

# **CABARRUS ROWAN METROPOLITAN PLANNING ORGANIZATION**



## **Title VI Program Plan**

**Adopted 2019**

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**TITLE VI POLICY STATEMENT AND NOTICE OF NONDISCRIMINATION**

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It is the policy of the Cabarrus Rowan Metropolitan Planning Organization (CRMPO) as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, Limited English Proficiency, sex, age, or disability, (and low-income, where applicable)**, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, Executive Orders 12898 and 13166, the Civil Rights Restoration Act of 1987, and other pertinent nondiscrimination authorities.

If you feel you have been subjected to discrimination, you may file a complaint. Allegations of discrimination should be promptly reported to our Title VI Coordinator.

Phil Conrad, Executive Director Cabarrus Rowan MPO  
713 Sternbridge Drive, Concord, NC 28025  
704-795-7528  
pconrad@mblsolution.com

This policy is an expression of our commitment to nondiscrimination and support of the Title VI Program.

Signature Elizabeth F. Poole  
Elizabeth Poole, TAC Chair

10-23-19  
Date

- Implementation (Dissemination)**
- This Policy Statement contains contact information for the Title Coordinator, and it will also serve as our notice to public.
  - This statement will be signed by the TAC Chairman of the CRMPO, and re-signed whenever a new person assumes that position.
  - The signed statement will be posted on office bulletin boards, near the receptionist’s desk, in meeting rooms, and disseminated within brochures and other written materials.
  - The statement will be incorporated into Title VI training and acknowledgement activities.
  - The statement will be posted or disseminated in languages other than English, when appropriate.
  - Low-income will be applicable to our programs, policies and activities under Environmental Justice when determining if there will be disproportionately high and adverse effects.

**STANDARD USDOT TITLE VI ASSURANCES**

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Please refer to Appendix A of this Plan for a copy of our completed, signed USDOT Title VI Assurances

## ORGANIZATION & STAFFING

A Metropolitan Planning Organization (MPO) is the policy board of an organization created and designated to carry out the metropolitan transportation planning process. MPOs are required to represent localities in all urbanized areas (UZAs) with populations over 50,000, as determined by the U.S. Census. MPOs are designated by agreement between the governor and local governments that together represent at least 75 percent of the affected population (including the largest incorporated city, based on population) or in accordance with procedures established by applicable state or local law. When submitting a transportation improvement program to the state for inclusion in the statewide program, MPOs self-certify that they have met all federal requirements.

An urbanized area with a population over 200,000, as defined by the Bureau of the Census and designated by the Secretary of the U.S. Department of Transportation (DOT), is called a Transportation Management Area (TMA). As described in 49 U.S.C. 5303(k), and in recognition of the greater complexity of transportation issues in large urban areas, an MPO in a TMA has a stronger voice in setting priorities for implementing projects listed in the transportation improvement program and are responsible for additional planning products. The planning processes in MPOs in TMAs also must be certified by the Secretary of DOT as being in compliance with federal requirements.

The Cabarrus Rowan MPO was established in 1980. Our Transportation Advisory Committee (TAC) has sixteen members and meets the fourth Wednesday of each month except July and December. Our Technical Coordinating Committee (TCC) has nineteen members and meets the third Wednesday of each month except July and December. Please refer to Appendix B for lists of current TAC and TCC members with affiliation included.

### Title VI Coordinator

Key responsibilities of the Coordinator include:

- Maintaining knowledge of Title VI and related requirements.
- Attending civil rights training when offered by NCDOT, FHWA or other federal agencies.
- Administering the Title VI Nondiscrimination Program and coordinating implementation of this Plan.
- Making sure internal staff and officials are familiar and complying with their Title VI obligations.
- Disseminating Title VI information internally and to the public, including in languages other than English.
- Presenting Title VI-related information to decision-making bodies for input and approval.
- Ensuring Title VI-related posters are prominently and publicly displayed.
- Developing a process to collect data related to race, national origin, sex, age, and disability to ensure minority, low-income, and other underserved groups are included and not discriminated against.
- Ensuring that non-elected boards and committees reflect the service area and minorities are represented.
- Promptly processing (receiving, logging, investigating and/or forwarding) discrimination complaints.
- Providing information to NCDOT and cooperating during compliance reviews and investigations.
- Promptly resolving deficiencies to ensure compliance with Title VI nondiscrimination requirements.

If the Title VI Coordinator changes, the Title VI Policy Statement and USDOT Title VI Assurances, will immediately be updated, and an updated policy statement (and nondiscrimination agreement, if standalone) will be signed by the new Title VI Coordinator.

### Staffing

We currently employ a staff of two, which consists of the following job categories:

- MPO Transportation Planner
- Executive Administrative Assistant

An organizational chart showing the Title VI Coordinator's place within the organization is located in Appendix C.

## **ENVIRONMENTAL JUSTICE (EJ)**

In 1994, President William Jefferson Clinton issued Executive Order (EO) 12898, Federal Actions to Address Environmental Justice (EJ) in Minority Populations and Low-Income Populations. To comply with the EO, federal agencies developed EJ guidelines for their funding recipients, including Federal Highway Administration (FHWA) Order 6640.23A. Accordingly, the Cabarrus Rowan MPO will make achieving EJ part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects of its programs, policies, and activities on minority populations and low-income populations.

EJ is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income, with respect to the development, implementation and enforcement of environmental laws, regulations and policies. The three fundamental EJ principles that guide USDOT (affiliated) actions are:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including interrelated social and economic effects, on minority and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

To achieve EJ, our programs will be administered so as to identify and avoid disproportionately high and adverse effects on minority populations and low-income populations by:

- (1) Identifying and evaluating environmental, public health, and interrelated social and economic effects of our programs, policies and activities;
- (2) Proposing measures to avoid, minimize and/or mitigate disproportionately high and adverse environmental and public health effects, and interrelated social and economic effects, and providing offsetting benefits and opportunities to enhance communities, neighborhoods, and individuals affected by our programs, policies and activities, where permitted by law;
- (3) Considering alternatives to proposed programs, policies, and activities, where such alternatives would result in avoiding and/or minimizing disproportionately high and adverse human health or environmental impacts to minority and/or low-income populations; and
- (4) Eliciting public involvement opportunities and considering the results thereof, including soliciting input from affected minority and low-income populations in considering alternatives.
- (5) Adding an EJ section to plans and studies, such as Long Range Plans, Public Involvement Plans, and Corridor Studies.

EJ analyses will be conducted to determine if our programs, policies, or activities will result in disproportionately high and adverse human health and environmental effects on minority populations and low-income populations. EJ applies to our policies, such as where public meetings will be held, and our projects, such as when we plan to construct or expand a facility. Thus, we will look at various alternatives and seek input from potentially affected communities before making a final decision. Demographic data will be collected to document public involvement in the decision-making process. EJ analyses will remain on file indefinitely, and copies will be provided to NCDOT, upon request, during compliance reviews or complaint investigations. (See Appendix D – Tables for Race/Ethnicity and Poverty)

## **DATA COLLECTION/ANALYSIS/REPORTING**

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Data collection, analysis and reporting are key elements of a successful Title VI enforcement strategy. To ensure that Title VI reporting requirements are met, the Cabarrus Rowan MPO will collect and maintain data on potential and actual beneficiaries of our programs and services. This section contains relevant population data for our overall service area. The data provides context for the Title VI Nondiscrimination Program and will be used to ensure nondiscrimination in public outreach and delivery of our programs. Please refer to Appendix D for demographic tables on Race & Ethnicity, Age & Sex, Disability, Poverty, and Household Income.

### Population Locations

Recipients of FHWA funds are required to identify the characteristics and locations of populations they serve, particularly by race/ethnicity, poverty and limited English proficiency. We will document this narratively or through maps that overlay boundaries and demographic features on specific communities, and provide this information to NCDOT, upon request. (See Appendix E – Demographic Maps)

## LIMITED ENGLISH PROFICIENCY (LEP)

Limited English Proficient (LEP) persons are individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. These individuals reported to the U.S. Census Bureau that they speak English less than very well.

To comply with USDOT’s LEP Policy Guidance and Executive Order 13166, this section of our Title VI Plan outlines the steps Cabarrus Rowan Metropolitan Planning Organization (CRMPO) will take to ensure meaningful access by LEP persons to all benefits, services and information provided under our programs and activities. A four factor analysis was conducted to determine the LEP language groups present in our planning area and the specific language services that are needed.

### Four Factor Analysis

This Four Factor Analysis is an individualized assessment that balances the following four factors:

- (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 people’s lives; and
- (4) The resources available to the recipient and costs.

**Factor #1: *The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service of the recipient.***

### CABARRUS COUNTY, NORTH CAROLINA

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
<b>Total (population 5 years and over):</b>	<b>168,755</b>	<b>+/- 30</b>	<b>100%</b>	<b>(X)</b>
Speak only English	150,901	+/- 907	89%	+/- %
Spanish or Spanish Creole:	13,238	+/-704	8%	+/- %
Speak English "very well"	6,367	+/- 692	48%	+/- %
Speak English less than "very well"	6,871	+/- 684	52%	+/- %

### ROWAN COUNTY, NORTH CAROLINA

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
<b>Total</b> (population 5 years and over):	<b>129,667</b>	<b>+/- 81</b>	<b>100%</b>	<b>(X)</b>
Speak only English	118,316	+/- 550	91%	+/- %
Spanish or Spanish Creole:	9,235	+/-438	7%	+/- %
Speak English "very well"	3,998	+/- 556	43%	+/- %
Speak English less than "very well"	5,237	+/- 600	57%	+/- %

Each program and/or project, in coordination with the Title VI Coordinator, will be assessed based on the language assistance needs of the population to be served using the following guidance:

- Any previous contact with LEP populations by the CRMPO or project should be examined. This information can then be analyzed to set a baseline of need.
- Use census tract and other current demographic information to research the percentage of people speaking a language other than English in the affected project area noting that population information can change faster than census data can be reported.
- Contact members of community associations (such as school systems, neighborhood and religious organizations) early in the project initiation to assist in determining whether there are any existing language barriers.

Looking at the data, it is interesting that those Spanish who speak English less than very well is a greater percentage in Rowan County than Cabarrus. Rowan County is a Tier II county with lower median income. Language could be a greater barrier in Rowan, coupled with the disadvantages of limited personal resources. Also, the distribution of LEP persons is more dispersed in Rowan due to the rural nature of the county. Cabarrus has a more concentrated geography of LEP persons due to the urbanizing of the county as population has grown substantially in Concord and Kannapolis over the past 10 years. Outreach to these communities needs to reflect these patterns with an emphasis on the community organizations that LEP person may frequent. One thing to note is that a very large percentage of the MPO area speak English only, or very well which cannot be discounted in outreach and the application of methods to inform the public of the MPO services and plans.

**Factor #2: *The frequency with which LEP individuals come in contact with the program.***

A particular program or project may be located near a large LEP population but have little contact with that population. If a lack of contact exists, it is critical to determine if this lack of contact is due to language barriers. Translation is imperative to reduce or minimize this barrier. Consideration of the languages spoken by the LEP people should also be noted and documented. The more frequent the contact the more likely enhanced language services are necessary. Meetings can be sporadic so frequent contact may be dictated on a specific update to the MTP or release of an MTIP. On average, the contact would probably be less than bi-monthly. Opportunities with meetings and accompanying surveys will be incorporated into the programmatic outreach to LEP persons.

**Factor #3: *The nature and importance of the program, activity, or service provided by the recipient to people's lives.***

The mission of the CRMPO is to advocate and deliver transportation services that support the economic, environmental and social vitality of the community. The result is an expansive range of services and projects from long range transportation planning to construction of major roadways to implementation of bicycle and pedestrian facilities to the coordination of public transit services. Each area of our transportation system will have a different importance and effect on LEP people. The importance of the activity and potential likelihood of consequences to LEP people has to be evaluated and balanced against the needs of the LEP population. The non-highway needs of the LEP people tend to be more representative for LEP persons. Those needs may be outside the scope of the MPO work program, but include other public services through members of the MPO such as County DSS or Department of Public Health or even some non-governmental or faith-based entities.

