

2023

# Title VI Plan The City of Rock Hill



# Table of Contents

- City Management Signed Approval of the Title VI Program ..... 3
- Title VI Overview ..... 4
- Title VI Public Notice of Rights and Complaint Process ..... 4
  - Public Notice Program Rights ..... 5
- Transit Programs and Title VI Requirements ..... 6-7
- Title VI Program General Requirements ..... 7
  - Notice to the Public..... 8
  - Complaint Procedure and Form ..... 8-11
  - Complaints Lawsuits and Investigations ..... 11
  - Organization and Staffing ..... 11-13
  - Public Participation Plan..... 13-15
    - Public Information and Notifications ..... 13
    - Meeting Locations..... 14
    - Public Meeting Forums ..... 14
    - Websites ..... 14
    - Community Events ..... 15
    - Outreach to Community Groups ..... 15
- Limited English Proficiency (LEP) Plan ..... 15-26
- Federal Requirements ..... 15
- The Need for a Limited English Proficiency Plan..... 16
- Elements of an Effective LEP Plan ..... 16
- The “Four Factor Analysis” ..... 17-26
  - Factor 1 ..... 17-20
  - Factor 2 ..... 21-23
  - Factor 3 ..... 23
  - Factor 4 ..... 23-24
- LEP Plan Conclusion ..... 24
- Implementing the LEP Plan ..... 24
- LEP Plan Staff Training ..... 24-25

Safe Harbor .....	26
Demographic Information of Non-Elected Committees and Council .....	27-28
Sub-recipient Title VI Program .....	28
Sub-recipient Performance Monitoring .....	29
Service Standards and Policies for My Ride Rock Hill.....	29
Vehicle Load Factor .....	30
Vehicle Headways .....	30
On-Time Performance .....	30
Service Availability .....	30-31
Distribution of Transit Amenities .....	31
Vehicle Assignments .....	31-32
Demographic and Service Maps .....	32
Demographic Ridership and Travel Patterns .....	32
Monitoring Report of Service Standards and Policies .....	32-33
Public Engagement Process for Recipient’s Title VI Policies .....	33
Results of Service and Fare Equity Analyses .....	33
City Management Approval of the Title VI Program .....	33
Conclusion .....	33
Appendices.....	34-53
Appendix A - FTA Certification and Assurances .....	34-36
Appendix B - Standard U.S. DOT Title VI Assurances .....	37-39
Appendix C - Map of Rock Hill Urbanized Area .....	40
Appendix D - Fare Increase / Major Service Reductions .....	41
Appendix E – Title VI Complaint Form (English) .....	42-45
Appendix F – Title VI Complaint Form (Spanish) .....	46-50
Appendix G – Title VI Complaint Log .....	51
Appendix H – Paratransit Service Map Area.....	52
Appendix I – Staff Training, Title VI Fact Sheet.....	53





## TITLE VI PROGRAM UPDATE

### I. Title VI of the 1964 Civil Rights Act

Title VI of the Civil Rights Act of 1964, Section 601 states: *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 (42 U.S.C. Section 2000d).*

The Age Discrimination Act of 1975 prohibited exclusion based on age, and Title 23 USC 324 added that no person should be excluded from participation on the basis of sex. The Civil Rights Restoration Act of 1987 reemphasized all of the anti-discrimination laws and the applicability to federal programs.

Additionally, by participating in the Federal Transit Administration (FTA, Section 5307 Program) and the Federal Highway Administration [FHWA, federal regulations 23 CFR 200.9(b) (7) and 49 CFR21], recipients provide the following annual certification and assurance: *No person, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any project, program or activity funded in whole or in part by U.S. Department of Transportation (DOT) agencies.*

In compliance with 49 CFR Section 21.9(b), the City of Rock Hill will record and retain information and submit information to the required DOT agencies (FTA and FHWA) as necessary or required. A Title VI update and/or compliance report shall be submitted to the responsible DOT regional agency office every three years.

Elements in Chapters III, IV and appendices of the FTA Circular 4702.1B are to be included in the report: (1) public notice / statement affirming Title VI compliance; (2) procedures for tracking and investigating Title VI complaints; (3) a list of any Title VI complaints; (4) public involvement and outreach activities; and (5) the City's approach to providing language assistance and meeting the needs of LEP populations.

David B. Vehaun  
City Manager

August 8, 2023  
Date

## TITLE VI PROGRAM OVERVIEW

*Title VI of the Civil Rights Act of 1964, Section 601 states: 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 (42 U.S.C. Section 2000d).*

The City of Rock Hill, South Carolina, operates an electric, fare-free, fixed-route transit service, referred to as “My Ride”. Other transit services includes a commuter express bus route, operated by Charlotte Area Transit (CATS) and a Demand Response Program operated by York County Council on Aging (YCCOA). Herein, these combined services will be referred to as “City of Rock Hill Transit Services.”

The City of Rock Hill Transit Services makes every effort to ensure that transportation services are provided at a consistent level and quality to everyone without regard to race, color, or nation origin. The City will abide by DOT Order 5610.2, Environmental Justice, and DOT Limited English Proficiency, 70 FR 74087.

The City of Rock Hill is a direct recipient of some Federal funding. The City makes every effort to ensure our federally assisted programs and activities affords everyone the opportunity to participate in and benefit from City-sponsored programs and activities without regard to race, color, or nation origin.

### **Title VI Public Notice of Rights and Complaint Process**

The City’s notice and commitment to comply with Title VI of the Civil Rights Act of 1964 is reflected in the guidance and policy statement provided in the Public Participation Plan (updated May 2023) that states in Section IV that in “complying with Federal Law, [the City of Rock Hill] will proactively reach out to those who either cannot or are unlikely to attend traditional meetings due to lack of transportation or for other reasons such as a disability or language barrier.” Additionally, the City’s most recent date of updating Certification(s) and Assurance(s) was April 28, 2021 (Appendix A); Standard U.S. DOT Title VI Assurances was updated August 8, 2023 (Appendix B). The Rock Hill Title VI Public Notice is posted at City Hall, the City’s Operation Center, located at 757 S. Anderson Road, on the City’s website, various bulletin boards located throughout the City and in all buses owned by the City.

In Compliance with 49 CFR Section 21.11(b), the City has developed procedures for investigating and tracking Title VI complaints. Such procedures shall be made available to the public upon request. Per the City’s Limited English Proficiency (LEP) Plan, these procedures are made available in both English and Spanish.

# PUBLIC NOTICE

## Title VI Program Rights

The City of Rock Hill gives public notice of its policy to uphold and assure full compliance with the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) and related nondiscrimination authorities. Title VI and related nondiscrimination authorities stipulate that no person in the United States of America shall, on the ground 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 financial assistance.

Any person who desires more information regarding the City of Rock Hill's Title VI Program can contact its Title VI Coordinator at the address noted below.

Any person who believes they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin has the right to file a formal complaint. Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence to:

The City of Rock Hill  
Attention: Ann Morgan, Title VI Program Coordinator  
Risk Management Department  
757 S. Anderson Road  
Rock Hill, SC 29731

A Complaint Form can be requested/obtained by the following:

- Electronic download from the City of Rock Hill's website at [www.cityofrockhill.com](http://www.cityofrockhill.com) or [www.myriderochhill.com](http://www.myriderochhill.com),
- Call the City's Risk Management Department at (803) 329-7025 to request a form by mail, or
- Pick up a form at 757 S. Anderson Road during normal business hours Monday – Friday.

A complainant may file a complaint directly with the Federal Transit Administration and/or the Federal Highway Administration by submitting written information to:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Federal Highway Administration  
Attention: Title VI Team Lead  
1200 New Jersey Ave., SE  
Washington, DC 20590

If information is needed in another language, please call (803) 329-7025.

Si se necesita información en otro idioma, llame al (803) 329-7025.

## The City of Rock Hill's Transit Programs and Title VI Requirements

*Title VI (codified at 42 U.S.C §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964, signed by President Lyndon B. Johnson. Title VI prohibits discrimination on the basis of race, color, and national origin by programs and activities receiving federal financial assistance.*

### **THE CITY OF ROCK HILL TRANSIT SERVICES**

#### MY RIDE Rock Hill:

Provides bus and paratransit service along four (4) fixed routes throughout the City of Rock Hill, South Carolina, covering 31.35 square miles. Service is available six (6) days per week. No service on Thanksgiving Day and Christmas Day. Operating hours are Monday through Saturday from 7AM to 7PM.

#### 82X Express Bus Route:

Operated by CATS, the 82X route provides service from Downtown Rock Hill, SC to the Charlotte Transportation Center located in Charlotte, NC. It is available Monday through Friday during the morning and afternoon peak periods and is a critical service option for assisting area residents in accessing employment opportunities in the greater Charlotte Area.

#### York County Access:

The Demand Response Program (known as York County Access) operates Monday through Friday from 6AM to 6PM. This service operates within the City of Rock Hill and the broader Rock Hill Urbanized Area.

A reference map (Appendix C) is attached to illustrate the Rock Hill Urbanized Area and how all of these routes function within the region.

*In 2012, the Federal Transit Administration (FTA) released Circular 4702.1B in order to provide specific guidance for funding recipients on maintaining compliance with the requirements of Title VI. In accordance with the Title VI Circular, the City is required to submit a Title VI Program triennially to the FTA. This Title VI Program is a compilation of documents, plans, maps, policies and standards which will demonstrate the City's continued compliance with the mandatory requirements of Title VI. Guidance provided by Circular 4702.1B requires the City's Title VI Program be submitted for approval by City Management before it is sent to the FTA. Once the program has been received by the FTA, it will be reviewed and the FTA will issue either a letter approving the program or a notice of deficiencies with a date for compliance. There will be a subsequent review by the FTA to determine if these deficiencies have been remedied. If the recipient is found to be noncompliant with the mandatory requirements of Title VI, the FTA may take remedial action including but not limited to a denial of federal financial assistance.*

As a direct recipient of funding from the federal government, the City must remain in strict compliance with these Title VI requirements.

