

**EASTERN SHORE METROPOLITAN  
PLANNING ORGANIZATION**

**TITLE VI PROGRAM**

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Approved:  
July 23, 2025

*This document was prepared in accordance with the FTA Circular 4702.1B, dated October 1, 2012.*

## **1.0 Title VI Program Overview**

The Eastern Shore Metropolitan Planning Organization (MPO) ensures compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21, and related statutes and regulations. The Act states:

No person in the United States shall, on the grounds of race, color, religion, national origin, sex, age, disability, or socioeconomic status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the U.S. Department of Transportation.

The MPO is committed to ensuring public participation in the development of all transportation plans and programs. It is the overall goal of the MPO that the transportation planning process be open, accessible, transparent, inclusive and responsive. As a continuing effort by the MPO to provide public access and the means by which to engage in the planning process, the MPO has established the following public participation goals for all documents and programs:

1. An Open Process – To have an open process that encourages early and continued public participation. All MPO and committee meetings are open to the public.
2. Easy Information Access – To provide complete and timely information regarding plans, programs, procedures, policies and technical data produced or used during the planning process to the general public and the media. All MPO meeting announcements, documents, maps and plans can be viewed at [www.easternshorempo.org](http://www.easternshorempo.org)
3. Notice of Activities – To provide timely and adequate public notice of hearings, meetings, reviews and availability of documents.
4. Public Input and Organizational Response – To demonstrate consideration and recognition of public input and comments and to provide appropriate responses to public input.
5. An Inclusive Process – To encourage participation in the planning process by traditionally under represented segments of the community; low-income groups, minorities, persons with disabilities, and the elderly; and to consider the needs of these groups when developing programs, projects or plans.

Additionally, the Eastern Shore MPO was and will be compliant with and follow all Title VI laws, processes, and programs to include the following:

- Civil Rights Act of 1964, 42 USC 2000d, et seq. - 42 USC 2000d which prohibits exclusion from participation in any federal program on the basis of race, color, or national origin.
- 23 USC 324 which prohibits discrimination on the basis of sexual orientation, adding to the landmark significance of 2000d. This requirement is found in 23 CFR 450.334(1).
- Rehabilitation Act of 1973, 29 USC 701 Section 504, which prohibits discrimination on the basis of a disability, and in terms of access to the transportation planning process.

- Americans with Disabilities Act of 1990 which prohibits discrimination based solely on disability.
- ADA encourages the participation of people with disabilities in the development of transportation and paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by the MPO will take place in locations which are accessible by persons with mobility limitations or other impairments.
- FTA Circular C 4702.1B, October 2012; The Eastern Shore MPO has completed a Four Factor Analysis of the Eastern Shore Metropolitan Planning Area to determine requirements for compliance.
- Based on analysis, the MPO has identified a population within the MPA that may require MPO assistance in participating in the planning process. A Language Assistance Plan has been developed and can be accessed on the ESMPO website ([www.easternshorempo.org](http://www.easternshorempo.org)).

Taken together, these requirements define an over-arching Title VI/Nondiscrimination Program. It is important to also understand that Title VI and the additional Nondiscrimination requirements are applicable to Federal programs in addition to programs receiving federal financial assistance due to the Civil Rights Restoration Act of 1987. For additional information, visit <http://www.fhwa.dot.gov/civilrights/programs/tvi.cfm>.

MPO will comply with all Title VI programs, procedures, and processes as required under 23 USC 134 and 135 (amended by the Infrastructure Investment and Jobs Act, Section 11201, November 2021) and regulatory requirements under 23 CFR 450 et al.

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

The MPO has developed a Title VI Notice to inform the public of the MPO Title VI obligations and to inform the public of the protections against discrimination afforded to them by Title VI. The notice is included as Appendix A in this document.

The MPO has posted the Title VI Notice in public areas of the agency's office, including the MPO Coordinator's office/MPO Coordinators Assistant's office, MPO meeting locations, and the MPO website ([www.easternshorempo.org](http://www.easternshorempo.org)).

## **3.0 Title VI Assurances During Recertification**

The MPO will periodically participate in a recertification review. During recertification the MPO will make a statement that it is in compliance with all Title VI requirements. At that point, the Department will support that statement in front of the reviewing agencies as assurance the MPO is, in fact, fulfilling its requirements as set forth in the formal planning documents.

## **4.0 Title VI Complaint Procedures**

A Title VI complaint may be filed by any individual or individuals who believe they have been subjected to discrimination or adverse impact under any federally-funded program or activity based on race, color, or national origin.