**Factor #4: *The resources available to the recipient and costs.***

Costs must be factored into this balancing test as part of the consideration of “resources available.” Reasonable steps may cease to be reasonable when the costs imposed substantially exceed the benefits in light of the factors outlined in the U.S. DOJ LEP Guidance. In this case, the needs will be prioritized so that language services are targeted where most needed because of the nature and importance of the activity involved. In addition, there may be cost savings in partnering with community-based organizations (CBOs) to share critical information to LEP populations. One of the CBO’s in the MPO area is the Hispanic Learning Center for Cabarrus County. The MPO has a functioning website and uses other technological platforms to reach the general public. LEP persons have the right to language assistance at no cost to them in their spoken language and it is the MPO staff responsibility to meet their needs.

**LANGUAGE ASSISTANCE PLAN**

As a result of the above four factor analysis, a Language Assistance Plan (Plan) was required. This Plan represents our commitment to ensuring nondiscrimination and meaningful access by persons who are Limited English Proficient (LEP). This Plan also details the mechanisms we will use to reach LEP persons and the language assistance services we provide. We will provide services to any person, upon request. If an individual is LEP, we will work with the individual to ensure they receive the needed transportation service. Our employees will be routinely oriented on the principles and practices of Title VI and LEP to ensure fairness in the administration of this Plan.

**Language Assistance Measures**

Persons for which English is not their primary language and for which reading English is problematic, are at an immediate and constant disadvantage in maneuvering through day-to-day tasks. Interpretation assistance should be made available where possible and response to the LEP persons’ translation needs should be as seamless as possible.

Planned responses should include but not be limited to:

Creating a list of staff and their contact information for use by reception staff serving CRMPO on an ad hoc basis;

Provide written materials translated into appropriate languages, primarily Spanish, with general information that may assist LEP persons with directions until an interpreter can be located.

**Translation of Documents**

The choice of a translation service is an important one. Much like pronouncing someone’s name correctly indicates a level of respect for that person - so does the proper and accurate translation of documents into a language that they can understand - indicate the seriousness with which their participation is taken.

The ability to read or write “a little” Spanish or any other language - should not be qualification enough to take on such a task. A good translator or interpreter will understand the nuances of the language in “today’s terms” so that LEP persons are neither inadvertently offended nor misled by the information that they receive.

The resources listed below are in Concord or Salisbury. Any service should be check by the Better Business Bureau and the *Latino or Asian Chamber of Commerce* to avoid problems with translation accuracy as well as customer service.

When staff prepares a document or report for public distribution and when meetings are scheduled for which target audience is expected or desired to include LEP individuals, then marketing materials, flyers, web site notifications, agendas, etc. should be translated into the language know by the LEP population.

Likewise, phone notices for key meetings that require public review and input should be provided in the language of the known LEP population.

**Evaluation**

Evaluation cards that request feedback from LEP persons should be distributed at meetings, left in reception areas and other CRMPO events when LEP persons participation is sought. Information should be translated into the LEP persons’ recognized language and request the following:

**Cabarrus Rowan Metropolitan Planning Organization  
Service Evaluation**

Date:

Thank you for allowing us to serve you. So that we can provide the best possible service, please share with us any comments regarding your experience today.

1. Were your questions answered?            Yes or No
2. Was the staff courteous?            Yes or No
3. Would you attend a CRMPO meeting in the future? Yes or No
4. How can we improve our service?

\_\_\_\_\_

\_\_\_\_\_.

*Specific Measures by Language Group*

Spanish:

**Staff Support for Language Assistance**

- Our staff (including receptionists) will be provided a list of referral resources that can assist LEP persons with written translation and oral interpretation, including the Title VI Coordinator and consultants contracted to provide LEP services where needed. This list will be updated as needed to remain current.
- All main offices will have available language assistance flashcards and materials translated into the languages that meet the safe harbor threshold. When encountering an LEP person, staff should present the individual with an iSpeak flashcard and let them choose either Spanish or English. Do not assume their preferred language. Assistance may be sought from bilingual staff fluent in the identified language before contacting a referral resource. Document the encounter and report it to the Title VI Coordinator.
- Training: All employees will be instructed on our procedures for providing timely and reasonable assistance to LEP persons. New employee orientation will also explain these procedures to new hires. Staff routinely encountering LEP persons by telephone or in person will receive annual refresher training. All other employees will be reminded of LEP through annual Title VI program acknowledgements and basic Title VI trainings.

**Project-Specific LEP Outreach**

A project-specific four factor analysis will be conducted for any project or outreach event limited to a specific geographical area (i.e., the project study area or outreach area, respectively). Language assistance will be provided in accordance with the measures already outlined, including translating written materials for each LEP language group that is 5% or 1,000, whichever is less, of the project or outreach area population.

## DISSEMINATION OF TITLE VI INFORMATION

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In accordance with 23 CFR 200.9(b)(12) and 49 CFR 21.9(d), the Cabarrus Rowan MPO will utilize community outreach and public education to disseminate Title VI information to our employees, contractors, sub-recipients and the general public. Reasonable steps will be taken to make the public aware of their rights and our obligations under Title VI through, including, but not limited to:

- Visibly posting our Title VI Policy Statement in public areas at our facilities, on our website, at our meetings, and prominently in any documents and reports we distribute;
- Placing notices in newspapers and publications with a large circulation among minority groups in the general vicinity of projects and activities. Ads in newspapers and other publications shall include the following:

“Cabarrus Rowan MPO operates without regard to **race, color, national origin, limited English proficiency, sex, age or disability**. For more information on our Title VI program, or how to file a discrimination complaint, please contact 704-795-7528 or [ccunningham@mblsolution.com](mailto:ccunningham@mblsolution.com).”
- Translating information into languages other than English that meet the LEP safe harbor threshold;
- Incorporating Title VI language into our contracts and agreements; and
- Ensuring any contractors and sub-recipients we have also disseminate Title VI information.

Please refer to our Public Involvement Plan (PIP) for additional outreach methods we employ to comply Title VI. Our PIP can be found here: [www.crmmpo.org](http://www.crmmpo.org)

## EXTERNAL DISCRIMINATION COMPLAINT PROCEDURES

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These discrimination complaint procedures outline the process used by CRMPO to process complaints of alleged discrimination filed under Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws that are applicable to Cabarrus Rowan MPO programs, services, and activities. Complaints will be investigated by the appropriate authority. Upon completion of an investigation, the complainant will be informed of all avenues of appeal. Every effort will be made to obtain early resolution of complaints at the lowest level possible by informal means.

### FILING OF COMPLAINTS

1. **Applicability** – These procedures apply to the beneficiaries of our programs, activities, and services, such as the members of the public and any consultants/contractors we hire.
2. **Eligibility** – Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities based upon race, color, national origin, sex, age, or disability, may file a written complaint. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative and must be in writing.
3. **Time Limits and Filing Options** – A complaint must be filed no later than 180 calendar days after the following:
  - The date of the alleged act of discrimination; or
  - The date when the person(s) became aware of the alleged discrimination; or
  - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Complaints may be submitted to the following entities:

- **Cabarrus Rowan MPO**, 713 Sternbridge Drive, Concord, NC 28025; 704-795-7528

- **North Carolina Department of Transportation**, Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453
- **Federal Highway Administration**, North Carolina Division Office, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010
- **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070
- **US Department of Justice**, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228

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

Protected Categories	Definition	Examples	Applicable Statutes and Regulations
Race	An individual belonging to one of the accepted racial groups; or the perception, based usually on physical characteristics that a person is a member of a racial group	Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, White	Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; 23 CFR 200. (Executive Order 13166)
Color	Color of skin, including shade of skin within a racial group	Black, White, brown, yellow, etc.	
National Origin (LEP)	Place of birth. Citizenship is not a factor. Discrimination based on language or a person’s accent is also covered.	Mexican, Cuban, Japanese, Vietnamese, Chinese	
Sex	Gender	Women and Men	1973 Federal-Aid Highway Act; Title IX of the Education Amendments of 1972.
Age	Persons of any age	21 year old person	Age Discrimination Act of 1975
Disability	Physical or mental impairment, permanent or temporary, or perceived.	Blind, alcoholic, para-amputee, epileptic, diabetic, arthritic	Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990

### Complaint Processing

1. When a complaint is received, an Acknowledgment Letter and a Complainant Consent/Release Form will be mailed to the complainant within ten (10) business days by registered mail.
2. We will consult with the NCDOT Title VI Program to determine the acceptability and jurisdiction of all complaints received. (Note: If NCDOT will investigate, the Title VI Program will be responsible for the remainder of this process. We will record the transfer of responsibility in our complaints log).
3. Additional information will be requested if the complaint is incomplete. The complainant will be provided 15 business days to submit any requested information and the signed Consent Release form. Failure to do so may be considered good cause for a determination of no investigative merit.
4. Upon receipt of the requested information and determination of jurisdiction, we will notify the complainant and respondent of whether the complaint has sufficient merit to warrant investigation.
5. If the complaint is investigated, the notification shall state the grounds of our jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6. If the complaint does not warrant investigation, the notification to the complainant shall specifically state the reason for the decision.

### Complaint Log

1. When a complaint is received, the complaint will be entered into the Discrimination Complaints Log with other pertinent information and assigned a **Case Number**. (Note: All complaints must be logged).
2. The complaints log will be submitted to the NCDOT's Civil Rights office during Title VI compliance reviews. (Note: NCDOT may also request the complaints log during pre-grant approval processes).
3. When reporting **no complaints**, check the **No Complaints or Lawsuits** box and sign the log.

Please refer to Appendix F for a copy of our Discrimination Complaint Form, Complaints Log, and Sample Investigation Template.

## REVIEW OF ORGANIZATIONAL DIRECTIVES

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It is the responsibility of every official who develops policies, procedures, manuals, guidelines, and other directives to ensure they have been reviewed for Title VI compliance. All staff members will assist in carrying out this requirement by making sure drafts of these documents are submitted to the Title VI Coordinator to ensure Title VI requirements are included.

## TITLE VI TRAINING

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All employees will receive basic Title VI training at least once every three years. New hires will receive this training within 45 days of their start date. Basic training will cover all sections of this Plan and our overall Title VI obligations. Staff may receive specialized training on how Title VI applies to their specific work areas. Those who routinely encounter the public, such as office personnel will receive annual refresher training. Trainings will be provided or organized by the Title VI Coordinator and will often coincide with updates to our nondiscrimination policies and procedures. Records of staff trainings, such as agendas, sign-in sheets, copies of calendars, and certificates, will remain on file for at least three years (and in personnel files).

## COMPLIANCE AND ENFORCEMENT PROCEDURES

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FHWA recipients must have mechanisms in place to enforce compliance with Title VI. Cabarrus Rowan MPO utilizes internal training, meetings, monitoring contractors, technical assistance, and findings from periodic NCDOT reviews to identify deficiencies and potential discrimination. If NCDOT identifies deficiencies, Cabarrus Rowan MPO will correct all deficiencies within 90 days based on a Corrective Action Plan (CAP). If attempts by NCDOT to resolve a compliance issue are unsuccessful, NCDOT may take any or all of the following steps with FHWA's concurrence:

- a. Canceling, terminating, or suspending the contract or agreement in whole or in part;
- b. Refraining from extending any further assistance to the recipient under the program with respect to which the failure or refusal occurred until satisfactory assurance of future compliance has been received from the recipient.
- c. Taking such other action that may be deemed appropriate under the circumstances, until compliance or remedial action has been accomplished by the recipient.
- d. Referring the case to the FHWA for appropriate administrative or legal proceedings.
- e. Other means authorized by law.

To ensure compliance with Title VI, Cabarrus Rowan MPO will take proactive steps to prevent discrimination in our programs and activities, including the following:

- Conduct periodic Title VI training;
- Address Title VI issues at staff meetings;
- Participate or cooperate during compliance reviews conducted by NCDOT;
- Inform and monitor any consultants/contractors regarding their Title VI obligations, including review of contracts for nondiscrimination language;
- Customize public outreach according to the situation or community at hand;
- Build a system of mutual trust and two-way communication with the public;
- Maintain pertinent demographic data (statistical);
- Ensure policies and procedures support and comply with Title VI;
- Document processes & activities related to Title VI.

If Cabarrus Rowan MPO identifies compliance issues with our consultants/contractors, we will also take corrective action. If attempts at corrective action are unsuccessful, any or all of the following steps may be taken with NCDOT's concurrence:

- a. Canceling, terminating, or suspending the contract or agreement with the consultant/contractor in whole or in part.
- b. Taking such other action that may be deemed appropriate under the circumstances.
- c. Referring the case to the NCDOT for appropriate administrative or legal proceedings.