The Federal Highway Administration (FHWA) Division Offices are responsible for ensuring that all Recipients (State Transportation Agencies) have an approved Title VI Plan and submit Update Reports. Additionally, the Division Offices are responsible for ensuring that the State Transportation Agencies are implementing an effective Monitoring Program of their subrecipients' efforts to effectively implement Title VI. FHWA's National Title VI / Nondiscrimination Program Manager is responsible for coordinating the effectiveness of FHWA's monitoring activities and will partner with other Federal Program Offices and USDOT Modal Agencies (as appropriate) to address opportunities for improved implementation of the Title VI / Nondiscrimination Program.

The City of Rock Hill complies with South Carolina Department of Transportation as it relates to Title VI requirements.

### **Title VI Program**

*In Circular 4702.1B, the FTA has indicated several mandatory documents which must be included as part of the recipient's Title VI Program.*

In drafting the Title VI Program, the City compiles various documents in accordance with FTA/FHWA requirements.

These documents are as follows:

#### GENERAL REQUIREMENTS

- Title VI Notice to the Public
- Title VI Complaint Procedure and Forms
- List of Title VI Complaints, Lawsuits, and Investigations
- Public Participation Plan
- Limited English Proficiency (LEP) Plan
- Demographic Information of Non-Elected Committees and Councils
- Sub-recipient Title VI Program and Monitoring
- City Management Approval of the Title VI Program

#### REQUIREMENTS OF TRANSIT PROVIDERS

- Service Standards and Policies
- Demographic and Service Maps
- Demographic Ridership and Travel Patterns
- Monitoring Report of Service Standards and Policies
- Public Engagement Process for Recipient's Title VI Policies
- Results of Service and/or Fare Equity Analyses

These documents contain detailed information regarding the City of Rock Hill Transit Services' standards, policies, and procedures, which are in strict compliance with Title VI regulations. The City intends to maintain a strong commitment to serving all members of the public in an equal



and fair manner. Equity of service and inclusion of the community will ensure that we are meeting the needs of the diverse constituents within our service area.

Outlined below are brief summaries of each element of the City's 2023 Title VI Program.

### **Title VI Notice to the Public**

*Title 49 CFR Section 21.9(d) is a statute, which outlines compliance requirements for recipients under Title VI. It states that recipients are to provide information to the public regarding the recipient's obligations under the Department of Transportation's (DOT) Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations, stops, and on transit vehicles. The notices shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.*

The City has created a Title VI Notice to the Public, translated it into Spanish and posted it at City Hall, the City's Operation Center, located at 757 S. Anderson Road, on the City's website, various bulletin boards located throughout the City and in all buses owned by the City. Per the DOT's Safe Harbor Provision, the City's MY RIDE webpage, has this notice posted in all safe harbor languages. A language meets the safe harbor requirement when it is represented by 5% or 1,000 individuals, whichever is less, who are limited English proficient in a transit agency's service area. The Title VI Notice to the Public contains information such as how this federal law relates to the community, in addition to contact information so that violations can be reported and investigated by the City's Title VI Program Coordinator. There are also instructions regarding the filing of complaints with other government agencies, which conduct their own separate investigations of Title VI complaints.

### **Title VI Complaint Procedures and Form**

*In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and shall make their procedures for filing a complaint available to members of the public. The FTA/FHWA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for the FTA/FHWA to determine compliance with DOT's Title VI regulations.*

These procedures explains the formal and informal complaint process for Title VI complaints, communicates the rights and responsibilities of the complainant, and states the responsibilities of the City of Rock Hill. It does not preclude the right of any complainant to file complaints directly

with the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), South Carolina Department of Transportation (SCDOT), or to seek private legal representation.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. Complaints should be filed within 180 calendar days of the alleged occurrence.

**A. Filing a Complaint:**

Any person who believes they, or any specific class of persons have been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, or national origin, may file a written complaint with the City's Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence. The complaint must meet the following requirements:

- Complaints must be in writing and signed by the complainant(s).
- Complaints must include the date of the alleged act(s) of discrimination.
- Complaint must present a detailed description of the issues, and if available, include names, job titles, and addresses of those individuals perceived as parties in the action complained against.

**B. Method of Filing a Complaint:**

The preferred method is to file a complaint using the Title VI Complaint Form (Appendix E and F) and sending it to:

Ann Morgan, Occupational Health & Safety Risk Manager, 757 S. Anderson Road, Rock Hill, SC 29732 [Ann.Morgan@CityofRockHill.com](mailto:Ann.Morgan@CityofRockHill.com)

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, individuals may call (803) 329-7025 and ask for the Title VI Coordinator. It should be noted that the City staff will provide appropriate assistance to complainants, including those persons with disabilities or who are limited in their ability to communicate in English.

*It should also be noted that in addition to the complaint process outlined above, a complainant may file a Title VI complaint directly with:*

- *The U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IV, 230 Peachtree, NW, Suite 800, Atlanta, GA 30303, or*
- *The Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590, or*
- *The Federal Highway Administration, Attention: Title VI Team Lead, 1200 New Jersey Ave., SE, Washington, DC 20590, or*
- *South Carolina Department of Transportation - Office of Minority & Small Business Affairs 955 Park Street, Suite 117 Columbia, South Carolina 29202-0191.*

**C. Receipt and Acceptance:**

Upon receipt of the complaint, the Title VI Coordinator will notify the complainant, in writing, within ten (10) business days of receipt of the complaint.

In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrence and fall within jurisdiction of the City.
- The allegation(s) must involve a covered basis such as race, color, or national origin.
- The allegation(s) must involve a program or activity that receives federal financial assistance.

**D. Tracking / Documenting Complaints:**

Any written or oral complaint alleging discrimination on the grounds covered by Title VI of the Civil Rights Act of 1964, as amended, will be recorded in a log sheet (Appendix G) maintained by the City. The Title VI Complaint log sheet includes:

- Name of the complainant(s)
- Date complaint was received
- Nature of complaint
- Action taken by the City
- Initial / signature of the City representative handling the complaint

**E. Investigating Complaints:**

The Title VI Coordinator will review the complaint within five (5) business days of receipt, to determine whether the City has jurisdiction over the complaint, whether the complaint is complete, and whether the complaint alleges a potential Title VI violation. A complaint shall be investigated unless:

- It fails to allege facts that establish discrimination, or
- It does not relate to a program or activity controlled by the City.

If the Title VI Coordinator determines the complaint alleges a potential Title VI violation, he/she enters the complaint into the Title VI Complaint Log for investigation tracking purposes.

The Title VI Coordinator will begin an investigation within ten (10) business days of receipt unless the complaint is filed with an external agency first or simultaneously.

Complaints in which the City of Rock Hill is named as the Respondent, shall be forwarded to SCDOT or the appropriate federal agency for proper disposition, in accordance with their procedures.

The investigation may include discussions of the complaint with all affected parties to determine the nature of the problem. Additionally, the complainant may be represented by an attorney or other representative of his / her own choosing during the course of the investigation.

Investigations will be conducted for complaints received within 180 days of the alleged incident and will be completed within 60 days of the formal complaint. The Title VI Coordinator will process complaints that are complete.

**F. Dismissals:**

A complaint may be recommended for dismissal for the following reasons:

- The complainant requests withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint
- The complainant cannot be located after reasonable attempts to contact the complainant.

If the Title VI Coordinator determines that the complaint does not identify a potential Title VI violation, the Title VI Coordinator will notify the affected manager and the complainant in writing within a reasonable period and the matter will be handled through the affected department and/or division, potentially as a customer service complaint.

**List of Title VI Complaints, Lawsuits, and Investigations**

*49 CFR Section 21.9(b) requires all recipients to prepare and maintain a list of any of the following which allege discrimination on the basis of race, color, or national origin: active investigations conducted by the entities other than the FTA or FHWA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to, or final findings related to, the investigation, lawsuit, or complaint.*

The City of Rock Hill has not had any Title VI complaints, lawsuits, or investigations from June 2019 through August 2023.

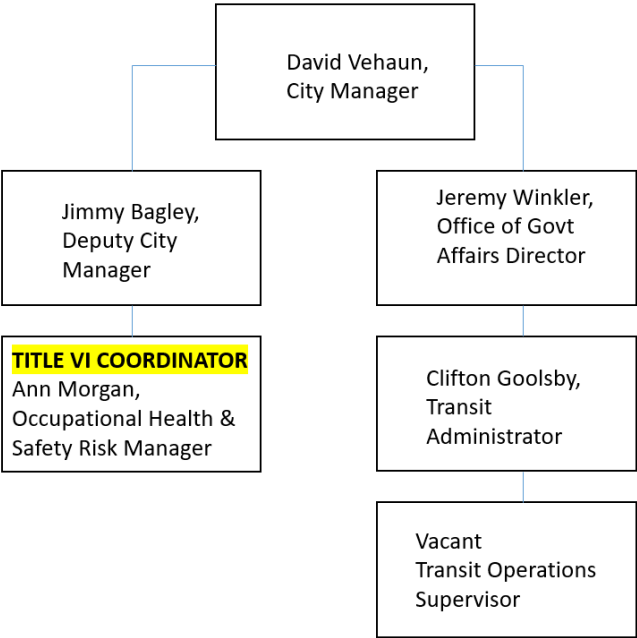
**Title VI Organization and Staffing**

The City encourages that discrimination in any form be reported to leadership or other appropriate officials. The Occupational Health & Safety Risk Manager is responsible for ensuring Title VI implementation and reports to City Management. The following chart describes the City's organizational structure for the Title VI / Nondiscrimination Program:

Position	Title VI Responsibilities
Occupational Health & Safety Risk Manager	The Occupational Health & Safety Risk Manager serves as the City's Title VI Coordinator and is responsible for compliance with the provisions of Title VI ensuring nondiscrimination in all federally funded City programs and services. The Occupational Health & Safety Risk Manager provides leadership, guidance, direction, oversight, and support for the City's Title VI Program.
Human Resources Manager (HRM)	The HRM serves as a City Title VI resource and may assist, as needed, with compliance initiatives, coordinating on-going employee training and policy review.
Transit Administrator	The Transit Administrator will ensure Title VI nondiscriminatory training is completed and tracked for new employees and on-going with the partnership of Learning and Development.
City Management	City Management supports nondiscrimination in all programs, services, and activities in the City.

