASL	French, Spanish (primary) and ASL	
How do you address language barriers	Language Line	*See below*	Pemi-Baker Literacy Task Force at 603.536.2998
Do you find language to be a barrier in preventing you from providing service?	NO	NO	NO
Resources		Mid-State will provide an interpreter for our patients as needed at no cost. Please let our office know ahead of time, so we can plan accordingly. Español (Spanish) Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Français (French) Attention: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	

FACTOR 3 – THE IMPORTANCE OF TRANSPORT CENTRAL SERVICE TO PEOPLE’S LIVES

Access to the services provided by TRANSPORT CENTRAL are critical to the lives of many in the service area. Many depend on TRANSPORT CENTRAL’s services for access to essential medical appointments. Riders eligible for service under the American’s with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

At this time, 98% of our rides are to medical appointments. The remainder are to places such as fuel assistance, welfare, and DHHS.

If limited English proficiency is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care. We do not believe that it does limit access. All local health care providers are well aware of our services. Critical information from TRANSPORT CENTRAL which can affect access includes:

Information regarding making the best use of the system (How To) This handout does include a paragraph about Title VI.

THE FOLLOWING NOTICE WILL BE POSTED IN ALL TRANSPORT CENTRAL VEHICLES.

TRANSPORT CENTRAL operates in accordance with Title VI of the Civil Rights Act of 1964 and other statutes that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice may file a complaint with TRANSPORT CENTRAL. For more information on TRANSPORT CENTRAL’s civil rights program and the procedures to file a complaint, to Rafah Templeton, Mobility Manager, call [603-254-5261](tel:603-254-5261), email tc@transportcentral.org, or visit our office at [258 Highland Street, Plymouth NH 03264](https://www.transportcentral.org), 8AM to noon, M-F. A complaint may be filed with the FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, please call the Pemi-Baker Literacy Task Force at 603-536-2998.

FACTOR 4 – RESOURCES AND COSTS FOR LEP OUTREACH

In order to ensure that LEP individuals are aware of TRANSPORT CENTRAL's language assistance measures, TRANSPORT CENTRAL provides the following:

- Title VI program including the Language Assistance Plan is made available on website, if applicable and hard copy in Transport Central office.
- Drivers and dispatches are provided "I Speak" language cards to identify language needs in order to match them with available services.

TRANSPORT CENTRAL will continue to update LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every (3) years in conjunction with the Title VI submission and use date from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Transport Central service area.

Updates will continue to include the following:

- The number of documented LEP person contracts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Transport Central's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Transport Central has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Transport Central's failure to meet the needs of LEP individuals.

DESCRIPTION OF HOW EMPLOYEES ARE TRAINED TO PROVIDE LANGUAGE ASSISTANCE TO LEP PERSONS

The following training will continue to be provided to Transport Central staff:

- Information on the Transport Central Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Udes of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI/LEP complaint.

TRANSPORT CENTRAL has not committed resources to improving access to its services and programs for LEP persons.

TRANSPORT CENTRAL is considering all of these items and other methods that become available.

OVERSIGHT

MONITORING, EVALUATING AND UPDATING THE LANGUAGE ASSISTANCE PLAN AND PUBLIC PARTICIPATION PROCESS

The monitoring of the Language Assistance Plan will include annual reviews of regional census data for changing patterns of LEP populations as necessary.

We intend to update the policy every three years as necessary;

It will include ongoing collaboration with regional partners, and we will utilize Post Event Assessments (PEA).

POST-EVENT ASSESSMENTS

Following planning projects, Transport Central will assess the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

Did the public know there was an opportunity to participate?

Was the purpose of the participation clearly articulated to the public?

Did the public have access to appropriate resources and information to allow for meaningful participation?

Did the decision-making process allow for consideration and incorporation of public input?

Were there complaints about the public engagement process?

Were the public engagement efforts cost effective?

What additional methods could have been employed to improve the process?

Should the Public Participation Process or Language Assistance Plan be amended?

"I Speak" Language Identification Card

Mark this Box if you speak	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoic vaø noui ñoöic Vieät Ngöö.	Vietnamese
	당신이 한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	-	Russian
	-	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken by Individual <i>(If available)</i>	Name & Phone # of Individual <i>(If available)</i>	Service Requested	Follow up Required	Staff Member Providing Assistance	Notes

MINORITY REPRESENTATION INFORMATION

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, 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.

*Guidance: Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Sheryl Shirley	Y					
David Scerra	Y					
Pamela Scerra	Y					
Shaughn Bolton	Y					
Dave McGraw	Y					
William Bolton	Y					

Note: 6 individual - 75% of total board membership

B. Efforts to Encourage Minority Participation

To encourage participation on its boards, committees, and councils, the Transport Central will make every effort to encourage minority participation on the boards. Detail any further efforts below.

- The Board will review its strategic plan to consider how our goals and values support diversity.
- The Board will assess its board recruitment practices and create a Board Matrix (checklist) to track the demographics and skills of Board members.
- The Board will review its process for announcing Board openings and recruitment of a more diverse Board.
- The Board will expand its outreach beyond passive marketing activities and identify ways to actively promote and amplify the announcement of Board openings.
- The Board will consider how grant opportunities may be used to further the promotion of diversity, equity, and inclusion.

PROVIDING ASSISTANCE TO AND MONITORING SUBRECIPIENTS

1. Does agency provide funding to subrecipients?

- No, the agency does not have subrecipients.
 Yes. If yes, list the subrecipient names: (list other agency names here)

TITLE VI EQUITY ANALYSIS FOR FACILITY ACQUISITION

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

- No, the agency has not built a facility.
 Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

FIXED ROUTE TRANSIT PROVIDERS SERVICE STANDARDS AND POLICIES

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Transport Central:

- is a fixed route transit provider
 is not a fixed route transit provider

Appendix: Transport Central
 Catchment Area
 Demographics

	Pop 2000	Pop 2010	Pop 2020	Growth 00-10	Growth 00-20	Sq Miles	Density 2020
Plymouth	5892	6990	6856	18.60%	16.36%	28.2	243.1
Campton	2719	3333	3320	22.60%	22.10%	51.9	64.0
Bristol	3033	3054	3103	0.70%	2.31%	17.1	181.5
Thornton	1843	2490	2520	35.10%	36.73%	50.3	50.1
New Hampton	1950	2165	2441	11.00%	25.18%	36.8	66.3
Ashland	1955	2076	2246	6.20%	14.88%	11.3	198.8
Holderness	1930	2108	2216	9.20%	14.82%	30.5	72.7
Alexandria	1329	1613	2001	21.40%	50.56%	43.5	46.0
Rumney	1480	1480	1350	0.00%	-8.78%	42.0	32.1
Woodstock	1139	1374	1326	20.60%	16.42%	58.5	22.7
Lincoln	1271	1662	1270	30.80%	-0.08%	130.8	9.7
Wentworth	798	911	1089	14.20%	36.47%	41.8	26.1
Bridgewater	974	1083	1050	11.20%	7.80%	21.5	48.8
Warren	873	904	734	3.60%	-15.92%	48.6	15.1
Hebron	459	602	682	31.20%	48.58%	16.9	40.4
Dorchester	353	355	472	0.60%	33.71%	44.6	10.6
Groton	456	593	440	30.00%	-3.51%	40.7	10.8
Waterville Valley	257	247	230	-3.90%	-10.51%	64.4	3.6
Ellsworth	87	83	56	-4.60%	-35.63%	21.4	2.6
Total Transport	28798	33123	33402	15.00%	15.99%	800.8	41.7