**Appendix A**  
**Cabarrus Rowan Metropolitan Planning Organization**  
**Title VI Assurances**

The **Cabarrus Rowan Metropolitan Planning Organization** (CRMPO), (hereinafter referred to as the “Recipient”)

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

HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) (1) of the Regulations.

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

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

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

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to the Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal-Aid Highway Program; and (b) for the construction or use of or access to space on, over or under real property acquired, or improved under the Federal-Aid Highway program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is sued for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

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

---

**Current Cabarrus Rowan MPO Chair  
Chairperson, Cabarrus Rowan Metropolitan Planning Organization**

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Date

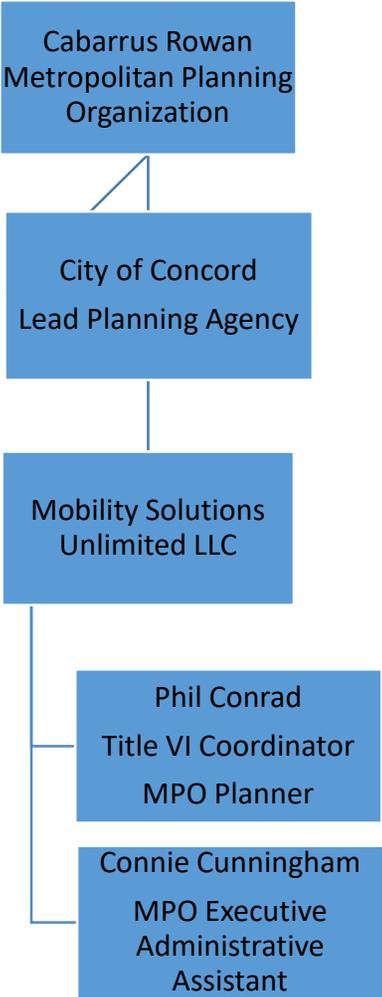
**Appendix B**  
**TAC Members and Responsibilities**

Elizabeth Poole	Member/TAC Chair	Cabarrus County
Steve Morris	Alternate	Cabarrus County
Lee Withers	Member	Town of China Grove
Brandon Linn	Alternate	Town of China Grove
John Brafford	Member	Town of Cleveland
Danny Gabriel	Alternate	Town of Cleveland
Jennifer Parsley	Member	City of Concord
Brian King	Alternate	City of Concord
Bill Feather	Member	Town of Granite Quarry
Kim Cress	Alternate	Town of Granite Quarry
Ryan Dayvault	Member	City of Kannapolis
Doug Wilson	Alternate	City of Kannapolis
Bobby Brown	Alternate	Town of Landis
Tommy Garver	Member	Town of Landis
No Alternate	Alternate	Town of Rockwell
Bobby Moore	Member	Town of Rockwell
Greg Edds	Member/TAC Vice Chair	Rowan County
Jim Greene	Alternate	Rowan County
Al Heggins	Member	City of Salisbury
Tamara Sheffield	Alternate	City of Salisbury
Richard Wise	Alternate	Town of Midland
Mike Tallent	Member	Town of Midland
Deloris High	Alternate	Town of East Spencer
Otis Gibson	Member	Town of East Spencer
Del Eudy	Member	Town of Mt. Pleasant
Lori Furr	Alternate	Town of Mt. Pleasant
Christopher Barfield	Member	Town of Harrisburg
Ron Smith	Alternate	Town of Harrisburg
Jim Gobbel	Member	Town of Spencer
David Smith	Alternate	Town of Spencer
Matthew Lyerly	Member	Town of Faith
Brian Campbell	Alternate	Town of Faith

**Appendix B**  
**TCC Members and Responsibilities**

Susie Morris	Member	Cabarrus County
Phil Collins	Alternate	Cabarrus County
Franklin Gover	Member	Town of China Grove
David Ketner	Alternate	Town of China Grove
Ed Muire	Member	Town of Cleveland
Shane Stewart	Alternate	Town of Cleveland
Phillip Graham	Member	City of Concord
Lloyd Payne	Alternate	City of Concord
Rob Donham	Member	Town of Harrisburg
Wilmer Melton	Member/TCC Chairman	City of Kannapolis
Zac Gordon	Alternate	City of Kannapolis
Ron Miller	Member	Town of Landis
Reed Linn	Alternate	Town of Landis
Crystal Smith	Member	Town of Mt. Pleasant
Randy Holloway	Alternate	Town of Mt. Pleasant
Chris Stiller	Member	Town of Rockwell
Marlene Dunn	Alternate	Town of Rockwell
Ed Muire	Member	Rowan County
Shane Stewart	Alternate	Rowan County
Wendy Brindle	Member/TCC Vice-Chairman	City of Salisbury
Deb Young	Alternate	City of Salisbury
Troy Powell	Member	Town of Spencer
Doug Paris	Member	Town of Midland
Cassie Watts	Alternate	Town of Midland
Brian Campbell	Member	Town of Faith
Matthew Lyerly	Alternate	Town of Faith
F.E. Isenhour	Member	Town of East Spencer
Joe Morris	Alternate	Town of East Spencer
Brett Canipe	Member	NCDOT Division 10
Fred Haith	Member	NCDOT Division 9
Reuben Crummy	Member	NCDOT TPD

**Appendix C  
Organizational Chart**



## Appendix D Demographic Tables

### Race and Ethnicity

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2010:

#### CABARRUS & ROWAN COUNTIES COMBINED

Race and Ethnicity	Number	Percent
Total Population	316,439	100
White	240,072	76
Black or African American	49,561	16
American Indian or Alaska Native	952	.3
Asian	4,899	1.5
Native Hawaiian and Other Pacific Islander	114	.03
Some other Race	14,657	5
Two or More Races	5,959	2
HISPANIC OR LATINO (of any race)	27,411	9
Mexican	18,655	6
Puerto Rican	2,010	.6
Cuban	873	.3
Other Hispanic or Latino	5,873	2

### Age and Sex

The following table was completed using data from Census Table QT-P1, Age Groups and Sex: 2010:

#### CABARRUS & ROWAN COUNTIES COMBINED

Age	Number			Percent		
	Both sexes	Male	Female	Both sexes	Male	Female
Total Population	316,439	155,307	161,132	100%	100%	100%
Under 5 years	22,058	11,302	10,756	7	7	7
Under 18 years	81,723	42,080	39,643	26	27	25
18 to 64 years	194,638	96,236	98,402	62	62	61
65 years and over	40,078	16,991	23,087	13	11	14
<b>Median Age</b>	37.9	36.7	38.8			

## Disability

The following tables were completed using data from Census Table S1810, Disability Characteristics:

### Cabarrus County, North Carolina

Subject	Total		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	185,784	+/-739	18,832	+/-2,172	10.1%	+/-1.2
Population under 5 years	12,171	+/-3	0	+/-201	0.00%	+/-1.4
Population 5 to 17 years	37,334	+/-212	852	+/-430	2.3%	+/-1.2
Population 18 to 64 years	113,388	+/-851	9,108	+/-1,625	8.0%	+/-1.4
Population 65 years and over	22,891	+/-580	8,872	+/-1,193	38.8%	+/-5.2
SEX						
Male	90,119	+/-1,069	9,214	+/-1,361	10.2%	+/-1.5
Female	95,665	+/-967	9,618	+/-1,383	10.1%	+/-1.4
RACE AND HISPANIC OR LATINO ORIGIN						
White	141,570	+/-2,751	16,190	+/-2,130	11.4 %	+/-1.5
Black or African American	29,266	+/-1,280	2,271	+/-624	7.8%	+/-2.1
American Indian and Alaska Native	-	-	-	-	-	-
Asian	-	-	-	-	-	-
Native American and Other Pacific Islander	-	-	-	-	-	-
Some other Race	-	-	-	-	-	-
Two or more races	4,253	+/-1,370	217	+/-186	5.1%	+/-4.2
Hispanic or Latino	18,042	+/-242	502	+/-392	2.8%	+/-2.2

### Rowan County, North Carolina

Subject	Total		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	135,836	+/-690	21,374	+/-2,676	15.7%	+/-2.0
Population under 5 years	7,804	+/-107	339	+/-447	4.3%	+/-5.7
Population 5 to 17 years	23,918	+/-286	899	+/-565	3.8%	+/-2.4
Population 18 to 64 years	83,287	+/-675	11,301	+/-1,986	13.6%	+/-2.4
Population 65 years and over	20,827	+/-499	8,835	+/-1,302	42.4%	+/-6.0
SEX						
Male	67,107	+/-1,018	9,721	+/-1,562	14.5%	+/-2.3
Female	68,729	+/-662	11,653	+/-768	17.0%	+/-2.6
RACE AND HISPANIC OR LATINO ORIGIN						
White	106,389	+/-2,184	17,716	+/-2,147	16.7%	+/-2.0
Black or African American	21,971	+/-417	2,783	+/-837	12.7%	+/-3.8
American Indian and Alaska Native	-	-	-	-	-	-
Asian	-	-	-	-	-	-
Native American and Other Pacific Islander	-	-	-	-	-	-
Some other Race	-	-	-	-	-	-
Two or more races	-	-	-	-	-	-
Hispanic or Latino	11,124	+/-201	777	+/-420	7.0%	+/-3.8

## Poverty

The following tables were completed using data from Census Table S1701, Poverty Status in the Past 12 Months:

### CABARRUS COUNTY, NORTH CAROLINA

Subject	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	185,294	+/-873	22,023	+/-4,403	11.9%	+/-2.4
AGE						
Under 18	48,780	+/-627	7,950	+/-2,270	16.3%	+/-4.6
18 to 64	113,623	+/-839	12,452	+/-2,435	11.0%	+/-2.1
65 years and over	22,891	+/-580	1,621	+/-573	7.1%	+/-2.5
SEX						
Male	89,913	+/-1,069	9,388	+/-2,185	10.4%	+/-2.4
Female	95,381	+/-1,056	12,635	+/-2,677	13.2%	+/-2.8
RACE AND HISPANIC OR LATINO ORIGIN						
White	141,208	+/-2,789	14,606	+/-3,405	10.3%	+/-2.3
Black or African American	29,138	+/-1,274	5,283	+/-2,377	18.1%	+/-8.0
American Indian and Alaska Native						
Asian						
Native American and Other Pacific Islander						
Some other Race						
Two or more races	4,253	+/-1,370	1,090	+/-711	25.6%	+/-14.2
Hispanic or Latino	18,132	+/-190	5,850	+/-2,512	32.3%	+/-13.9
RACE AND HISPANIC OR LATINO ORIGIN						
All individuals below:						
50 percent of poverty level	8,775	+/-2,934				
125 percent of poverty level	29,890	+/-4,600				
150 percent of poverty level	38,172	+/-5,606				
185 percent of poverty level	50,585	+/-5,970				
200 percent of poverty level	55,316	+/-6,428				

### ROWAN COUNTY, NORTH CAROLINA

Subject	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	133,631	+/-757	25,014	+/-4,659	18.7%	+/-3.5
AGE						
Under 18	30,827	+/-616	8,550	+/-2,292	27.7%	+/-7.2
18 to 64	81,977	+/-730	14,288	+/-2,670	17.4%	+/-3.3

65 years and over	20,827	+/-499	2,176	+/-879	10.4%	+/-4.2
SEX						
Male	66,012	+/-1,132	11,300	+/-2,803	17.1%	4.2
Female	67,619	+/-853	13,714	+/-2,251	20.3%	+/-3.3
RACE AND HISPANIC OR LATINO ORIGIN						
White	105,511	+/-1,999	13,004	+/-27.68	12.3%	+/-2.6
Black or African American	20,661	+/-574	8,028	+/-2.056	38.9%	+/-10.0
American Indian and Alaska Native						
Asian						
Native American and Other Pacific Islander						
Some other Race						
Two or more races						
Hispanic or Latino	10,860	+/-282	2,489	+/-1,529	22.9%	+/-13.9
RACE AND HISPANIC OR LATINO ORIGIN						
All individuals below:						
50 percent of poverty level	13,697	+/-3,739				
125 percent of poverty level	34,713	+/-5,150				
150 percent of poverty level	44,003	+/-5,535				
185 percent of poverty level	55,982	+/-4,995				
200 percent of poverty level	59,656	+/-4,880				

### Household Income

The following tables were completed using data from Census Table S1901, Income in the Past 12 Months (In 2013 Inflation-Adjusted Dollars):