**Organizational Chart:**

**City of Rock Hill**  
*Organizational Chart*  
 Office of Government  
 Affairs  
 &  
 Risk Mgmt Depts.  
 August 2023





The City of Rock Hill recognizes the significance and importance of continued Title VI training and is committed to ensure on-going Title VI training for the City's Title VI Designee and staff that has Title VI responsibilities. This is part of our training program and may include a combination of FTA/FHWA training materials available on-line, through SCDOT Training Programs, as well as guest speakers or presenters specialized in Title VI training and compliance.

All employees shall be provided a statement of the Title VI Plan and sign the Acknowledgement of Receipt (Appendix I) upon hire. During New Employee Orientation, new employees are informed of the provisions of Title VI, and the City's expectations to perform their duties accordingly. Training records and/or logs will be maintained in Human Resources.

<b>Public Participation Plan</b>
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*The content and considerations of Title VI, the Executive Order 13166 (which covers improving access for Limited English Proficiency [LEP] populations), and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan, which describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities. Efforts to involve minority and LEP populations in public participation activities can include both comprehensive measures (such as placing notices at all transit stations, stops, and vehicles) as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in a recipient's decision-making process.*

Public participation allows member of the community to provide input so that their concerns, desires, and values are considered as part of the City's decision-making process. By following these guidelines, it is possible that these individuals are able to have a direct influence and potentially affect this process, thus allowing the City to better serve the needs of our community.

The City of Rock Hill's Public Participation Plan serves as a guide for the City's public outreach, in order to ensure that the public is both informed and able to give meaningful levels of input on programs and activities. The plan also emphasizes the importance of reaching out to traditionally underrepresented groups such as low income, minority, and Limited English Proficient (LEP) populations, to ensure they are given the opportunity to participate in this process. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

**I. Public Information and Notifications:**

The City of Rock Hill is committed to publishing notices, brochures, proposals, or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. Advertised notices will include contact information for any individuals that have special needs or require special assistance.

The notice methods may include:

- Press releases to local media
- Customer newsletters (email)
- Website links and articles
- On bus advertising
- Printed fliers and brochures
- Spanish translation services and translated materials including service area maps, customer surveys and forms such as Title VI notice information
- Radio, television or newspaper ads considering stations and publications that serve LEP and minority populations
- Social Media, including Facebook, Twitter and Instagram

## **II. Meeting Locations:**

The City of Rock Hill will continue to offer public meeting locations that have convenient access to public transit and are centrally located so that anyone in its transit service area can attend meetings and receive information about any programs and activities that will impact them, especially LEP and minority populations. Meetings are to be held at different times of the day for easier access. All public meeting locations will be accessible to those with disabilities. If notified five (5) business days prior to the meeting, language or hearing interpreters will be made available.

## **III. Public Meeting Forums:**

On critical issues such as major transit service changes, the City will conduct public meetings with transit service customers. The City will prepare proposals in sufficient detail and make these available prior to the meetings for interested individuals. If the proposal involves service changes, maps will be made available. The City will collect comments (oral and written) and have a sign-in sheet available. If no one is in attendance, staff will wait for 10 minutes, announce the reason for the meeting, provide statement that no one is in attendance and close the meeting.

## **IV. Websites:**

The City of Rock Hill provides information on the transit system on its designated websites: <https://www.cityofrockhill.com/departments/planning-and-development/planning-preservation/transportation-planning> and [www.MyRideRockHill.com](http://www.MyRideRockHill.com).

My Ride Rock Hill website content includes maps and route schedules, a rider guide, other transportation, trip planning, bus locator, mobile app, etc. Any change in service such as traffic reroutes, holiday hours, weather abnormalities, etc. are made available on the site. My Ride press releases are published on the site as well. The site has translation options available for on-demand translation into Spanish, Russian, Portuguese, Italian, German, French, Dutch, Chinese and Arabic. Emails, push notifications and SMS messaging may be sent to customers for service alerts and real-time departure times for any stops when they subscribe for the service.

**V. Community Events:**

The City of Rock Hill’s City Management, Department Heads and City Council participates in community events and provides information and/or field questions relating to programs and activities.

**VI. Outreach to Community Groups:**

The City of Rock Hill has staff members, as requested and available, to speak to faith-based organizations, colleges, universities, Council Wards, neighborhood communities and other community groups such as the International Center of York County.

The City of Rock Hill has an employee that is very active with the International Center of York County (ICYC). ICYC provides resources and assistance for individuals with limited English proficiency. This employee provides feedback and updates to the City on behalf of ICYC.

<b>Limited English Proficiency Plan</b>
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*Title VI of the Civil Rights Act of 1964, the Department of Transportation’s (DOT) implementing regulations, and Executive Order 13166 all require that recipients incorporate protections and services for those with limited English proficiency (LEP). In accordance with these requirements, recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient. The recipient shall develop an assistance plan that is tailored to meet the needs of the LEP population(s) it serves.*

**Federal Requirements:**

*Title VI of the Civil Rights Act of 1964, the Department of Transportation’s (DOT) implementing regulations, and Executive Order 13166, signed on August 11, 2000, are the federal legislation necessitating LEP Plans from public agencies receiving federal funds.*

*Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or nation origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.*

*Executive Order 13166, “Improving Access to Services with Limited English Proficiency,” requires Federal agencies to examine the services they provide, identify any need for services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to them. EO 13166 also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries. The Executive Order applies to all federal agencies and all programs and operations of entities that receive funding from the federal government – including state agencies, local agencies and governments, private and non-profit entities, and sub-recipients such as public transit agencies.*

*The U.S. Department of Transportation (DOT) published revised LEP guidance for its recipients on December 14, 2005.*

*The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1B, "Title VI and Title VI-Dependent Guidelines for FTA Recipients," which was published on October 1, 2012. This Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.*

*The Federal Highway Administration (FHWA) references Executive Order 13166 (Limited English Proficiency) in its "Title VI of The Civil Rights Act of 1964 and Additional Nondiscrimination Requirements" information.*

### **The Need for a Limited English Proficiency (LEP) Plan**

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient. This language barrier may prevent individuals from accessing public services and benefits.

My Ride is one of the transit services available for the City of Rock Hill, South Carolina. Other transit services includes CATs and York County Access. The City is a direct recipient of FTA funding and is required to develop and routinely update its LEP plan as part of its Title VI Program. The City's LEP plan is a requirement for FHWA also.

The City's LEP plan is a critical component to best serving the transit needs of the diverse population in our service area. Providing language assistance in a competent and effective manner will help ensure the City's Transit services are safe, reliable, convenient, and accessible to LEP persons in the community. Ideally, these efforts will attract additional LEP riders to My Ride Rock Hill.

### **Elements of an Effective LEP Plan**

The DOT LEP Policy Guidance recommends that recipients develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP notes that effective implementation plans typically include the following five (5) elements:

1. Includes the results of the Four Factor Analysis and the LEP Population served.
2. How the City of Rock Hill provides language assistance services.
3. How the City of Rock Hill provides notice to LEP persons about language assistance services.
4. How the City of Rock Hill monitors, evaluates, and updates the LEP Plan.
5. How the City of Rock Hill trains employees on LEP assistance.

## The “Four Factor Analysis”

*The DOT guidance outlines “four factors” recipients are to consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP services.*

Through conducting the “Four Factor Analysis,” the City is better positioned to formalize and implement a cost-effective and appropriate mix of proactive language assistance measures and to respond to requests for LEP assistance from constituents.

The four factors are as follows:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
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 the recipient to the LEP Community.
4. The resources available to the recipient and the overall cost.

### The City’s “Four Factor Analysis”

#### **Factor 1:**

*The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.*

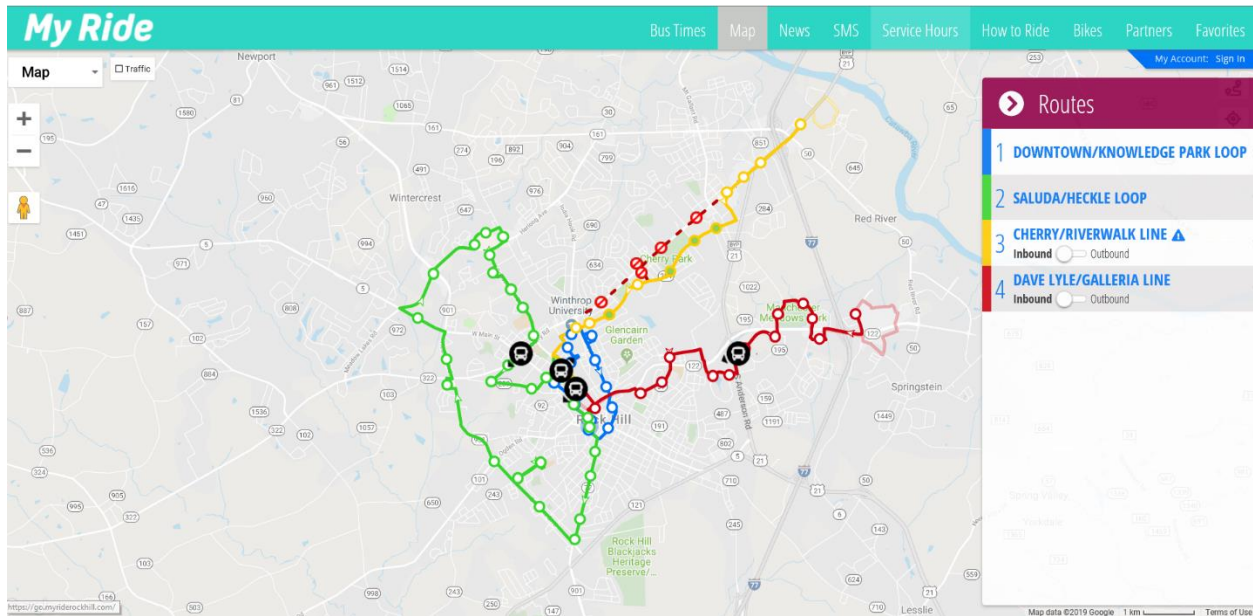
Analysis of 2017-2021 American Community Survey (ACS) 5-Year estimates data was conducted to:

- a) estimate potential LEP populations in York County,
- b) then estimate potential LEP populations within the City of Rock Hill My Ride’s service area, and
- c) lastly, checking these estimates against the top ten non-English languages spoken at home for the population 5 + years of age within York County.

