

ENVIRONMENTAL JUSTICE

A 1994 presidential executive order directed every federal agency to make Environmental Justice part of its mission by identifying and addressing the effects of all programs, policies and activities on "minority populations and low-income populations".

In order to comply with this, FAST, under the FTA, must address the concerns of individuals that are potentially affected by our activities.

Those individuals must be appropriately involved in the development of projects that fit harmoniously within their communities without sacrificing safety or mobility.

Two fundamental principles of Environmental Justice include, but are not limited to, the following:

- Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects on communities comprised of persons protected under Title VI.

LIMITED ENGLISH PROFICIENCY

Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, states that national origin discrimination also includes discrimination on the basis of limited English proficiency.

It is the policy of FAST to provide timely, reasonable, effective and meaningful access for LEP persons to all of its programs and activities. All staff shall provide free language assistance services to LEP individuals with whom they encounter or whenever an LEP person requests language assistance services.

All staff are to ensure the public is treated with dignity and respect, identify the language needs for FAST customers, and utilize available bilingual

resources to assist customers when needed.

At the minimum, FAST will:

- Provide interpretation services for Spanish speaking individuals at public meetings, as needed.
- Translate transit schedules into Spanish.
- Identify an employee and/or volunteer to provide translation for basic public services as needed.
- Provide telephone translation services for all languages other than English.

For more information regarding Title VI, please contact FAST at (910) 433-1747.

Additional information can also be found on our website, www.ridefast.net.

**FAST Administrative Office
455 Grove Street
Fayetteville, NC 28301**

**FAST Information Center
147 Old Wilmington Road
Fayetteville, NC 28301**

(910) 433-1747



KNOW

YOUR RIGHTS

*** Title VI**

*** Limited
English
Proficiency
(LEP)**

*** Environmental
Justice**

**Fayetteville Area
System of Transit
(FAST)**

**Responsibilities Under
Title VI of the
Civil Rights Act of 1964**

Title VI - Know Your Rights

WHAT IS TITLE VI?

Title VI is a statute provision of the Civil Rights Acts of 1964.

"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."

WHAT DOES THIS MEAN?

Fayetteville Area System of Transit (FAST) strives to ensure that access to and use of all programs, or benefits derived from any activity will be administered without regard to race, color or national origin.

FAST prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled;
- Different standards or requirements of participation;
- Separate treatment in any part of the program;
- Differences in quality, quantity or manner in which the benefits are provided;
- Discrimination in any activities conducted in a facility built in whole or part with Federal funds.

ARE YOUR RIGHTS BEING VIOLATED?

If you believe FAST has denied you access, benefits, or excluded you from participation in services because of your race, color, or national origin, you may file a complaint with the Title VI Coordinator.

Your written complaint must be filed within 180 days of the alleged act of discrimination. If you are not capable of providing a written statement, a verbal complaint of discrimination will be accepted.

The FAST Title VI complaint form can be found on our website at: www.ridefast.net/policies-and-forms. It is available in both English and Spanish. You can complete the form online, then print and submit it to the address below.

If you do not have access to a computer, you can call (910) 433-1747 to request that a form be mailed to you. You can also pick up a form at the Administrative Office (455 Grove Street) or the Information Center (147 Old Wilmington Road).

Submit Completed Forms To:

Fayetteville Area System of Transit (FAST)
Attn: Title VI Coordinator
455 Grove Street
Fayetteville, NC 28301

You may also submit your completed forms to the following federal agencies:

Federal Transit Administration
Office of Civil Rights, Region IV
230 Peachtree Street, NW, Suite 800
Atlanta, GA 30303

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530

An investigation will begin within 15 working days of receipt of the complaint. The complainant will be contacted in writing within 30 working days. The complainant may be interviewed as part of the investigative procedures.

FAST will strive to complete the investigation within 90 days of receipt of the complaint.

FAST reaffirms its commitment to ensure compliance and adherence to the spirit and intent of Title VI of the Civil Rights Act of 1964 and prohibits:

- Discrimination in its selection and retention of contractors to perform duties and services related to construction, planning, research, engineering, property management and other commitments related to public transportation on the basis of race, color or national origin.
- Locating or designing public transportation in a manner that denies reasonable access or use to any person on the basis of race, color or national origin.
- Discrimination against eligible persons in relocation payments and in providing relocation advisory assistance where relocation is necessitated by public transportation right-of-way-acquisitions on the basis of race, color or national origin.
- Distributing federal funds to sub-recipients without proper assurance of non-discrimination and Title VI compliance.
- Denying the public proper participation in FAST activities in compliance with Title VI.

For additional information, please visit our website at www.ridefast.net, or call (910) 433-1747.