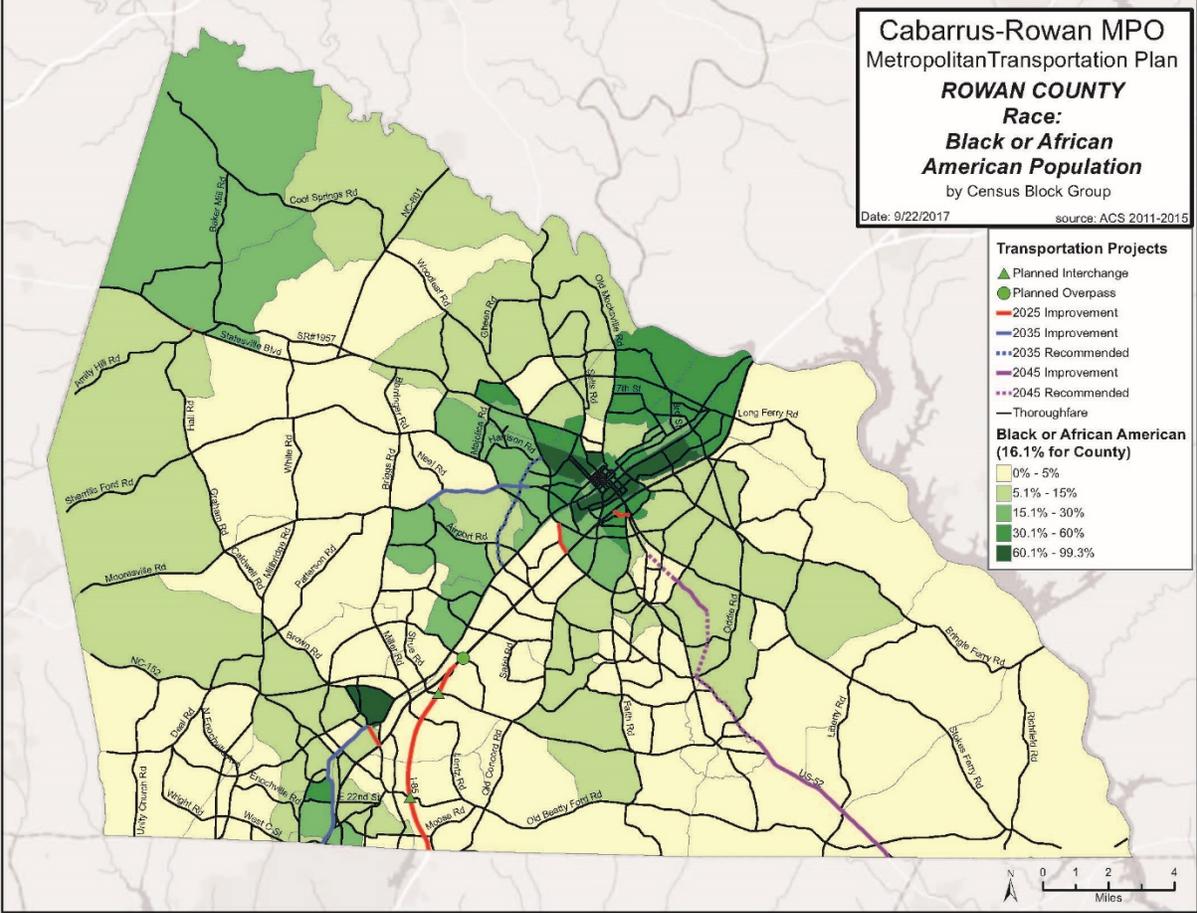
#### CABARRUS COUNTY, NORTH CAROLINA

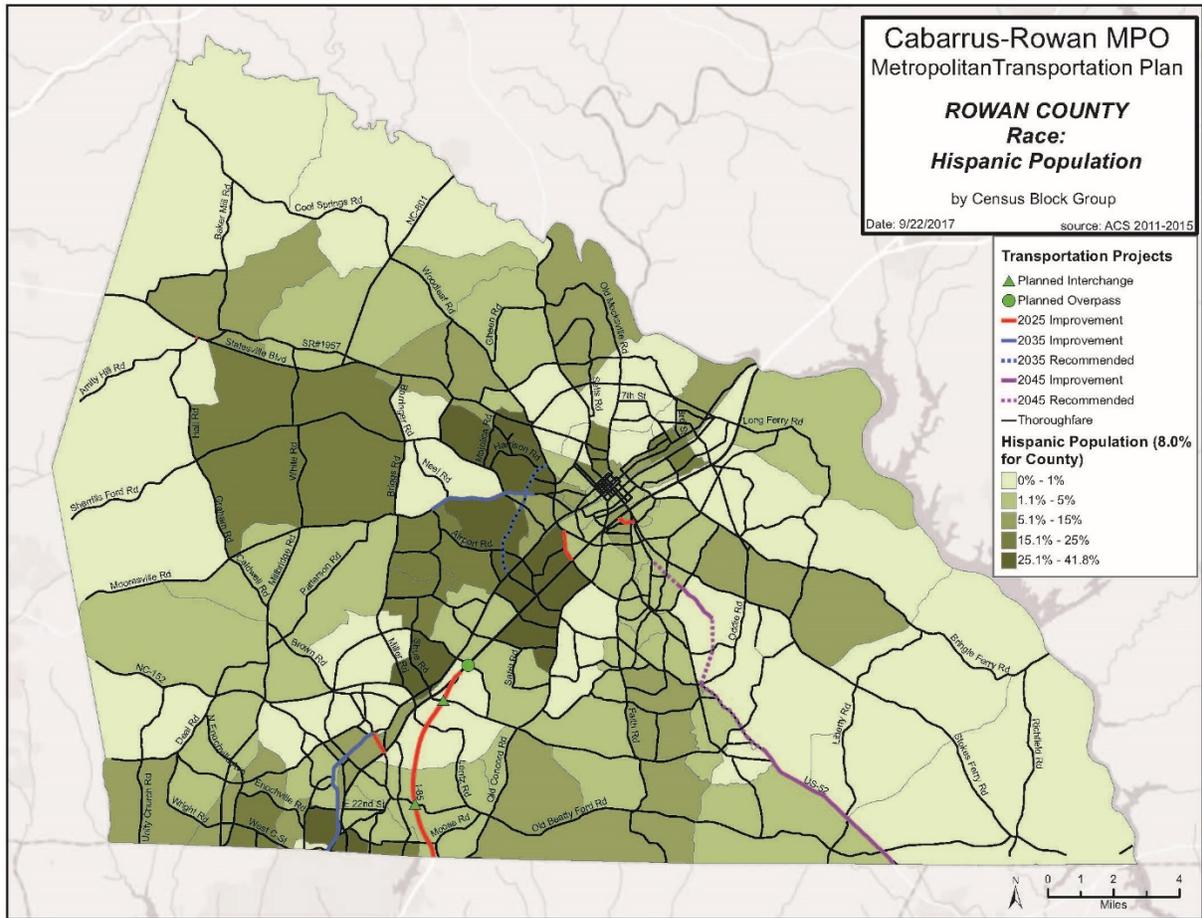
Subject	Households	
	Estimate	Margin of Error +/-
Total	65,725	+/-1,727
Less than \$10,000	3.5%	+/-1.2
\$10,000 to \$14,999	5.2%	+/-1.4
\$15,000 to \$24,999	10.0%	+/-1.9
\$25,000 to \$34,999	9.9%	+/-1.7
\$35,000 to \$49,999	17.1%	+/-2.8
\$50,000 to \$74,999	17.9%	+/-2.6
\$75,000 to \$99,999	15.0%	+/-2.3
\$100,000 to \$149,999	12.6%	+/-1.7
\$150,000 to \$199,999	5.1%	+/-1.1
\$200,000 or more	3.5%	+/-1.1
Median income (dollars)	54,307	+/-3,801
Mean income (dollars)	69,874	+/-3,068