For planning purposes, My Ride operates four (4) fare-free fixed routes in a service area, which covers 31.35 square miles within the City of Rock Hill, South Carolina. See Figure 1 for a map of My Ride’s service area.



**Figure 1 - My Ride's Service Area**



Examination of 2017-2021 ACS, “Language Spoken at Home for the Population 5 Years and Over,” by geographic place, determined there is one (1) non-English language group spoken at home by over 1,000 persons in York County, which is Spanish. Spanish is spoken by approximately 11,817 persons in York County (4.54% of total population) varying in levels of English proficiency from “very well” 68.4% (of total Spanish speaking population), to “less than very well” 31.5% (of total Spanish speaking population).

For additional analysis of populations five (5) and older by language spoken at home and ability to speak English, see Table 1.

**TABLE 1: Language Spoken at Home in York County, South Carolina**

LANGUAGE SPOKEN AT HOME FOR THE POPULATOIN 5 YEARS AND OVER	York County, South Carolina	
	Estimate	Percent
<b>Total:</b>	260,533	100.00%
<b>Speak only English</b>	240,094	92.15%
<b>Spanish:</b>	11,817	4.54%
Speak English "very well"	8,087	3.10%
Speak English less than "very well"	3,730	1.43%
<b>French, Haitian, or Cajun:</b>	763	0.29%
Speak English "very well"	710	0.27%
Speak English less than "very well"	53	0.02%
<b>German or other West Germanic languages:</b>	566	0.22%

Speak English "very well"	436	0.17%
Speak English less than "very well"	130	0.05%
<b>Russian, Polish, or other Slavic languages:</b>	747	0.29%
Speak English "very well"	482	0.19%
Speak English less than "very well"	265	0.10%
<b>Other Indo-European languages:</b>	2,872	1.10%
Speak English "very well"	2,469	0.15%
Speak English less than "very well"	403	0.06%
<b>Korean:</b>	162	0.06%
Speak English "very well"	85	0.03%
Speak English less than "very well"	77	0.03%
<b>Chinese (incl. Mandarin, Cantonese):</b>	660	0.25%
Speak English "very well"	307	0.12%
Speak English less than "very well"	353	0.14%
<b>Vietnamese:</b>	750	0.29%
Speak English "very well"	375	0.14%
Speak English less than "very well"	375	0.14%
<b>Tagalog (incl. Filipino):</b>	404	0.16%
Speak English "very well"	363	0.14%
Speak English less than "very well"	41	0.02%
<b>Other Asian and Pacific Island languages:</b>	1,259	0.48%
Speak English "very well"	957	0.37%
Speak English less than "very well"	302	0.12%
<b>Arabic:</b>	211	0.08%
Speak English "very well"	169	0.06%
Speak English less than "very well"	42	0.02%
<b>Other and unspecified:</b>	228	0.09%
Speak English "very well"	222	0.09%
Speak English less than "very well"	6	0.00%

Source: U.S. Census Bureau, 2017-2021 American Community Survey (ACS) 5-Year Estimates; York County, South Carolina

**CHART 1: York County, South Carolina data**

Language Spoken	Number that “speak English less than very well” (estimated)	Percentage that “speak English less than very well”	Translate Vital Documents? (Yes or No)
Spanish	3,730	1.43%	Yes, More than 1,000 and Less than 5%
Chinese (Incl. Mandarin, Cantonese)	353	0.14%	No, Less than 1,000 and Less than 5%
Vietnamese	375	0.14%	No, Less than 1,000 and Less than 5%
Russian, Polish, or other Slavic languages	265	0.10%	No, Less than 1,000 and Less than 5%
Other Asian & Pacific Island languages	302	0.12%	No, Less than 1,000 and Less than 5%


Lastly, analysis was needed to determine total languages spoken within each language group to help confirm, if any, LEP populations are within the My Ride service area. Using 2017-2021 ACS data on “Language Spoken at Home for the Population 5 Years and Over,” the following ten (10) languages are the most spoken at home in York County:

- 1) English
- 2) Spanish
- 3) Other Indo-European languages
- 4) Other Asian and Pacific Island languages
- 5) French, Haitian, or Cajun
- 6) Russian, Polish, or other Slavic languages
- 7) Vietnamese
- 8) Chinese (incl. Mandarin, Cantonese)
- 9) German or other West Germanic languages
- 10) Tagalog (incl . Filipino)

This analysis determined only one language, “Spanish”, surpasses the DOT threshold for persons who speak English less than “very well” (i.e. 5% or 1,000 people, whichever is less). An estimated 3,730 Spanish-speaking persons in York County speak English less than “very well.” For additional analysis, see Table 1 and Chart 1.

**Factor 2:**  
*The frequency with which LEP individuals come in contact with My Ride services.*

**TABLE 2**



**ACS Population Summary**

0  
Area: 31.35 square miles

Prepared by Esri

	2017-2021 ACS Estimate	Percent	MOE(±)	Reliability
<b>POPULATION AGE 5+ YEARS BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH</b>				
Total	57,055	100.0%	2,169	High
<b>5 to 17 years</b>				
Speak only English	9,003	15.8%	836	High
Speak Spanish	648	1.1%	307	Medium
Speak English "very well" or "well"	647	1.1%	308	Medium
Speak English "not well"	1	0.0%	2	Low
Speak English "not at all"	0	0.0%	0	Low
Speak other Indo-European languages	51	0.1%	38	Low
Speak English "very well" or "well"	51	0.1%	38	Low
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
Speak Asian and Pacific Island languages	0	0.0%	0	Low
Speak English "very well" or "well"	0	0.0%	0	Low
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
Speak other languages	0	0.0%	0	Low
Speak English "very well" or "well"	0	0.0%	0	Low
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
<b>18 to 64 years</b>				
Speak only English	36,078	63.2%	1,598	High
Speak Spanish	1,902	3.3%	461	Medium
Speak English "very well" or "well"	1,651	2.9%	318	High
Speak English "not well"	208	0.4%	114	Medium
Speak English "not at all"	43	0.1%	40	Low
Speak other Indo-European languages	359	0.6%	144	Medium
Speak English "very well" or "well"	359	0.6%	146	Medium
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
Speak Asian and Pacific Island languages	397	0.7%	164	Medium
Speak English "very well" or "well"	285	0.5%	120	Medium
Speak English "not well"	85	0.1%	68	Low
Speak English "not at all"	27	0.0%	40	Low
Speak other languages	119	0.2%	112	Low
Speak English "very well" or "well"	119	0.2%	112	Low
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
<b>65 years and over</b>				
Speak only English	8,202	14.4%	521	High
Speak Spanish	159	0.3%	97	Medium
Speak English "very well" or "well"	108	0.2%	69	Medium
Speak English "not well"	43	0.1%	68	Low
Speak English "not at all"	8	0.0%	19	Low
Speak other Indo-European languages	60	0.1%	46	Low
Speak English "very well" or "well"	56	0.1%	40	Low
Speak English "not well"	3	0.0%	9	Low
Speak English "not at all"	0	0.0%	0	Low
Speak Asian and Pacific Island languages	74	0.1%	85	Low
Speak English "very well" or "well"	9	0.0%	19	Low
Speak English "not well"	65	0.1%	85	Low
Speak English "not at all"	0	0.0%	0	Low
Speak other languages	4	0.0%	6	Low
Speak English "very well" or "well"	4	0.0%	6	Low
Speak English "not well"	0	0.0%	0	Low
Speak English "not at all"	0	0.0%	0	Low
<b>Total = 483</b>				

Source: U.S. Census Bureau, 2017-2021 American Community Survey

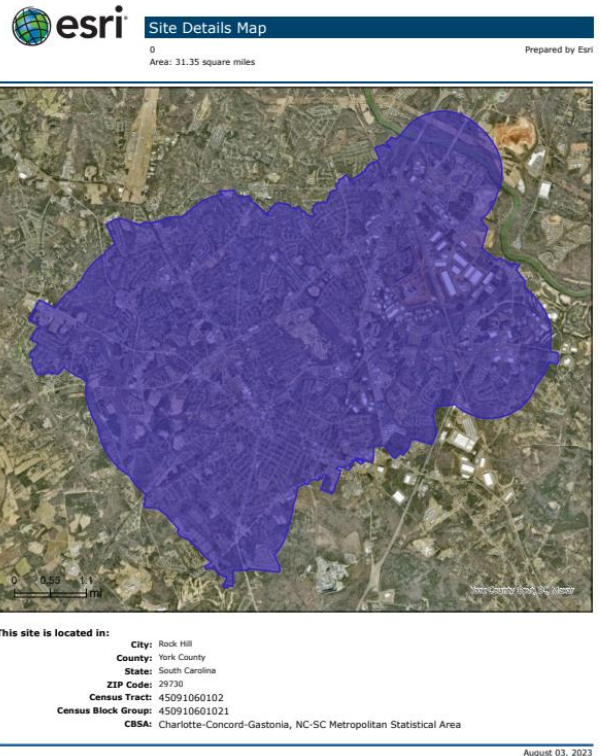
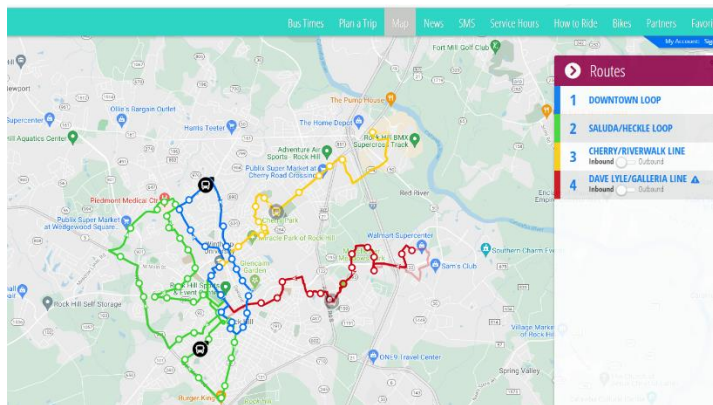
Reliability: High Medium Low

August 03, 2023

- Source: U.S. Census Bureau, 2017-2021 American Community Survey (ACS) Polygon 4; Area: My Ride service area 31.35 square miles.