The MPO has adopted Title VI complaint procedures for investigating and tracking complaints that occur within the Metropolitan Planning Area. The Title VI complaint procedures can be found on the agency website and in Appendix B to this document. The complaint procedures are available in both English and Spanish.

### **5.0 Title VI Complaint Form**

Any discrimination that is believed to have occurred within the Metropolitan Planning Area, will be investigated following the submission of the formal complaint form provided by the MPO. The Title VI Complaint Form is included in Appendix C. Complaint Forms are also available in both Spanish and English.

### **6.0 List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

The MPO shall maintain a record of all Title VI complaints received. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken in response to the complaint.

As of the date this document was approved, the MPO has never received a Title VI complaint, investigation, or lawsuit. In the event a complaint is filed with the MPO related to an MPO administered federally funded program, a copy of the Title VI Investigations, Complaints, and Lawsuit Form will be used to record the complaint. The Title VI complaint log is attached to this document as Appendix D.

### **7.0 Public Participation Plan**

The MPO is committed to a public participation process that will provide for early and continuous opportunities for participation in the transportation decision-making process by the Limited English Proficiency (LEP) population. The Public Participation Plan provides for an open exchange of information and ideas between the public and transportation decision makers. The MPO public participation program is ongoing and reviewed regularly in order to identify, meet and serve the LEP community needs.

In an effort to more fully integrate into community outreach activities the opinions of minority, low-income and LEP populations, the MPO public participation program will seek to accomplish the following:

- Continue to coordinate with community-based organizations to identify and implement strategies to reach out to members in the affected minority, low-income, and LEP communities.
- Place public notices on the MPO website and in MPO offices.
- Utilize the media (newspaper, radio, television, etc.) to target the minority, low-income and LEP populations in public involvement efforts.
- Provide opportunities for public participation through means other than written communication, such as personal interviews or the use of recording devices to capture oral comments.

- Hold public meetings in locations, facilities, and at meeting times that are convenient and accessible to the minority, low-income, and LEP populations.
- Develop Title VI brochures in English and make available in other languages as needed.
- Make public information available in electronic formats.
- Utilize interactive and collaborative online technologies, such as social networking, blogs, video sharing.
- Develop signs, fliers, or other materials to mail or to post and distribute to the general public and place in libraries, community centers, etc.
- Utilize media outlets such as local neighborhood publications
- Utilize social media outlets such as YouTube, Twitter, or Facebook.

Summary of Public Outreach and Involvement Activities Performed (examples):

- Public Meetings were held at convenient times and accessible locations.
- Staff utilized newspapers for publishing meetings and in newspapers that service minorities.
- Staff attended local meetings to identify community needs and participates as a stakeholder agency.
- Staff participates in public outreach efforts to explain specific transit proposals and solicit comments. These outreach efforts include interactions at public open houses.
- Public notices are on the MPO website and in MPO Offices.

**8.0 Language Assistance Plan**

The Language Assistance Plan uses the Four Factor Analysis to identify Limited English Proficient (LEP) persons that need language assistance and outlines how MPO staff make language assistance available to the public. The Limited Availability Plan can be found in Appendix E.

**9.0 Minority Representation on Planning and Advisory Committees**

The MPO has transportation-related, non-elected planning boards and advisory committees that are selected by the MPO Policy Board. The MPO will not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body.

MPO staff seeks to recruit a diverse array of individuals to represent the LEP population on the Bicycle and Pedestrian Committee and Citizens Advisory Committee and help provide experience and ideas to improve transit services. The MPO posts information on its website and Facebook page as positions become available and as participation opportunities arise, including applications for committee membership. The MPO also seeks to recruit participants through the distribution of fliers in environmental justice communities.

A table depicting the racial breakdown of the membership of those committees can be found in Appendix F.

## **10.0 Providing Assistance to Subrecipients**

All subrecipients are required to develop Title VI Programs. The MPO shall assist all subrecipients in complying with DOT's Title VI regulations, including the general reporting requirements. Assistance shall be provided to the subrecipients as necessary and as appropriate by the MPO.

The following information shall be provided to the subrecipients:

- Sample notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, procedures on how to file a Title VI complaint, and the Title VI complaint form.
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient, and when the MPO expects the subrecipient to notify the primary recipient of complaints received by the subrecipient.
- Demographic information on the race and English proficiency of residents served by the subrecipient. This information will assist the subrecipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance.
- Any other recipient-generated or acquired data, such as travel patterns, surveys, etc., that will assist subrecipients in complying with Title VI.