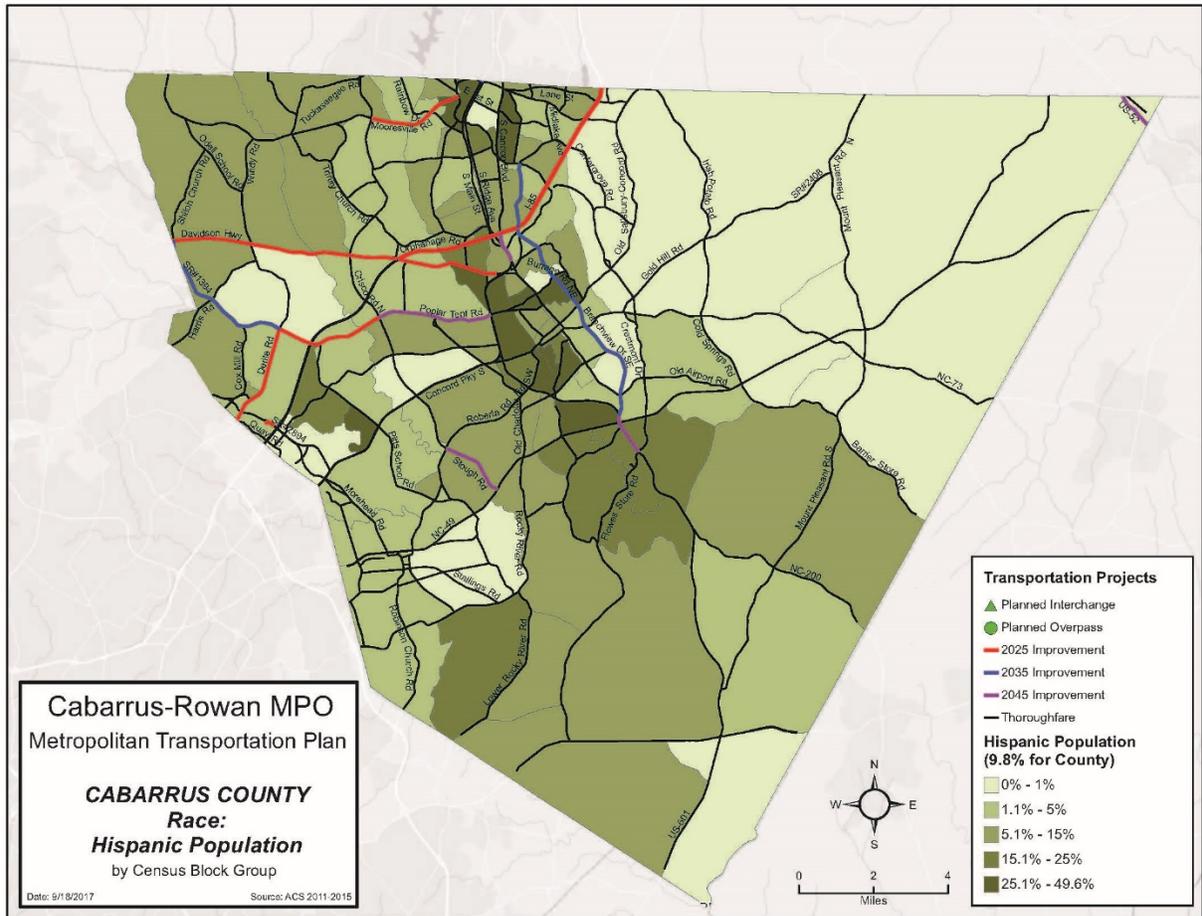
**ROWAN COUNTY, NORTH CAROLINA**

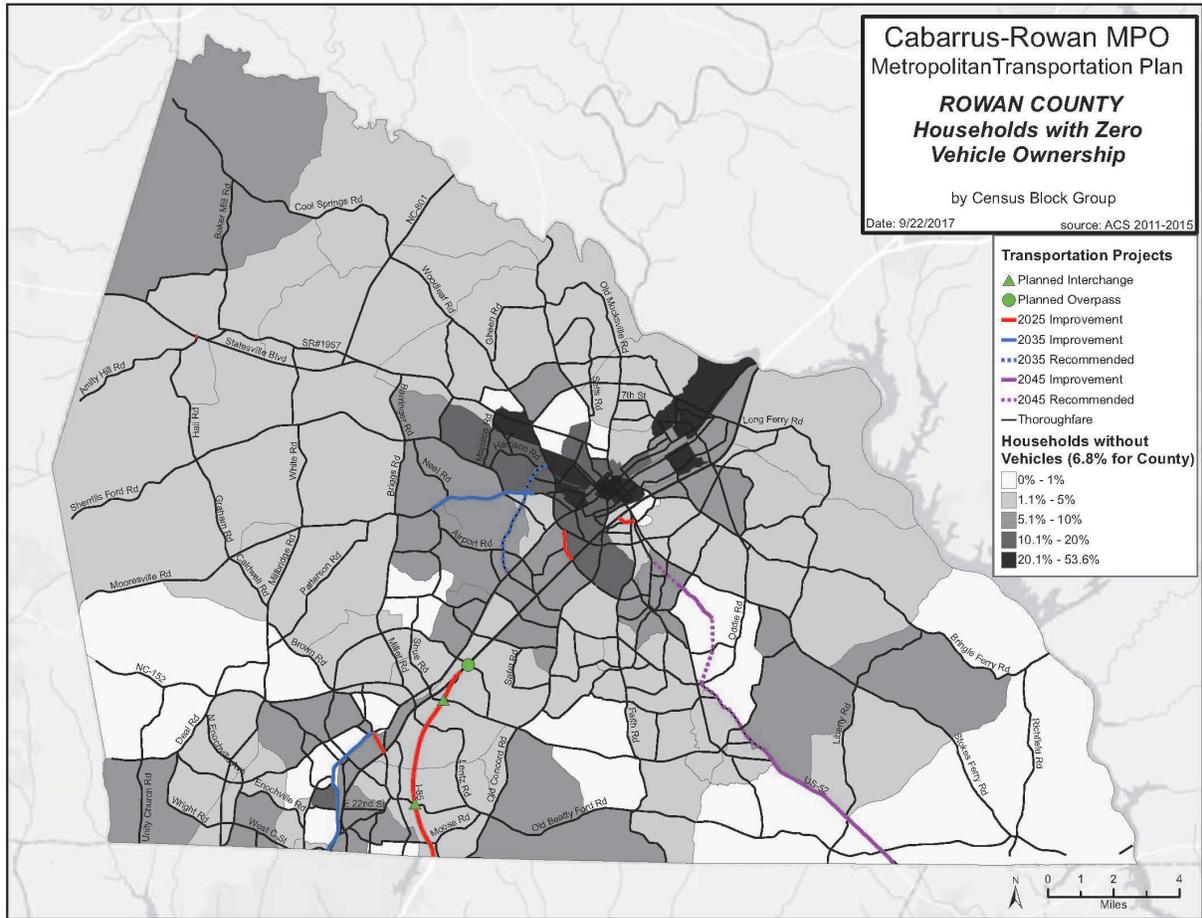
<b>Subject</b>	<b>Households</b>	
	<b>Estimate</b>	<b>Margin of Error +/-</b>
Total	50,249	+/-1,799
Less than \$10,000	10.1%	+/-2.1
\$10,000 to \$14,999	8.4%	+/-2.3
\$15,000 to \$24,999	13.3%	+/-2.1
\$25,000 to \$34,999	12.39%	+/-2.2
\$35,000 to \$49,999	14.8%	+/-2.8
\$50,000 to \$74,999	20.2%	+/-2.8
\$75,000 to \$99,999	9.7%	+/-2.2
\$100,000 to \$149,999	8.5%	+/-2.0
\$150,000 to \$199,999	1.5%	+/-0.7
\$200,000 or more	1.2%	+/-0.6
Median income (dollars)	41,154	+/-2,567
Mean income (dollars)	51,618	+/-2,619

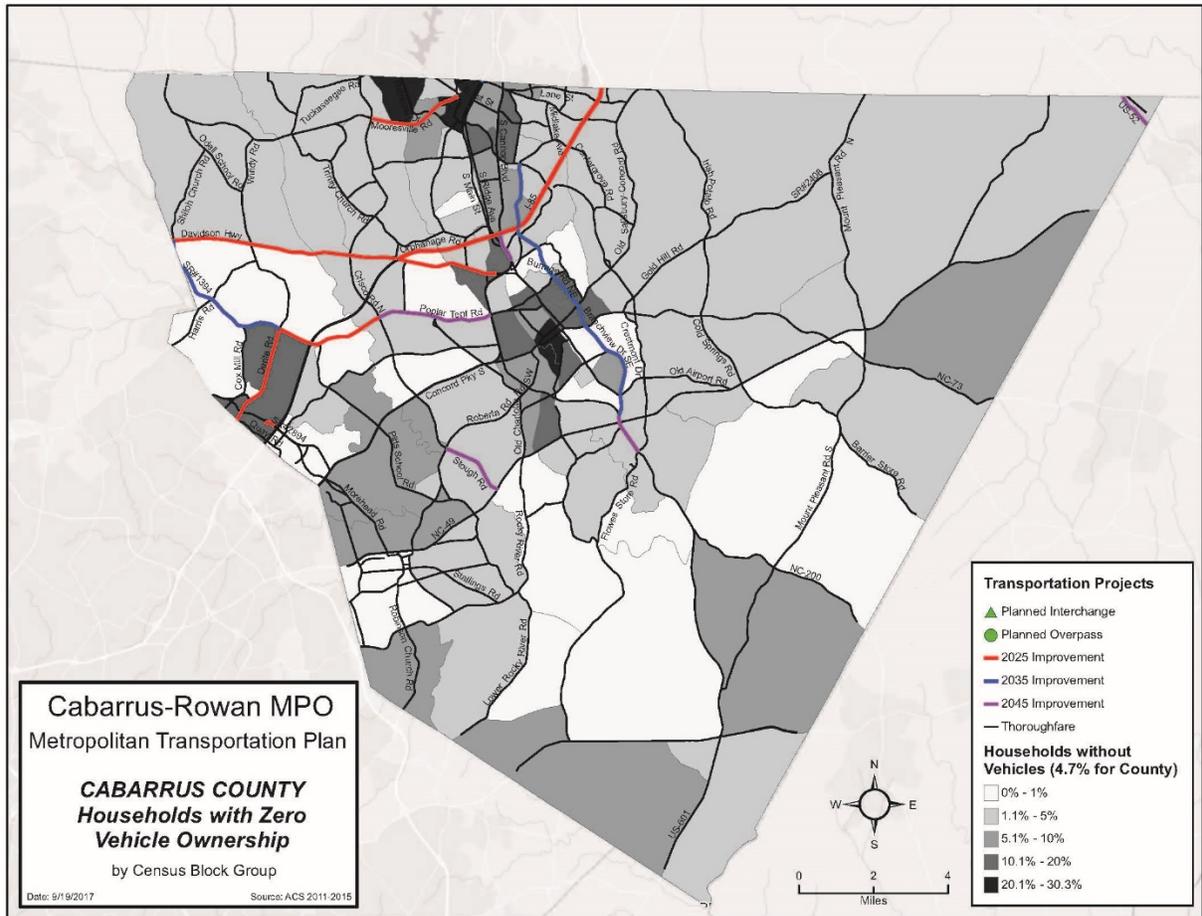
# Appendix E Demographic Maps (EJ)