Using FTA/FHWA guidelines, the LEP population—the population that speaks English less than “very well”, or “well”—was estimated by summing the Census responses for Speak English “not well,” and “not at all.” The data is categorized by the language groups spoken by respondents: “Spanish,” “Indo-European languages,” “Asian and Pacific Island languages,” and “speak other languages.” To examine this, estimates were derived from 2017-2021 ACS data on “Language Spoken at Home for the Population 5 Years and Over.” The majority of the LEP population within My Ride’s service area—approximately 303 of the 483 LEP non-English speaking persons—speaks Spanish (62.7%). The remaining 180 non-English speaking persons presumably speak one or more of the “other Indo-European languages”, “Asian and Pacific Island languages”, or “other languages”. People who speak Spanish at home represent 4.54% of York County’s population 5 years and over. All other languages were spoken by less than 3.31% of the population in York County. See Service Map 1, Table 2, and Chart 2 for additional analysis of proficiency of English and non-English person within the current My Ride service area.

**Service Map 1: My Ride**





**CHART 2: My Ride Service Area**

Language Spoken	Number that speak English “less than very well” (estimated)	Percentage that speak English “less than very well”	Translate Vital Documents? (Yes or No)
Spanish	303	0.53%	No, Less than 1,000 and Less than 5%
Indo-European language	3	0.0%	No, Less than 1,000 and Less than 5%
Asian & Pacific Island languages	177	0.31%	No, Less than 1,000 and Less than 5%
Other languages	0	0.0%	No, Less than 1,000 and Less than 5%

The vast majority of the populations with which we do business (individuals wishing to ride transit) are proficient in English, so LEP services are not normally required. However, since 4.75% of the residents living within My Ride’s service area speak Spanish, this is the only “other” language used when the occasion requires. For this purpose, the City has Title VI complaints available in Spanish. The City of Rock Hill employs Spanish speaking individuals who are available to translate during normal business hours. The City also utilizes third-party translation services available through Language Line Solutions. LEP individuals currently have infrequent and unpredictable contact with the City of Rock Hill transit services. However, the small and growing size of the LEP population in the My Ride service area will likely increase its future contact with My Ride services and it will be important to continue monitoring its population trends. On board surveys is a monitoring method which may be deployed.

**Factor 3:**  
*The nature and importance of service provided by My Ride.*

Contacts with My Ride occur at Transit Operations located at the Operations Center Facility. We may serve potential LEP persons on a daily basis via our fixed route service and demand response service. In an effort to serve LEP individuals, calls/contacts are handled by our My Ride staff located at 757 S. Anderson Road, Rock Hill, SC. Access to public transportation is critical for many to fully participate in society. My Ride provides fixed route and paratransit services. Riders use the City of Rock Hill transit services for their multiple travel needs within the community, including trips to work, school, job interviews, grocery stores and retail shops, medical offices, community service agencies, and more.

**Factor 4:**  
*The resources available to My Ride and the overall cost.*

The City has the availability of at least two (2) full-time Spanish-speaking employees at City Hall, two (2) employees in the Neighborhood Services Department, and one (1) employee in City Management - Housing & Community Development available to provide translation services. The

cost for the employee resources includes salary and benefits. These employees spend an estimated 10% of their work time, or less providing translation services. The City also utilizes city-wide on-demand translation services through Language Line Solutions a third-party provider, which operates 24/7/365. Language Line Solutions offers phone and video call interpretation services in 240+ languages. Fees are charged to the City per service provided, based on the minutes of the call and yearly contractual fees. My Ride is currently enhancing its publications and prints in English and Spanish as well. The Title VI complaint form is also available in Spanish as well as English. The My Ride Rock Hill website has the functionality for users to translate the site pages into various languages, including Spanish, French, German, Italian, Portuguese, Russian, Chinese, Arabic and Dutch. The website cost is included in an annual contract.

#### **LEP Plan Conclusion**

Spanish is the most prevalent language spoken by LEP persons in both York County and the My Ride service area and should be the primary focus of any translation or language assistance activities. There are populations in the community that speak non-English languages other than Spanish, and it remains important to consider providing additional language assistance services as necessary and economically feasible. We regularly interact with and receive feedback from our employee who is a representative at International Center of York County (ICYC). This program offers a range of support services to equip people from abroad to function effectively in York County.

#### **Implementing the LEP Plan**

Based on the four-factor analysis, the City has identified the language needs and services required to provide meaningful access to information for the LEP residents of Rock Hill. The City will review its LEP Plan on a regular basis and incorporate LEP data gathering ventures, such as surveys, to further identify additional language area-specific needs for the top languages identified. A review of the City's relevant programs, activities, and services that are currently being offered include:

- Spanish speaking translators may be available, upon request, during normal business hours.
- The City contracts with Language Line Solutions for translation services 24/7/365.
- Title VI Complaint Forms available in both English and Spanish.

The City will actively and regularly contact International Center of York County (ICYC) that serve LEP persons, to identify any additional information or activities that might better improve the City's transit services to assure non-discriminatory service to LEP persons. The City will then evaluate the projected financials to provide the translation services and assess which of these can be provided most cost effectively.

#### **LEP Plan Staff Training**

To ensure effective implementation of this plan, the City schedules training for employees on a periodic basis.

- Review the City's LEP Services available to the public

- How to handle verbal requests for transit services in a foreign language
- How to utilize Language Line Solutions translation services
- Have “*I Speak*” *Language Identification Cards* available at the Rotunda Desk (City Hall), Operations Center Reception Desk and easily accessible to transit employees
- Review demographic data about local LEP population
- Notification of appropriate staff to notify when services are not met for an LEP persons

New employees will continue to receive Language Line Solutions training during New Employee Orientation.

*Notice to LEP Persons USDOT LEP guidance provides that once an agency has decided, based on the four factors, that it will provide language services, it is important that the agency notify LEP persons of the services available free of charge, and in the language(s) LEP persons would understand.*

To this end, the City is committed to providing statements in public information and public notices language assistance, or special accommodations will be provided to persons, with reasonable advance notice to the City.

**The City will provide / undertake the following actions:**

- With advance notice of seven (7) calendar days, provide interpreter services at public meetings.
- Include in outreach documents, including notices, a statement that interpreter services are available at meetings, with seven days’ advance notice.
- Continue publication of transit services and federal complaint forms on the website and reference the availability of these forms and where to get them, in the LEP Plans.
- Train employees on the requirements for providing meaningful access to services for LEP persons.
- Inform community-based organization and stakeholders of transit services, including the availability of language assistance services, with notice.
- Monitoring, evaluating, and updating the plan on a periodic basis: The Title VI Coordinator shall review changes in demographics and services provided to determine the need to modify or update frequently used services, programs, and documents, to ensure accessibility for LEP services to the LEP public and employees.

**The LEP Review shall include:**

- Review of current and historical data available via Language Line Solutions reports.
- Assessing current and historical LEP populations in the service area or population affected or encountered.
- Assessing current and historical LEP usage, including languages served.
- Determining the frequency of encounters with LEP language groups by surveying staff on how often they use language assistance services, if they believe there should be changes in the

way services are provided or the providers that are used, and if they believe that the language assistance services in place are meeting the needs of the LEP community in our service area.

- Assessing customer satisfaction by surveying LEP candidates based on their experience of My Ride's programs, benefits, services, and the importance of activities to LEP persons.
- Reviewing any complaints from LEP persons from the previous year as it pertains to needs not being met.
- Solicit and evaluate feedback from community-based organizations and stakeholders about My Ride's effectiveness and performance in ensuring meaningful access for LEP individuals.
- Monitor My Ride's response rate to complaints or suggestions by LEP individuals, community members and employees regarding language assisted services provided.
- Availability of resources and the costs imposed.
- Educate or refresh staff to work effectively with in-person and telephone interpreters.
- Determining whether identified sources for assistance are still available and viable.

#### **SAFE HARBOR**

*Safe Harbor Stipulation Federal law provides a "Safe Harbor" stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A "Safe Harbor" means that if a recipient provides written translations (as under circumstances outlined in paragraphs A and B of the publication Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against Notional Origin Discrimination Affecting limited English Proficient Persons) such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI. Strong evidence of compliance with the recipient's written-translation obligations under 'Safe Harbor' includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally. The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a Safe Harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.*

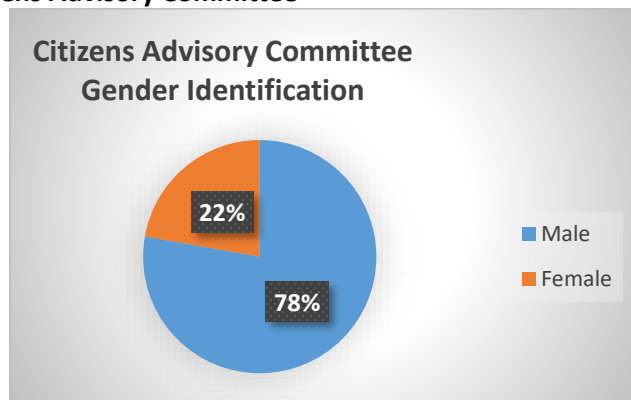
The City defines the LEP population by the people that speak English less than "very well" and the Spanish speaking population exceeds the 1,000 persons' threshold. There are 3,730 Spanish-speaking persons that speak English less than "very well" in York County. To meet the Safe Harbor provisions, the City's transit services will provide additional vital documents for its services for Spanish-speaking persons.

**DEMOGRAPHIC INFORMATION OF NON-ELECTED COMMITTEES AND COUNCILS**

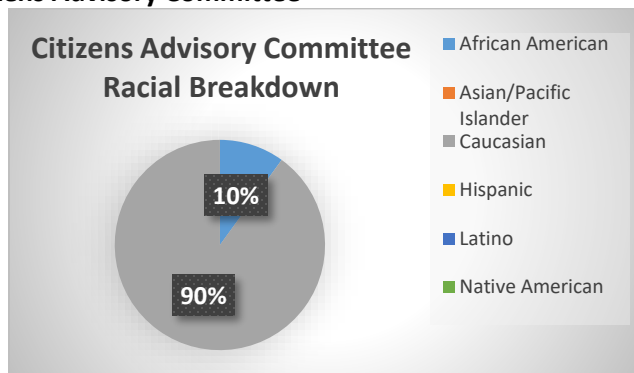
*In accordance with Title 49 CFR Section 21.5(b)(1)(vii), a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” There are requirements for recipients when they choose the membership for certain groups within their organization such as transit-related, non-elected planning boards, advisory councils or committees, or similar committees. These requirements include providing 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.*

The City does not have committees or council for the My Ride transit service. However, of important note, the Rock Hill-Fort Mill Area Transportation Study (RFATS), is a Metropolitan Planning Organization (MPO) which covers the transit service area of the City of Rock Hill. RFATS has a Citizens Advisory Committee (CAC) designed to ensure meaningful public participation in the transportation planning process. This committee reviews and provides input on the development of programs and projects within the RFATS communities, including the Public Participation Plan. Additionally, this committee considers the needs of those traditionally underserved by the existing transportation system. Staff tracks issues and concerns voiced by the members of the CAC as a method of accountability to the public. Several City of Rock Hill employees and council members are active members and coordinators in the RFATS organization. See Pie Charts 1-2 and Chart 3 for RFATS Citizens Advisory Committee members.

**PIE CHART 1: RFATS Citizens Advisory Committee**



**PIE CHART 2: RFATS Citizens Advisory Committee**





**CHART 3: RFATS Citizens Advisory Committee**

Jurisdiction	Name	Appointment Term
York County (1)	Luther Dasher	10/1/21 – 9/30/24
Lancaster County (1)	Carl Manns	2/1/23 – 1/31/26
Town of Fort Mill (1)	David Ward	2/1/23 – 1/31/26
City of Tega Cay (1)	Jim Van Blarcom	12/1/21 – 11/30/24
City of Rock Hill (1)	Frank Myers	12/1/21 – 11/30/24
Catawba Indian Nation (1)	Vacant	
Public at Large (2)	Vacant	
Public at Large	Dr. David Keely	7/1/21 – 6/30/24
Minority Populations (2)	Cleopatra Allen	4/1/22 – 3/30/25
Minority Populations	Aaron Barnes	7/1/20 – 6/30/23
Transportation Disadvantaged (1)	Frieda Price	4/1/22 – 3/30/25

The Citizens Advisory Committee (CAC) includes representation from the six (6) RFATS communities and at-large members representing underserved populations.

**SUB-RECIPIENT TITLE VI PROGRAM**

*In accordance with CFR 21.9(b), and to ensure that sub-recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub-recipients, to whom they provide funding for compliance with these regulations. Importantly, if a sub-recipient is not in compliance with the Title VI requirements, then the primary recipient is not in compliance.*

*As defined in Title VI Circular 4702.1B:*

- 1) A primary recipient means any FTA recipient that extends Federal financial assistance to a sub-recipient.*
- 2) A direct recipient is defined as an entity that receives funding directly from FTA. For purposes of the Title VI Circular, 4702.1B, a direct recipient is distinguished from a primary recipient in that a direct recipient does not extend financial assistance to sub-recipients, whereas a primary recipient does.*

As a direct recipient of FTA funds, the City of Rock Hill does not have sub-recipients.

In addition to the fixed route and complementary paratransit services operated by the City, two additional transit options are available:

- A. 82x Express Bus Route: Operated by the Charlotte Area Transit System (CATS), the 82x route provides service from Downtown Rock Hill to the Charlotte Transportation Center. It is available Monday through Friday during the morning and afternoon peak periods and is a

critical service option for assisting area residents in accessing employment opportunities in the greater Charlotte Area.

B. York County Access: The Demand Response Program (known as York County Access) operates Monday through Friday from 6:00am to 6:00pm. This service operates within the City of Rock Hill and the broader Rock Hill Urbanized Area.

Attached for reference is a map illustrating the Rock Hill Urbanized Area and how both of these routes function within the region. Also included is a graphical depiction of the most frequent destinations for York County Access.

#### **SUB-RECIPEINT PERFORMANCE MONITORING PROGRAM**

The City of Rock Hill has the responsibility to monitor compliance of third-party contractors providing transit services for the city. To ensure all applicable FTA compliance requirements are met, the City maintains a comprehensive Performance Monitoring Program (PMP).

The PMP utilizes both quarterly and annual on-site visits to review each contractors' policies / procedures to ensure the provision of non-discriminatory service and how the public is notified of their rights under Title VI.

#### **SERVICE STANDARDS AND POLICIES**

*This requirement applies to all fixed route providers of public transportation service. Appendix C to 49 CFR part 21 provides in Section (3)(iii) that “[n]o person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.” Service standards must include the following for each mode of transportation: vehicle load, vehicle headway (minimum possible distance or time between vehicles without a reduction in their speed), on-time performance, and service availability. Any significant service deficiencies that are identified must be evaluated in order to determine the extent to which they impact minority populations. If minorities are negatively impacted at a disproportionately higher rate than non-minorities, additional steps may be necessary to remedy this discrepancy.*

*The FTA requires fixed route transit providers to develop a policy for each mode of transportation relating to distribution of transit amenities and vehicle assignment. Transit providers may also set policies for additional indicators as appropriate.*

MY RIDE has designed its policies to ensure that its vehicle assignment and passenger amenity distribution practices do not result in discrimination on the basis of race, color, or national origin.

**A. Vehicle Load Factor**

*Definition: The ratio of passengers to the total number of seats on a vehicle.*

*Example: A 1.2 Vehicle Load Factor Standard on a 30-passenger bus would mean: 30 passengers seated and up to 6 passengers standing before the standard would be exceeded.*

*Peak Period: Morning or afternoon time periods when transit riding is heaviest.*

*Non-Peak Period: Non-rush periods of the day when travel activity is generally lower.*

My Ride’s Vehicle Load Factor standard during peak and non-peak use periods is 1.5. This standard is monitored often and will be reported to FTA every three years as required.

**B. Vehicle Headways**

*Definition: Vehicle Headways is the amount of time between two vehicles traveling in the same direction on a given route.*

*Example: A route with 60 minutes headways means the bus would leave a downtown transfer every hour.*

My Ride’s vehicle headway has been established as follows for the four bus routes:

Route 1:	Downtown/Knowledge Park Loop	60 minutes
Route 2:	Saluda/Heckle Loop	60 minutes
Route 3:	Cherry/Riverwalk Line	60 minutes
Route 4:	Dave Lyle/Galleria Line	60 minutes

The vehicle headway performance standard is monitored often and will be reported to FTA every three years as required.

**C. On-Time Performance**

*Definition: On-time performance is a measurement of “runs” completed as scheduled and is generally expressed in terms of percentages.*

*Example: On-time = 0 Minutes Early/Five Minutes late, means that the bus should arrive 0 minutes early and leave no later than 5 minutes late.*

My Ride’s on-time performance has been established as 0 minutes early / 5 minutes late. Our standard is to have 90 % of our runs completed on-time. This standard is monitored often and will be reported to FTA every three years as required.

**D. Service Availability**

*Definition: Service Availability is a general measure of the distribution of routes within a transit provider’s service area, frequently referred to as “route spacing”, but may also be expressed as percent of population within specified distance to a transit route or stop .*

*Example: 95% of population within ¼ mile of stop.*

My Ride's service availability is based upon operating service within a 31.35 square mile area of Rock Hill.

#### **E. Distribution of Transit Amenities**

*Definition: Defined as the items of comfort, convenience, and safety that are available to the general riding public.*

*Example: Shelters, benches, provision of information.*

##### Bicycle Racks:

All buses in My Ride's fixed-route vehicle fleet are outfitted with fold-down bicycle racks capable of holding two passenger bicycles.

##### Automated Systems:

All buses are equipped with audio and visual announcements identifying the route and stop or intersection based on Automated Vehicle Locator (AVL) equipment.

##### Benches and Bus Shelters:

Bus shelter and bench placement standards are monitored while staff continues to evaluate My Ride's bus shelter and bench placement practices and conducts research. We currently have 93 bus stop signs at various locations throughout the service area. Placement of bus shelters or benches at bus stops involves consideration of several factors such as:

- Ridership for a bench
- Ridership for a shelter
- Bus Stop Level of Service (span of service, average trip frequency)
- Proximity to other shelters
- Equity – Title VI Compliance - Existing bench or shelter locations will be considered for equity in distribution within the service area
- Local Land Use

##### Information Materials:

Information materials, such as schedules and system maps are provided and made available to the public at no cost. Information and route brochures are made available to the general public upon request. The My Ride website contains information on bus schedules, route maps, news, etc.