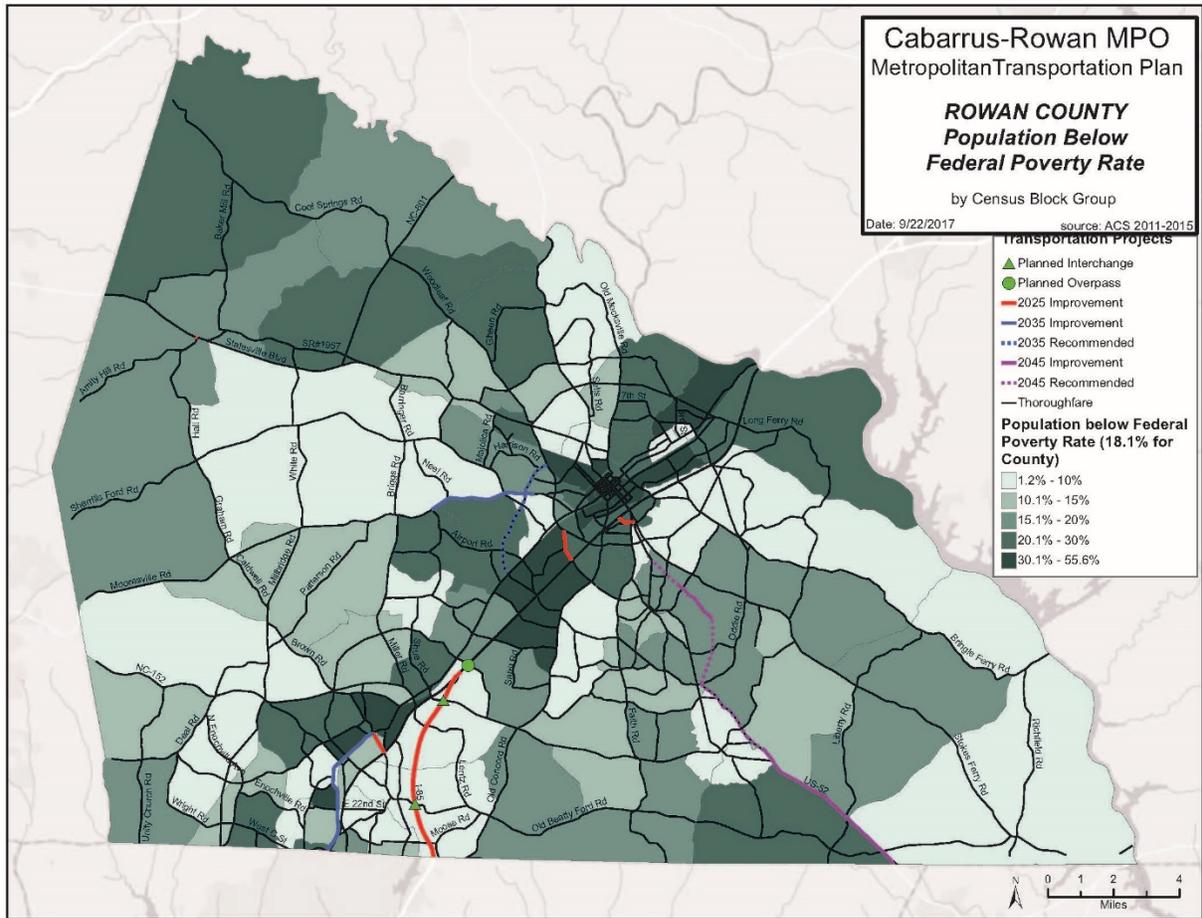


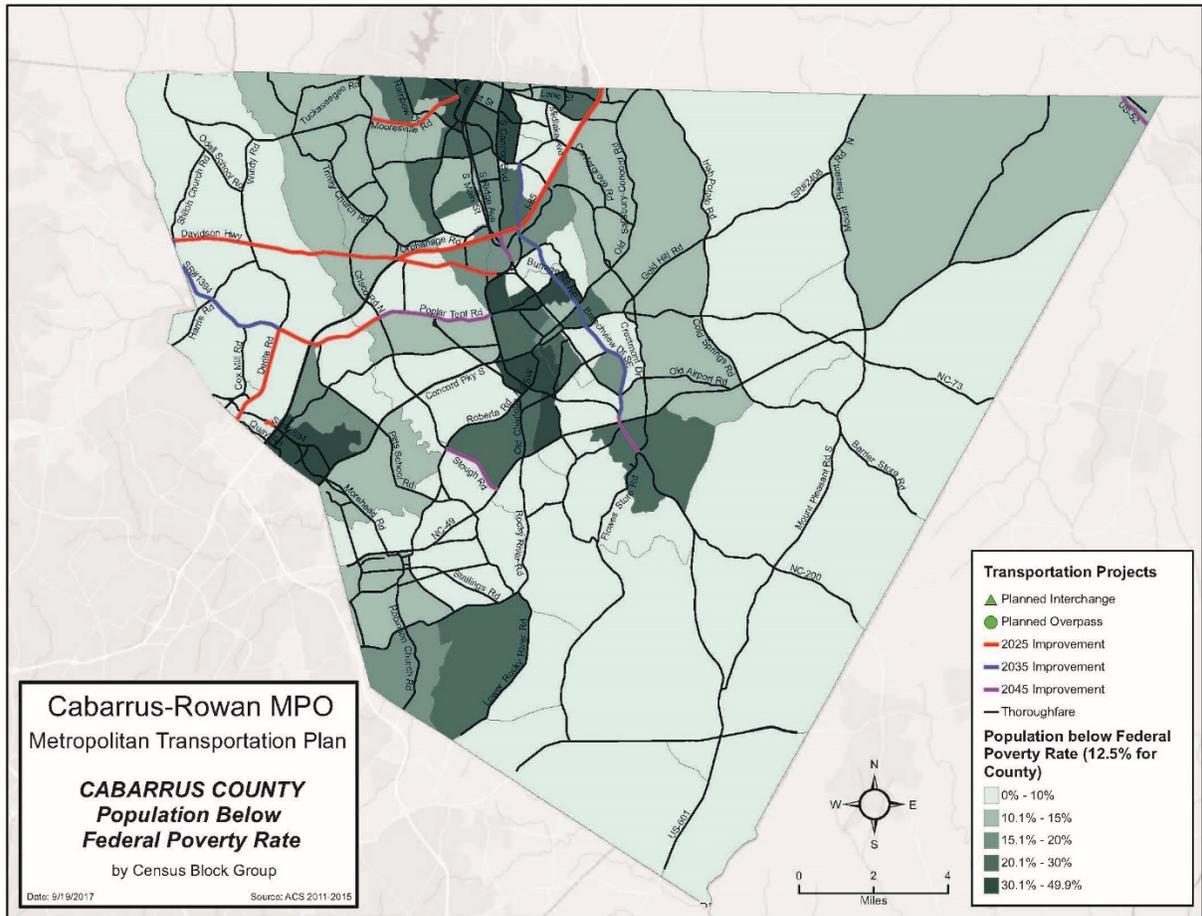


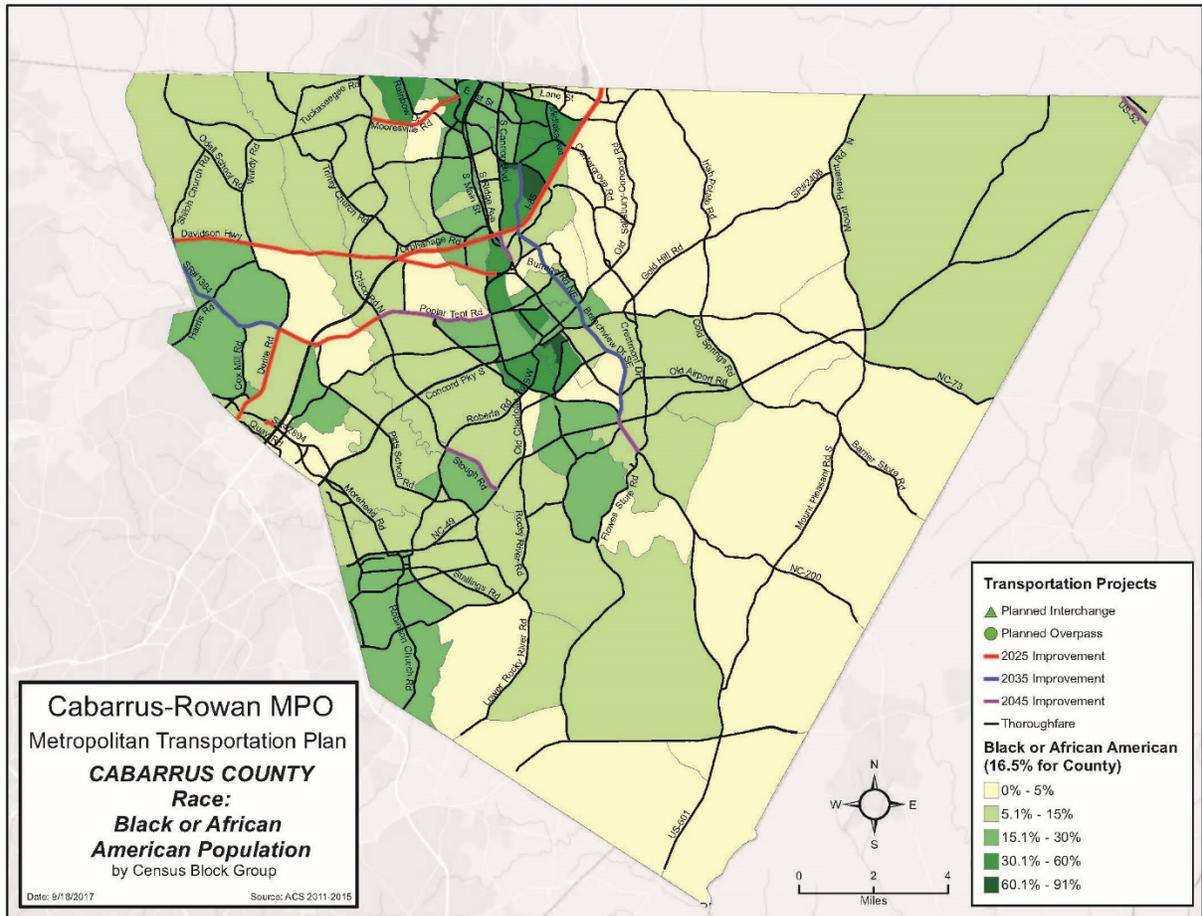












**Appendix F**  
**Investigation Guidance, Discrimination Complaint Form and Log**  
**INVESTIGATIVE GUIDANCE**

- A. Scope of Investigation** – An investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.
- B. Developing an Investigative Plan** – It is recommended that the investigator (i.e., Title VI Coordinator or other official trained to conduct Title VI investigations) prepares an Investigative Plan (IP) to define the issues and lay out the blueprint to complete the investigation. The IP should follow the outline below:
1. Complainant(s) Name and Address (Attorney name and address if applicable)
  2. Respondent(s) Name and Address (Attorney for the Respondent(s) name and address, if applicable)
  3. Applicable Law(s)
  4. Basis/(es)
  5. Allegation(s)/Issue(s)
  6. Background
  7. Name of Persons to be interviewed
    - a. Questions for the complainant(s)
    - b. Questions for the respondent(s)
    - c. Questions for witness(es)
  8. Evidence to be obtained during the investigation
    - a. Issue – e.g., Complainant alleges his predominantly African American community was excluded from a meeting concerning a future project which could affect the community.
      - i. Documents needed – e.g., mailing list which shows all physical addresses, P.O. Box numbers, property owner names, and dates when the meeting notification was mailed; other methods used to advertise the meeting.
- C. Request for Information** – The investigator should gather data and information pertinent to the issues raised in the complaint.
- D. Interviews** – Interviews should be conducted with the complainant, respondent, and appropriate witnesses during the investigative process. Interviews are conducted to gain a better understanding of the situation outlined in the complaint of discrimination. The main objective during the interview is to obtain information that will either support or refute the allegations.
- E. Preparing an Investigative Report** – The investigator should prepare an investigative report setting forth all relevant facts obtained during the investigation. The report should include a finding for each allegation. A sample outline for an investigative report is provided below.

**Sample Investigative Report Template**

- I. COMPLAINANT(S) NAME** (or attorney for the complainant(s) – name and address if applicable)  
Name, Address, Phone: 999-999-9999
- II. RESPONDENT(S)** (or attorney for the respondent(s) – name and address if applicable)  
Name, Address, Phone: 999-999-9999
- III. APPLICABLE LAW/REGULATION**  
[For example, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d); 49 CFR §21.11; 49 CFR §26.53]
- IV. COMPLAINT BASIS/(ES)**  
[For example, Race, Color, National Origin, Limited English Proficiency, Sex, Age, Disability)]
- V. ALLEGATIONS**  
[Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct, (e.g., race, color, national origin, sex, age, or disability) and the specific statutory or regulatory provision the allegation would violate, if proven to be true.]

Issue #1 – Complainant alleges that transit system failed to inform minority communities of rate increases.  
Issue #2 – Complainant alleges that transit system has not sufficiently publicized or held public meetings to share information regarding fare increases and route changes that impacts low-income and minority citizens.

**VI. BACKGROUND**

[Provide detailed information regarding the complaint, including a historical overview of the case, including any activities or actions taken prior to accepting the complaint for investigation.]

**VII. INVESTIGATIVE PROCEDURE**

[Describe in detail, methods used to conduct the investigation, such as document requests, interviews and site visits. Include witnesses' names and addresses, documents received and/or reviewed, emails sent and received.]

**VIII. FINDINGS OF FACT**

[Provide a detailed description of the investigator's analysis of each allegation, based on clear and factual findings. Include specific evidence used to support your findings.]

**IX. CONCLUSION**

[State whether discrimination did or did not occur. Conclusions must be evidence-based and defensible. Test conclusions by considering all possible rebuttal arguments from the respondent and complainant. Both respondent and the complainant should be given an opportunity to confirm or rebut the assertions of the other party and your findings, but all the evidence you've presented should speak for itself.]

**X. RECOMMENDED ACTIONS**

[Outline what should be done to remedy the findings or, if necessary, provide justice for the complainant.]

## APPENDIX

40
U.S. Census Bureau



QT-P1      **Age Groups and Sex: 2010**  
2010 Census Summary File 1

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/sf1.pdf>.

**Geography: Cabarrus County, North Carolina**

Age	Number			Percent	
	Both sexes	Male	Female	Both sexes	Male
Total population	178,011	86,944	91,067	100.0	100.0
Under 5 years	13,014	6,689	6,325	7.3	7.7
5 to 9 years	14,003	7,239	6,764	7.9	8.3
10 to 14 years	13,604	6,935	6,669	7.6	8.0
15 to 19 years	12,341	6,476	5,865	6.9	7.4
20 to 24 years	9,083	4,596	4,487	5.1	5.3
25 to 29 years	10,591	5,079	5,512	5.9	5.8
30 to 34 years	12,007	5,694	6,313	6.7	6.5
35 to 39 years	14,194	6,954	7,240	8.0	8.0
40 to 44 years	14,248	7,101	7,147	8.0	8.2
45 to 49 years	13,693	6,684	7,009	7.7	7.7
50 to 54 years	12,285	6,008	6,277	6.9	6.9
55 to 59 years	10,073	4,803	5,270	5.7	5.5
60 to 64 years	8,790	4,231	4,559	4.9	4.9
65 to 69 years	6,663	3,126	3,537	3.7	3.6
70 to 74 years	4,733	2,045	2,688	2.7	2.4
75 to 79 years	3,495	1,484	2,011	2.0	1.7
80 to 84 years	2,687	1,023	1,664	1.5	1.2
85 to 89 years	1,710	578	1,132	1.0	0.7
90 years and over	797	199	598	0.4	0.2
Under 18 years	48,781	25,186	23,595	27.4	29.0
18 to 64 years	109,145	53,303	55,842	61.3	61.3
18 to 24 years	13,264	6,749	6,515	7.5	7.8
25 to 44 years	51,040	24,828	26,212	28.7	28.6
25 to 34 years	22,598	10,773	11,825	12.7	12.4
35 to 44 years	28,442	14,055	14,387	16.0	16.2
45 to 64 years	44,841	21,726	23,115	25.2	25.0
45 to 54 years	25,978	12,692	13,286	14.6	14.6
55 to 64 years	18,863	9,034	9,829	10.6	10.4
65 years and over	20,085	8,455	11,630	11.3	9.7
65 to 74 years	11,396	5,171	6,225	6.4	5.9
75 to 84 years	6,182	2,507	3,675	3.5	2.9
85 years and over	2,507	777	1,730	1.4	0.9
16 years and over	134,628	64,619	70,009	75.6	74.3
18 years and over	129,230	61,758	67,472	72.6	71.0
21 years and over	123,267	58,700	64,567	69.2	67.5
60 years and over	28,875	12,686	16,189	16.2	14.6
62 years and over	25,214	10,897	14,317	14.2	12.5
67 years and over	17,204	7,079	10,125	9.7	8.1
75 years and over	8,689	3,284	5,405	4.9	3.8



QT-P1

Age Groups and Sex: 2010

2010 Census Summary File 1

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/sf1.pdf>.