#### **F. Vehicle Assignment**

*Definition: The process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition.*

My Ride operates a fixed route vehicle fleet consisting of ten (10) units. All of the current units in the fleet are powered by battery-electric technology. The ten (10) vehicles in the My Ride fleet

consists of seven (7) 2019 model-year, and three (3) 2021 model-year Proterra Transit Buses. All units are identically equipped with interior and exterior digital signage and audio announcement features, wheelchair lifts and wheelchair securement devices, including two (2) wheelchair securement stations. Throughout the service area, My Ride vehicles are assigned for service duty based on: the relative number of passengers using specific routes during specific times of the service day and the day of week that the service will be performed; and the relative availability of a specific size of vehicle based on the rotational nature of My Ride’s preventive maintenance/maintenance program and battery-electric charging requirements. Three (3) buses are available to provide complementary on-demand service to customers certified as eligible for ADA Paratransit service within a 0.75-mile radius buffer around My Ride’s four fixed routes (Attachment H). This paratransit service is operated by York County Council on Aging. My Ride’s vehicle assignments throughout the service area shall be appropriately distributed within the system as determined using the process described above.

#### **DEMOGRAPHIC AND SERVICE MAPS**

*Title 49 CFR 21.9(b) states that recipients “should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.”*

The City of Rock Hill does not have a population greater than 200,000 people, My Ride does not operate 50 or more vehicles. For this reason, this section is not required.

#### **DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS**

*FTA Circular 4702.1B requires that fixed route providers collect information on the race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns of their riders using customer surveys. Demographic information shall also be collected on fare usage by fare type amongst minority users and low-income users, in order to assist with fare equity analyses.*

The City of Rock Hill does not have a population greater than 200,000 people, My Ride does not operate 50 or more vehicles. For this reason, this section is not required.

#### **MONITORING REPORT OF SERVICE STANDARDS AND POLICIES**

*In order to ensure compliance with DOT’s Title VI regulations, the FTA requires transit agencies to monitor the performance of their transit system relative to their system-wide service standards and service policies no less than every three years. Agencies shall submit the results of the monitoring program as well as documentation to verify the Board’s consideration, awareness, and approval of the monitoring results to the FTA every three years as part of the Title VI Program.*

The City of Rock Hill does not have a population greater than 200,000 people, My Ride does not operate 50 or more vehicles. For this reason, this section is not required.

**PUBLIC ENGAGEMENT PROCESS FOR RECIPIENT’S TITLE VI POLICIES**

*The FTA/FHWA requires that the recipient shall engage the public in the decision-making process to develop major service change, disparate impact, and disproportionate burden policies.*

Please see Appendix D.

**RESULTS OF SERVICE AND FARE EQUITY ANALYSES**

*Transit agencies are required by the FTA to conduct equity analyses for major service changes and fare changes to ensure those changes do not result in disparate impacts to minority riders or a disproportionate burden on low-income riders. Transit agencies shall submit the results of any major service change and/or fare equity analyses conducted since the submission of its last Title VI Program. Agencies shall also submit documentation with the Title VI Program as evidence of the board, governing entity, or official’s consideration, awareness, and approval of the analysis.*

Not applicable.

**CITY MANAGEMENT APPROVAL OF THE TITLE VI PROGRAM**

City Management approved the updated the Title VI Program on August 8, 2023. The City’s Title VI Plan was last reviewed by FTA during its Triennial Audit in 2023, and SCDOT during its review in 2023.

**CONCLUSION**

The City’s 2023 Title VI Plan represents the City’s continued efforts to maintain strict compliance with all Title VI regulations. Furthermore, this program also shows the City’s continued commitments to serving the diverse population within its service area. The City of Rock Hill strives to ensure individuals of all backgrounds have equal access to programs, services, and activities.

**Appendices**

**A. FTA Certification and Assurances**

Certifications and Assurances

Fiscal Year 2021

**FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS**

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

Name of Applicant: City of Rock Hill

The Applicant certifies to the applicable provisions of categories 01-21. \_\_\_\_\_

*Or,*








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

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



Certifications and Assurances

Fiscal Year 2021

- 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 Construction Hiring Preferences 
- 20 Cybersecurity Certification for Rail Rolling Stock and Operations
- 21 Tribal Transit Programs

**FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**

**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2021)

**AFFIRMATION OF APPLICANT**

Name of the Applicant: City of Rock Hill

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 federal fiscal year 2021, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2021.

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

Certifications and Assurances

Fiscal Year 2021

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

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: 4-28-2021


Name David Vehau Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): City of Rock Hill

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 4-28-2021  
Name Paul W. Dillingham Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

## B. Standard U.S. DOT Title VI Assurances

### Standard U.S. DOT Title VI Assurances

The City of Rock Hill (hereinafter referred to as the "Recipient") HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT) through the **Federal Highway Administration (FHWA)** or the **Federal Transit Administration (FTA)**, is subject to and will comply with the following:

#### Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (§42 U.S.C. 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled *Non-discrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964*);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964),

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations", respectively.

#### General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that

"No person in the United States will, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity," for which the Recipient receives Federal financial assistance from the Department of Transportation, including the **FEDERAL HIGHWAY ADMINISTRATION (FHWA) AND THE FEDERAL TRANSIT ADMINISTRATION (FTA)**.

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

#### Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally-assisted programs:

1. The Recipient agrees that each "activity", "facility", or "program", as defined in §§21.23(b) and 21.23(e) of 49 C.F.R. §21 will be (with regard to an "activity") facilitated, or will be (with regard to a facility (operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and, the Regulations.
2. That the Recipient will insert the following notification in all solicitations for bids, Requests for Proposals for work, or material subject to the Acts and the Regulations made in connection with all programs and activities and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

*"The City of Rock Hill, in accordance with Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C §§2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."*

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon, or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition or real property or an interest in real property, the Assurance will extend to the rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
  - (a) for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
  - (b) for the construction or use of, or access to, space on, over or under real property acquired, or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal



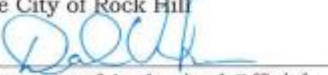
financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:

- (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
- (b) the period during which the Recipient retains ownership or possession of the property.

9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations and this Assurance.

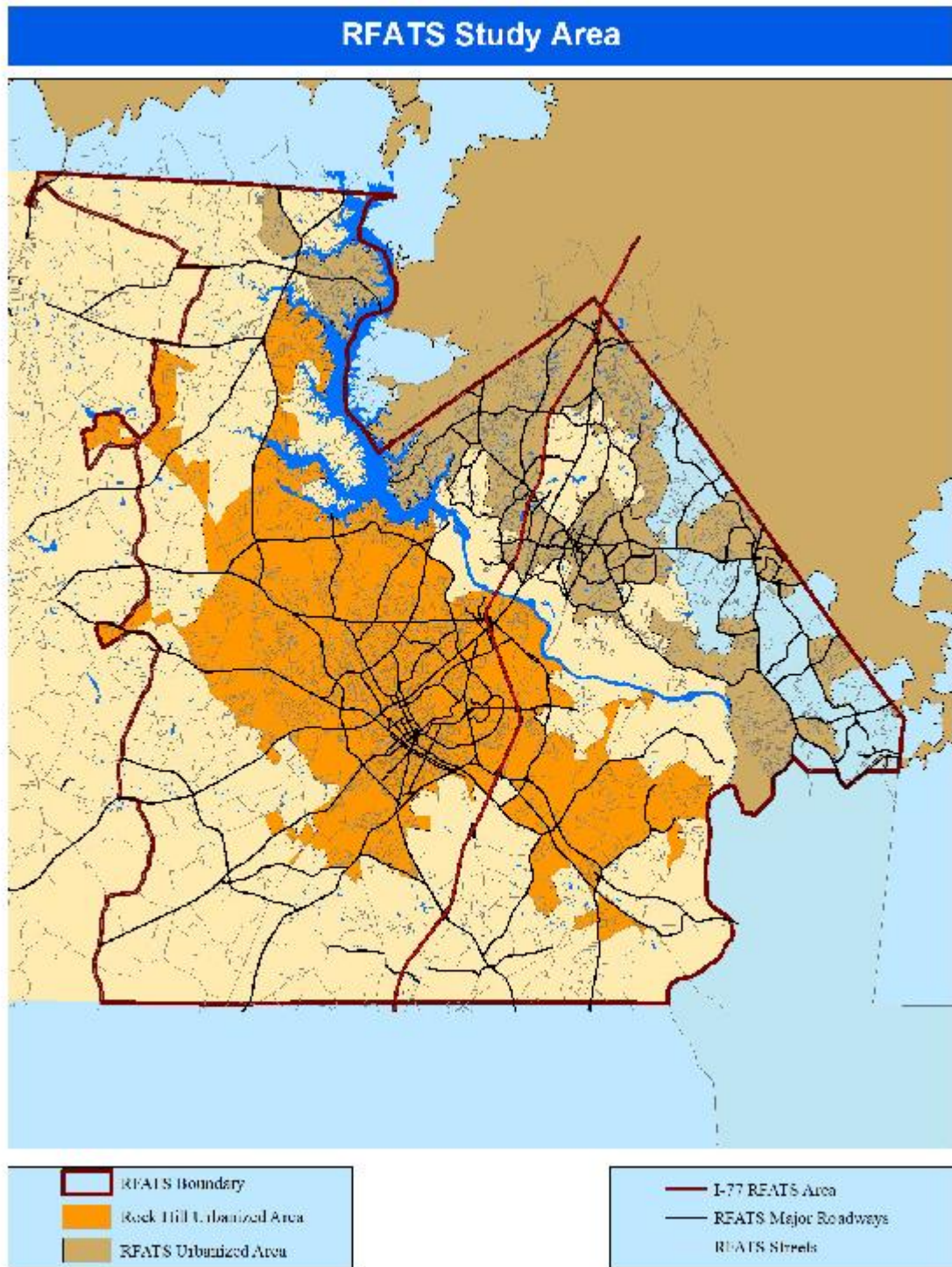
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

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

The City of Rock Hill  
by   
Signature of Authorized Official

Dated August 8, 2023

### C. Map of Rock Hill Urbanized Area



D. Fare Increase / Major Service Reductions

**Classified**

**Legals**

**NOTICE OF 30-DAY PUBLIC COMMENT PERIOD FOR PROPOSED SERVICE CHANGES FOR MY RIDE ROCK HILL**

In coordination with the My Ride Rock Hill Public Participation plan, comments regarding the proposed service changes can be made by Wednesday, September 21, 2022 at Noon.

The proposed service changes are available to view electronically on the City of Rock Hill's website at [www.cityofrockhill.com](http://www.cityofrockhill.com) under the Transportation and Traffic webpage and on the My Ride Rock Hill website at [www.myriderockhill.com](http://www.myriderockhill.com). Proposed changes are also available on My Ride buses.

Submit comments using any of these methods:

- Email: [comments@myriderockhill.com](mailto:comments@myriderockhill.com)
- Phone: 803-329-RIDE (7433); Press 9 to leave a message with your feedback.
- In Person:
  - Drop-In Meeting—Monday, August 29, 2022, 6-7 PM in Rock Hill City Council Chambers, 155 Johnston Street, Rock Hill, SC (Spanish translator will be in attendance.)
  - Traffic Commission Meeting—Wednesday, September 21, 2022 at 10 AM in Rock Hill City Council Chambers, 155 Johnston Street, Rock Hill, SC



**E. Title VI Complaint Form (English)**



**Title VI Complaint Form**

**Instruction:** If you would like to submit a Title VI complaint to the City of Rock Hill, please fill out the form below and send it to: Title VI Coordinator, P. O. Box 11706, Rock Hill, S.C. 29730-1706.

1. Name (Complainant):	2. Phone:	3. Home address (street #, city, state, zip):	
4. If applicable, name of person(s) who allegedly discriminated against you:			
5. Location and position of person(s) if known:		6. Date of alleged incident:	
7. Title VI Discrimination because of:			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you.		



Also, attach any written material pertaining to your case.

9. What other steps have you taken to try to resolve this complaint? What resulted from your attempts to resolve this complaint?

10. What remedy are you seeking for the alleged discrimination?

11. Have you filed this complaint against this agency before? If yes, when and with whom was it filed?

12. Have you filed any other complaints against this agency before? If yes, when and against whom were they filed. Please give a brief description of each complaint. What is the status of each complaint?

Name:	Date:	Address:	Phone number:
-------	-------	----------	---------------

13. Have you filed this complaint with any other federal, state or local agency; or with any federal or state court?

Name:	Agency:	Address:	Phone number:
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14. Are you represented by an attorney with regard to anything related to this matter?

Name: Agency: Address: Phone number:

15. Please list below any person(s) we may contact for additional information to support or clarify your complaint

(witnesses, fellow employees, supervisors, others):

Name: Job title: Address: Phone number:

16. Please sign below. You may attach any written materials or other information you think is relevant to your complaint. We cannot accept your complaint unless it's been signed.

Signature:

Date:

**F. Title VI Complaint Form (Spanish)**



**Formulario de Quejas del Título VI**

Instrucciones: Si usted desea presentar una queja del Título VI a la ciudad de Rock Hill por favor llene el formulario y envíelo a: El Coordinador de Título VI, PO Box 11706, Rock Hill, SC 29730-1706.

1. Nombre (Querellante):	2. Teléfono:	3. Domicilio (# de calle, ciudad, estado, código postal):	
4. Si procede, el nombre de la(s) persona(s) que presuntamente le han discriminado.			
5. Ubicación y posición de la(s) persona(s), si se conoce:		6. Fecha del presuntamente incidente:	
7. Discriminación Título VI por:			
<input type="checkbox"/> Raza <input type="checkbox"/> Color de piel <input type="checkbox"/> Origen nacional			

8. Explica breve y claramente de lo que pasó y cómo cree que fue discriminado. Indique quién estuvo involucrado. Asegúrese de incluir cómo se siente que otras personas fueron tratadas de manera diferente a usted. También adjunte cualquier material escrito relacionado con su caso:

9. ¿Qué otra(s) medida(s) haya tomado para tratar de resolver esta queja? ¿Qué ha resultado de su(s) intento(s) para resolver esta queja?

10. ¿Qué remedio estás buscando para la presuntamente discriminación?

11. ¿Haya presentado esta queja contra esta agencia anteriormente? En caso afirmativo, ¿cuándo y con quién se la hayas presentado?

12. ¿Haya presentado esta queja contra esta agencia anteriormente? En caso afirmativo, ¿cuándo y con quién se la hayas presentado? Por favor, de una breve descripción de cada queja. ¿Qué es el estatus de cada una queja?

Nombre:

Fecha:

Dirección:

Número de Teléfono:

13. ¿Haya presentado esta queja con alguna otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Por favor, de una breve descripción de cada queja.

Nombre:

Agencia o Corte:

Dirección:

Número de Teléfono:

14. ¿Estás representado por un abogado con respecto con este asunto y todo relacionado?

Nombre:

Agencia:

Dirección:

Número de Teléfono:

15. Por favor, indique a continuación la(s) persona(s) que nos podemos poner en contacto para obtener más información que apoya o aclara su queja (testigos, compañeros de trabajo, supervisores, otros):

Nombre:

Título de trabajo:

Dirección:

Número de Teléfono:

17. Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su queja. No podemos aceptar su queja hasta que se haya firmado.

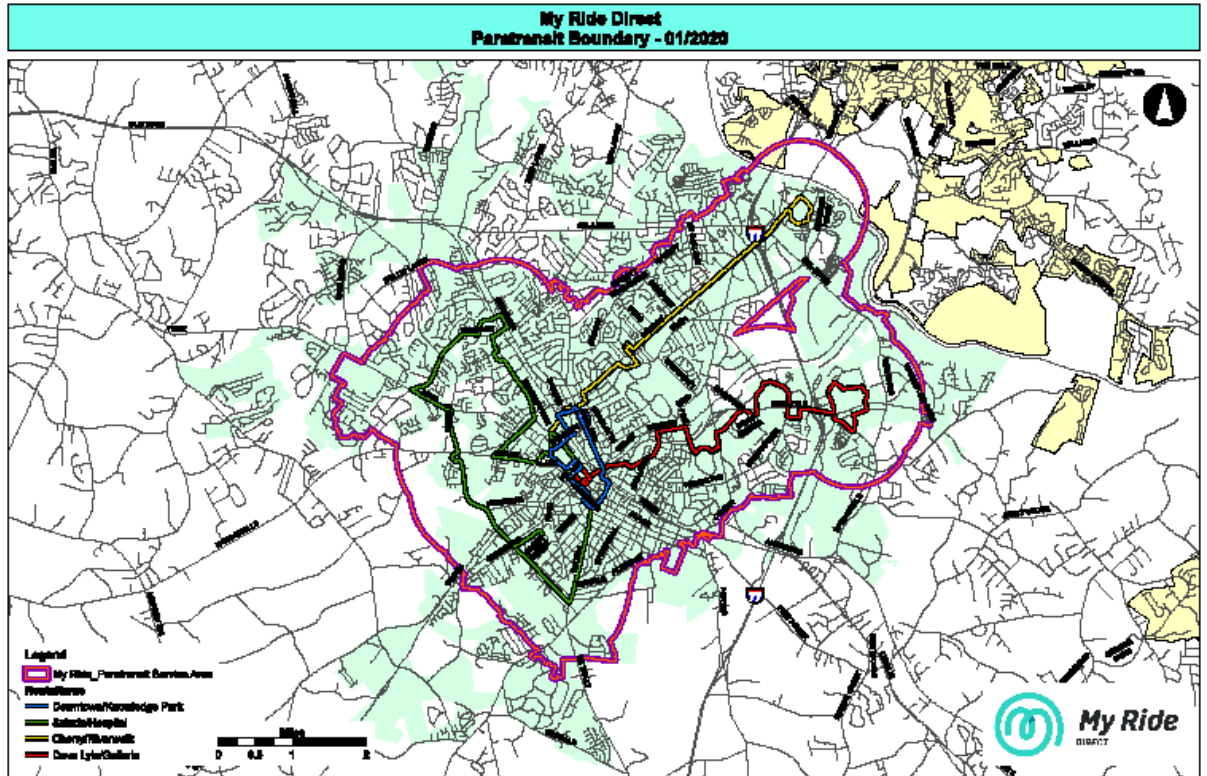
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Fecha:





## H. Paratransit Service Map Area



I. Staff Training: Title VI Fact Sheet

<b>Title VI Fact Sheet</b>
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The City of Rock Hill, the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) wants to ensure you have the following information:

- The City of Rock Hill provides public notice of its policy to uphold and assure full compliance with the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) and related nondiscrimination authorities.
- Title VI and related nondiscrimination authorities stipulate that no person in the United States of America shall, on the ground 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 financial assistance.
- Any person who believes they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin has the right to file a formal complaint. Any such complaint must be in writing and submitted within 180 days following the date of the alleged occurrence to the City's Title VI Coordinator.
- The City's Title VI Coordinator is Ann Morgan, Office: (803) 329-7025.

---

I am committed to ensuring that no person is excluded from participation in or denied the benefits of City programs or activities on the basis of race, color, or national origin, as protected by Title VI.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Department

\_\_\_\_\_  
Date

\_\_\_\_\_  
Presenter's Signature

Human Resources  
\_\_\_\_\_  
Department

\_\_\_\_\_  
Date

Aug. 2023

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