Geography: Rowan County, North Carolina

Age	Number			Percent	
	Both sexes	Male	Female	Both sexes	Male
Total population	138,428	68,363	70,065	100.0	100.0
Under 5 years	9,044	4,613	4,431	6.5	6.7
5 to 9 years	9,101	4,683	4,418	6.6	6.9
10 to 14 years	9,143	4,687	4,456	6.6	6.9
15 to 19 years	9,415	4,887	4,528	6.8	7.1
20 to 24 years	8,704	4,415	4,289	6.3	6.5
25 to 29 years	8,273	4,198	4,075	6.0	6.1
30 to 34 years	8,406	4,189	4,217	6.1	6.1
35 to 39 years	9,054	4,608	4,446	6.5	6.7
40 to 44 years	9,381	4,735	4,646	6.8	6.9
45 to 49 years	10,331	5,169	5,162	7.5	7.6
50 to 54 years	10,270	5,138	5,132	7.4	7.5
55 to 59 years	9,104	4,573	4,531	6.6	6.7
60 to 64 years	8,209	3,932	4,277	5.9	5.8
65 to 69 years	6,271	3,039	3,232	4.5	4.4
70 to 74 years	4,560	2,033	2,527	3.3	3.0
75 to 79 years	3,721	1,572	2,149	2.7	2.3
80 to 84 years	2,829	1,095	1,734	2.0	1.6
85 to 89 years	1,738	576	1,162	1.3	0.8
90 years and over	874	221	653	0.6	0.3
Under 18 years	32,942	16,894	16,048	23.8	24.7
18 to 64 years	85,493	42,933	42,560	61.8	62.8
18 to 24 years	12,465	6,391	6,074	9.0	9.3
25 to 44 years	35,114	17,730	17,384	25.4	25.9
25 to 34 years	16,679	8,387	8,292	12.0	12.3
35 to 44 years	18,435	9,343	9,092	13.3	13.7
45 to 64 years	37,914	18,812	19,102	27.4	27.5
45 to 54 years	20,601	10,307	10,294	14.9	15.1
55 to 64 years	17,313	8,505	8,808	12.5	12.4
65 years and over	19,993	8,536	11,457	14.4	12.5
65 to 74 years	10,831	5,072	5,759	7.8	7.4
75 to 84 years	6,550	2,667	3,883	4.7	3.9
85 years and over	2,612	797	1,815	1.9	1.2
16 years and over	109,301	53,448	55,853	79.0	78.2
18 years and over	105,486	51,469	54,017	76.2	75.3
21 years and over	99,779	48,429	51,350	72.1	70.8
60 years and over	28,202	12,468	15,734	20.4	18.2
62 years and over	24,756	10,848	13,908	17.9	15.9
67 years and over	17,320	7,232	10,088	12.5	10.6
75 years and over	9,162	3,464	5,698	6.6	5.1



S1810

DISABILITY CHARACTERISTICS

2013 American Community Survey 1-Year Estimates

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Subject	Cabarrus County, North Carolina				
	Total		With a disability		Percent with a disability Estimate
	Estimate	Margin of Error	Estimate	Margin of Error	
Total civilian noninstitutionalized population	185,784	+/-739	18,832	+/-2,172	10.1%
Population under 5 years	12,171	+/-3	0	+/-201	0.0%
With a hearing difficulty	(X)	(X)	0	+/-201	0.0%
With a vision difficulty	(X)	(X)	0	+/-201	0.0%
Population 5 to 17 years	37,334	+/-212	852	+/-430	2.3%
With a hearing difficulty	(X)	(X)	100	+/-178	0.3%
With a vision difficulty	(X)	(X)	120	+/-191	0.3%
With a cognitive difficulty	(X)	(X)	547	+/-352	1.5%
With an ambulatory difficulty	(X)	(X)	48	+/-82	0.1%
With a self-care difficulty	(X)	(X)	155	+/-138	0.4%
Population 18 to 64 years	113,388	+/-851	9,108	+/-1,625	8.0%
With a hearing difficulty	(X)	(X)	2,474	+/-891	2.2%
With a vision difficulty	(X)	(X)	1,390	+/-615	1.2%
With a cognitive difficulty	(X)	(X)	2,570	+/-933	2.3%
With an ambulatory difficulty	(X)	(X)	4,935	+/-1,333	4.4%
With a self-care difficulty	(X)	(X)	714	+/-420	0.6%
With an independent living difficulty	(X)	(X)	2,745	+/-854	2.4%
Population 65 years and over	22,891	+/-580	8,872	+/-1,193	38.8%
With a hearing difficulty	(X)	(X)	3,343	+/-891	14.6%
With a vision difficulty	(X)	(X)	2,070	+/-675	9.0%
With a cognitive difficulty	(X)	(X)	2,108	+/-584	9.2%
With an ambulatory difficulty	(X)	(X)	5,720	+/-1,146	25.0%
With a self-care difficulty	(X)	(X)	2,842	+/-829	12.4%
With an independent living difficulty	(X)	(X)	3,520	+/-978	15.4%
SEX					
Male	90,119	+/-1,069	9,214	+/-1,361	10.2%
Female	95,665	+/-967	9,618	+/-1,383	10.1%



S1810

DISABILITY CHARACTERISTICS

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Subject	Rowan County, North Carolina				
	Total		With a disability		Percent with a disability Estimate
	Estimate	Margin of Error	Estimate	Margin of Error	
Total civilian noninstitutionalized population	135,836	+/-690	21,374	+/-2,676	15.7%
Population under 5 years	7,804	+/-107	339	+/-447	4.3%
With a hearing difficulty	(X)	(X)	0	+/-201	0.0%
With a vision difficulty	(X)	(X)	339	+/-447	4.3%
Population 5 to 17 years	23,918	+/-286	899	+/-565	3.8%
With a hearing difficulty	(X)	(X)	0	+/-201	0.0%
With a vision difficulty	(X)	(X)	136	+/-177	0.6%
With a cognitive difficulty	(X)	(X)	801	+/-479	3.3%
With an ambulatory difficulty	(X)	(X)	127	+/-140	0.5%
With a self-care difficulty	(X)	(X)	165	+/-153	0.7%
Population 18 to 64 years	83,287	+/-675	11,301	+/-1,986	13.6%
With a hearing difficulty	(X)	(X)	3,347	+/-985	4.0%
With a vision difficulty	(X)	(X)	2,034	+/-707	2.4%
With a cognitive difficulty	(X)	(X)	4,337	+/-1,205	5.2%
With an ambulatory difficulty	(X)	(X)	5,771	+/-1,350	6.9%
With a self-care difficulty	(X)	(X)	2,039	+/-800	2.4%
With an independent living difficulty	(X)	(X)	4,627	+/-1,402	5.6%
Population 65 years and over	20,827	+/-499	8,835	+/-1,302	42.4%
With a hearing difficulty	(X)	(X)	4,066	+/-905	19.5%
With a vision difficulty	(X)	(X)	1,759	+/-854	8.4%
With a cognitive difficulty	(X)	(X)	2,361	+/-866	11.3%
With an ambulatory difficulty	(X)	(X)	6,362	+/-1,200	30.5%
With a self-care difficulty	(X)	(X)	2,413	+/-865	11.6%
With an independent living difficulty	(X)	(X)	3,814	+/-1,069	18.3%
SEX					
Male	67,107	+/-1,018	9,721	+/-1,562	14.5%
Female	68,729	+/-662	11,653	+/-1,768	17.0%



S1701

POVERTY STATUS IN THE PAST 12 MONTHS

2013 American Community Survey 1-Year Estimates

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Subject	Cabarrus County, North Carolina					
	Total		Below poverty level		Percent below poverty level Estimate	
	Estimate	Margin of Error	Estimate	Margin of Error		
Population for whom poverty status is determined	185,294	+/-873	22,023	+/-4,403	11.9%	
<b>AGE</b>						
Under 18 years	48,780	+/-627	7,950	+/-2,270	16.3%	
Related children under 18 years	48,693	+/-623	7,863	+/-2,260	16.1%	
18 to 64 years	113,623	+/-839	12,452	+/-2,435	11.0%	
65 years and over	22,891	+/-580	1,621	+/-573	7.1%	
<b>SEX</b>						
Male	89,913	+/-1,069	9,388	+/-2,185	10.4%	
Female	95,381	+/-1,056	12,635	+/-2,677	13.2%	
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>						
One race	N	N	N	N	N	
White	141,208	+/-2,789	14,606	+/-3,405	10.3%	
Black or African American	29,138	+/-1,274	5,283	+/-2,377	18.1%	
American Indian and Alaska Native	N	N	N	N	N	
Asian	N	N	N	N	N	
Native Hawaiian and Other Pacific Islander	N	N	N	N	N	
Some other race	N	N	N	N	N	
Two or more races	4,253	+/-1,370	1,090	+/-711	25.6%	
Hispanic or Latino origin (of any race)	18,132	+/-190	5,850	+/-2,512	32.3%	
White alone, not Hispanic or Latino	129,876	+/-619	9,958	+/-2,420	7.7%	
<b>EDUCATIONAL ATTAINMENT</b>						
Population 25 years and over	121,782	+/-1,101	10,966	+/-2,179	9.0%	
Less than high school graduate	15,279	+/-2,144	3,137	+/-945	20.5%	
High school graduate (includes equivalency)	31,751	+/-2,866	3,632	+/-1,223	11.4%	
Some college, associate's degree	40,449	+/-2,590	3,395	+/-1,063	8.4%	
Bachelor's degree or higher	34,303	+/-3,002	802	+/-526	2.3%	
<b>EMPLOYMENT STATUS</b>						
Civilian labor force 16 years and over	96,943	+/-2,493	8,095	+/-1,720	8.4%	



S1701

POVERTY STATUS IN THE PAST 12 MONTHS

2013 American Community Survey 1-Year Estimates

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Subject	Rowan County, North Carolina					
	Total		Below poverty level		Percent below poverty level Estimate	
	Estimate	Margin of Error	Estimate	Margin of Error		
Population for whom poverty status is determined	133,631	+/-767	25,014	+/-4,659	18.7%	
<b>AGE</b>						
Under 18 years	30,827	+/-616	8,550	+/-2,292	27.7%	
Related children under 18 years	30,827	+/-616	8,550	+/-2,292	27.7%	
18 to 64 years	81,977	+/-730	14,288	+/-2,670	17.4%	
65 years and over	20,827	+/-499	2,176	+/-879	10.4%	
<b>SEX</b>						
Male	66,012	+/-1,132	11,300	+/-2,803	17.1%	
Female	67,619	+/-853	13,714	+/-2,251	20.3%	
<b>RACE AND HISPANIC OR LATINO ORIGIN</b>						
One race	N	N	N	N	N	
White	105,511	+/-1,999	13,004	+/-2,768	12.3%	
Black or African American	20,661	+/-574	8,028	+/-2,056	38.9%	
American Indian and Alaska Native	N	N	N	N	N	
Asian	N	N	N	N	N	
Native Hawaiian and Other Pacific Islander	N	N	N	N	N	
Some other race	N	N	N	N	N	
Two or more races	N	N	N	N	N	
Hispanic or Latino origin (of any race)	10,860	+/-282	2,489	+/-1,529	22.9%	
White alone, not Hispanic or Latino	98,688	+/-1,019	12,554	+/-2,848	12.7%	
<b>EDUCATIONAL ATTAINMENT</b>						
Population 25 years and over	91,111	+/-997	14,506	+/-2,794	15.9%	
Less than high school graduate	16,859	+/-2,288	5,616	+/-2,004	33.3%	
High school graduate (includes equivalency)	32,946	+/-2,879	5,347	+/-1,252	16.2%	
Some college, associate's degree	26,314	+/-2,166	2,929	+/-724	11.1%	
Bachelor's degree or higher	14,992	+/-1,838	614	+/-464	4.1%	
<b>EMPLOYMENT STATUS</b>						
Civilian labor force 16 years and over	62,081	+/-2,432	7,583	+/-1,758	12.2%	



QT-P3

Race and Hispanic or Latino Origin: 2010

2010 Census Summary File 1

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/sf1.pdf>.

Geography: Cabarrus County, North Carolina

Subject	Number	Percent
<b>RACE</b>		
Total population	178,011	100.0
One race	174,269	97.9
White	134,149	75.4
Black or African American	27,219	15.3
American Indian and Alaska Native	659	0.4
American Indian, specified [1]	436	0.2
Alaska Native, specified [1]	3	0.0
Both American Indian and Alaska Native, specified	0	0.0
[1] American Indian or Alaska Native, not specified	220	0.1
Asian	3,513	2.0
Native Hawaiian and Other Pacific Islander	65	0.0
Some Other Race	8,664	4.9
Two or More Races	3,742	2.1
Two races with Some Other Race	864	0.5
Two races without Some Other Race	2,649	1.5
Three or more races with Some Other Race	49	0.0
Three or more races without Some Other Race	180	0.1
<b>HISPANIC OR LATINO</b>		
Total population	178,011	100.0
Hispanic or Latino (of any race)	16,767	9.4
Mexican	11,229	6.3
Puerto Rican	1,555	0.9
Cuban	542	0.3
Other Hispanic or Latino [2]	3,441	1.9
Not Hispanic or Latino	161,244	90.6
<b>RACE AND HISPANIC OR LATINO</b>		
Total population	178,011	100.0
One race	174,269	97.9
Hispanic or Latino	15,776	8.9
Not Hispanic or Latino	158,493	89.0
Two or More Races	3,742	2.1
Hispanic or Latino	991	0.6
Not Hispanic or Latino	2,751	1.5

X Not applicable.

[1] "American Indian, specified" includes people who provided a specific American Indian tribe, such as Navajo or Blackfeet. "Alaska Native, specified" includes people who provided a specific Alaska Native group, such as Inupiat or Yup'ik.

[2] This category is comprised of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South American countries. It also includes general origin responses such as "Latino" or "Hispanic."

Source: U.S. Census Bureau, 2010 Census.



QT-P3

Race and Hispanic or Latino Origin: 2010

2010 Census Summary File 1

NOTE: For information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/sf1.pdf>.

Geography: Rowan County, North Carolina

Subject	Number	Percent
<b>RACE</b>		
Total population	138,428	100.0
One race	136,211	98.4
White	105,923	76.5
Black or African American	22,392	16.2
American Indian and Alaska Native	468	0.3
American Indian, specified [1]	295	0.2
Alaska Native, specified [1]	2	0.0
Both American Indian and Alaska Native, specified	0	0.0
[1] American Indian or Alaska Native, not specified	171	0.1
Asian	1,386	1.0
Native Hawaiian and Other Pacific Islander	49	0.0
Some Other Race	5,993	4.3
Two or More Races	2,217	1.6
Two races with Some Other Race	446	0.3
Two races without Some Other Race	1,645	1.2
Three or more races with Some Other Race	22	0.0
Three or more races without Some Other Race	104	0.1
<b>HISPANIC OR LATINO</b>		
Total population	138,428	100.0
Hispanic or Latino (of any race)	10,644	7.7
Mexican	7,426	5.4
Puerto Rican	455	0.3
Cuban	331	0.2
Other Hispanic or Latino [2]	2,432	1.8
Not Hispanic or Latino	127,784	92.3
<b>RACE AND HISPANIC OR LATINO</b>		
Total population	138,428	100.0
One race	136,211	98.4
Hispanic or Latino	10,151	7.3
Not Hispanic or Latino	126,060	91.1
Two or More Races	2,217	1.6
Hispanic or Latino	493	0.4
Not Hispanic or Latino	1,724	1.2

X Not applicable.

[1] "American Indian, specified" includes people who provided a specific American Indian tribe, such as Navajo or Blackfeet. "Alaska Native, specified" includes people who provided a specific Alaska Native group, such as Inupiat or Yup'ik.

[2] This category is comprised of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South American countries. It also includes general origin responses such as "Latino" or "Hispanic."

Source: U.S. Census Bureau, 2010 Census.



S1901

**INCOME IN THE PAST 12 MONTHS (IN 2013 INFLATION-ADJUSTED DOLLARS)**

2013 American Community Survey 1-Year Estimates

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Subject	Cabarrus County, North Carolina				
	Households		Families		Married-couple families Estimate
	Estimate	Margin of Error	Estimate	Margin of Error	
Total	65,725	+/-1,727	48,330	+/-2,098	38,094
Less than \$10,000	3.5%	+/-1.2	2.5%	+/-1.1	0.5%
\$10,000 to \$14,999	5.2%	+/-1.4	2.9%	+/-1.1	0.8%
\$15,000 to \$24,999	10.0%	+/-1.9	7.1%	+/-2.0	5.3%
\$25,000 to \$34,999	9.9%	+/-1.7	8.2%	+/-1.7	7.6%
\$35,000 to \$49,999	17.1%	+/-2.8	16.7%	+/-3.4	13.9%
\$50,000 to \$74,999	17.9%	+/-2.6	18.5%	+/-2.8	18.7%
\$75,000 to \$99,999	15.0%	+/-2.3	18.1%	+/-2.9	21.4%
\$100,000 to \$149,999	12.6%	+/-1.7	15.3%	+/-2.3	18.3%
\$150,000 to \$199,999	5.1%	+/-1.1	6.2%	+/-1.5	7.7%
\$200,000 or more	3.5%	+/-1.1	4.6%	+/-1.5	5.9%
Median Income (dollars)	54,307	+/-3,801	67,893	+/-6,598	77,938
Mean Income (dollars)	69,874	+/-3,068	79,470	+/-3,913	N
PERCENT IMPUTED					
Household Income in the past 12 months	29.6%	(X)	(X)	(X)	(X)
Family Income in the past 12 months	(X)	(X)	28.9%	(X)	(X)
Nonfamily Income in the past 12 months	(X)	(X)	(X)	(X)	(X)



S1901

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Subject	Rowan County, North Carolina				
	Households		Families		Married-couple families Estimate
	Estimate	Margin of Error	Estimate	Margin of Error	
Total	50,249	+/-1,799	33,641	+/-1,607	N
Less than \$10,000	10.1%	+/-2.1	6.4%	+/-2.2	N
\$10,000 to \$14,999	8.4%	+/-2.3	3.6%	+/-1.7	N
\$15,000 to \$24,999	13.3%	+/-2.1	10.7%	+/-2.4	N
\$25,000 to \$34,999	12.3%	+/-2.2	14.5%	+/-2.8	N
\$35,000 to \$49,999	14.8%	+/-2.8	13.4%	+/-2.7	N
\$50,000 to \$74,999	20.2%	+/-2.8	22.8%	+/-3.7	N
\$75,000 to \$99,999	9.7%	+/-2.2	13.5%	+/-3.3	N
\$100,000 to \$149,999	8.5%	+/-2.0	11.7%	+/-2.9	N
\$150,000 to \$199,999	1.5%	+/-0.7	1.8%	+/-0.8	N
\$200,000 or more	1.2%	+/-0.6	1.6%	+/-0.8	N
Median Income (dollars)	41,154	+/-2,567	51,322	+/-4,573	59,918
Mean Income (dollars)	51,618	+/-2,619	61,458	+/-3,366	N
PERCENT IMPUTED					
Household Income in the past 12 months	35.0%	(X)	(X)	(X)	(X)
Family Income in the past 12 months	(X)	(X)	35.3%	(X)	(X)
Nonfamily Income in the past 12 months	(X)	(X)	(X)	(X)	(X)



B16001

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over  
2009-2013 American Community Survey 5-Year Estimates

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	Cabarrus County, North Carolina	
	Estimate	Margin of Error
Total:	168,755	+/-30
Speak only English	150,901	+/-907
Spanish or Spanish Creole:	13,238	+/-704
Speak English "very well"	6,367	+/-692
Speak English less than "very well"	6,871	+/-684
French (Incl. Patois, Cajun):	298	+/-157
Speak English "very well"	241	+/-119
Speak English less than "very well"	57	+/-79
French Creole:	40	+/-51
Speak English "very well"	13	+/-20
Speak English less than "very well"	27	+/-48
Italian:	76	+/-54
Speak English "very well"	65	+/-51
Speak English less than "very well"	11	+/-24
Portuguese or Portuguese Creole:	91	+/-71
Speak English "very well"	91	+/-71
Speak English less than "very well"	0	+/-29
German:	262	+/-148
Speak English "very well"	253	+/-146
Speak English less than "very well"	9	+/-15
Yiddish:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other West Germanic languages:	121	+/-78
Speak English "very well"	110	+/-76
Speak English less than "very well"	11	+/-20
Scandinavian languages:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Greek:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Russian:	91	+/-58



B16001

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over  
2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Rowan County, North Carolina	
	Estimate	Margin of Error
Total:	129,667	+/-81
Speak only English	118,316	+/-550
Spanish or Spanish Creole:	9,235	+/-438
Speak English "very well"	3,998	+/-556
Speak English less than "very well"	5,237	+/-600
French (incl. Patois, Cajun):	141	+/-80
Speak English "very well"	118	+/-74
Speak English less than "very well"	23	+/-26
French Creole:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Italian:	11	+/-17
Speak English "very well"	4	+/-9
Speak English less than "very well"	7	+/-14
Portuguese or Portuguese Creole:	20	+/-24
Speak English "very well"	7	+/-14
Speak English less than "very well"	13	+/-20
German:	390	+/-156
Speak English "very well"	345	+/-146
Speak English less than "very well"	45	+/-51
Yiddish:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other West Germanic languages:	6	+/-10
Speak English "very well"	6	+/-10
Speak English less than "very well"	0	+/-29
Scandinavian languages:	10	+/-14
Speak English "very well"	10	+/-14
Speak English less than "very well"	0	+/-29
Greek:	62	+/-65
Speak English "very well"	49	+/-54
Speak English less than "very well"	13	+/-21
Russian:	8	+/-13

**Appendix F**

Cabarrus Rowan Metropolitan Planning Organization  
**DISCRIMINATION COMPLAINT FORM**

<p><b>Any person who believes that he/she has been subjected to discrimination based upon race, color, national origin, sex, age, or disability may file a written complaint with the Cabarrus Rowan Metropolitan Planning Organization, within 180 days after the discrimination occurred.</b></p>				
Last Name:		First Name:		<input type="checkbox"/> Male <input type="checkbox"/> Female
Mailing Address:		City	State	Zip
Home Telephone:	Work Telephone:	E-mail Address		
Identify the Category of Discrimination: <input type="checkbox"/> RACE <input type="checkbox"/> COLOR <input type="checkbox"/> NATIONAL ORIGIN <input type="checkbox"/> AGE <input type="checkbox"/> SEX <input type="checkbox"/> DISABILITY <input type="checkbox"/> LIMITED ENGLISH PROFICIENCY				
Identify the Race of the Complainant <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian <input type="checkbox"/> Alaskan Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Other _____				
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.				
Names of individuals responsible for the discriminatory action(s):				
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. <b>(Attach additional page(s), if necessary).</b>				
The law prohibits intimidation or <b>retaliation</b> against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.				

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).

**Name**

**Address**

**Telephone**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**DISCRIMINATION COMPLAINT FORM**

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

NC Department of Transportation \_\_\_\_\_  
 Federal Highway Administration \_\_\_\_\_  
 US Department of Transportation \_\_\_\_\_  
 Federal or State Court \_\_\_\_\_  
 Other \_\_\_\_\_

Have you discussed the complaint with any Cabarrus Rowan MPO representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

**\*\*WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

_____ <b>COMPLAINANT'S SIGNATURE</b>	_____ <b>DATE</b>
---	----------------------

**MAIL COMPLAINT FORM TO:**  
 Cabarrus Rowan MPO  
 713 Sternbridge Drive  
 Concord, North Carolina 28025  
 704-795-7528

**FOR OFFICE USE ONLY**

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

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

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

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



**Appendix G**  
**Compliance Review Checklist for FHWA Subrecipients**

General Requirements	Completed
1. A copy of the recipient's signed USDOT Title VI Assurances	<input type="checkbox"/>
2. Title VI Policy Statement (signed)	<input type="checkbox"/>
3. Title VI Notice to Public, including a list of locations where the notice is posted	<input type="checkbox"/>
4. Name and official title of Title VI Coordinator and a list of their Title VI duties	<input type="checkbox"/>
5. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)	<input type="checkbox"/>
6. Title VI Complaint Form	<input type="checkbox"/>
7. List of Title VI complaints, investigations, or lawsuits (i.e., Title VI Complaint Log)	<input type="checkbox"/>
8. Public Participation Plan, including information about outreach methods to engage traditionally underserved constituencies (e.g., minorities, low-income, disabled), as well as a summary of outreach efforts	<input type="checkbox"/>
9. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance, which requires conducting four-factor analyses	<input type="checkbox"/>
10. A table depicting the membership of any non-elected committees and councils, broken down by race and gender, and a description of the process the MPO uses to encourage minorities and women to participate on such committees	<input type="checkbox"/>
11. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program	<input type="checkbox"/>
12. Compliance and enforcement procedures to ensure nondiscriminatory administration of programs and services	<input type="checkbox"/>
13. A demographic profile of your planning area that includes identification of the locations of minority, low-income, LEP, and/or other underserved populations	<input type="checkbox"/>
14. Information regarding how consultants and/or subrecipients are monitored for compliance with Title VI	<input type="checkbox"/>
15. Any environmental justice analysis conducted in the past three years and, if necessary, a description of the measures used to address any disproportionately high and adverse impacts to minority or low-income communities	<input type="checkbox"/>
16. Documentation from any Title VI compliance reviews or investigations conducted by any agency other than NCDOT-OCR in the last three years.	<input type="checkbox"/>