## **11.0 Monitoring Subrecipients for Compliance**

MPO staff periodically review the Title VI programs of its subrecipients and works cooperatively to update the programs. Updates or other modifications may be necessary for several reasons, including new implementation requirements issued by the FTA or ALDOT.

Additionally, the MPO staff may conduct on-site visits of subrecipients as needed, or subsequent to the filing of a Title VI complaint. In the event of subrecipient noncompliance, the MPO may impose sanctions, such as the withholding of payments and/or the cancellation, termination, or suspension of a project agreement.

Following submission of the initial Title VI program, subrecipients are required to resubmit every three years based on a schedule provided by the MPO. If the MPO identifies that modifications are needed, subrecipients must provide updated versions of the Title VI programs within 30 days of being notified of necessary modifications.

## **12.0 Schedule of Subrecipient Title VI Program Submissions**

The Title VI program submissions will include all applicable Title VI requirements from the FTA's Title VI Circular (4702.1B) which was published on October 1, 2012. The MPO has developed a schedule of Title VI Program submission dates for the subrecipients.

A copy of the schedule can be found in Appendix G.

### **13.0 Guidance on Determining Site or Location of Facilities**

The MPO is currently in the process of completing the transit project in the City of Loxley. Special consideration was given in evaluation of project location to ensure impacts to minority or low-income were non-existent or minimal. The MPO shall not make selections with the purpose or effect of discriminating against minorities, under any federally funded DOT program, on grounds of race, color, or national origin. The MPO shall comply with all federal requirements, including 49 CFR part 21 and FTA Circular 4702.1B and all subsequent provisions.

A copy of the Title VI Construction Project Analysis template can be found in Appendix H.

### **14.0 Additional MPO Practices**

The MPO will comply with requirements for Metropolitan Planning Organizations, as set forth in Chapter VI of FTA Circular 4702.1B, including the following items.

***Demographic Profile:*** A demographic profile identifying the locations of minority populations in the MPO Planning Area has been developed.

***Environmental Justice Accommodation in the Planning Process:*** MPO staff will notify minority and low-income populations about opportunities to comment and participate in the planning process, through flier mail-outs to communities, churches, housing complexes, retirement centers, and civic organizations within the Planning Area. The MPO also requires project sponsors, on any proposed projects, to discuss the potential adverse effects of a project on environmental justice communities.

***Analysis of Impacts:*** To date, the MPO has not been involved in any federally-funded programs or projects that result in disparate impacts on the basis of race, color, or national origin. If, at some time, one of the MPO's programs is determined to result in disparate impacts on minorities, the MPO will prepare an analysis to determine whether there is a legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.

### **15.0 Board Meeting Resolutions of Approved Title VI Program**

The governing body of the MPO, the Policy Board, approved the Title VI program on July 23, 2025. A copy of the authorizing resolution is included as Appendix J.

**Appendix A**  
Title VI Notice to Public

*(To be posted on the MPO's website, at MPO meetings, and in MPO offices)*

**TITLE VI NOTICE OF PROTECTION  
AGAINST DISCRIMINATION**

The Eastern Shore MPO operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the MPO. For more information on the civil rights program and the procedures to file a complaint, contact us at:

**Eastern Shore MPO  
22070 State Hwy 59  
Robertsdale, AL 36567  
251-990-4640**

**[www.easternshorempo.org](http://www.easternshorempo.org)**

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590

**If information is needed in another language, contact  
251-990-4640**

**Si se necesita información en otro idioma, comuníquese con  
251-990-4640**

## Appendix B

### Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Eastern Shore MPO may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The MPO investigates complaints received no more than 180 days after the alleged incident. The MPO will process complaints that are complete.

All complaints related to the Federal-Aid Highway Program (FAHP) will be forwarded to the Alabama Department of Transportation (ALDOT) Compliance and Business Opportunities Bureau for determination of jurisdiction. Following the determination of jurisdiction, the complaint will be investigated by either ALDOT Compliance and Business Opportunities Bureau or the Federal Highway Administration's (FHWA) Office of Civil Rights.

If the complaint does not relate to the FAHP, the complainant will receive an acknowledgement letter from the MPO stating the complaint will be investigated by our office. The MPO has 15 business days to investigate the complaint. If more information is needed to resolve the case, the MPO may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the MPO can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

In a situation where the complainant is unable or incapable of providing a written complaint, a verbal complaint of discrimination may be made to the MPO. Under these circumstances, the complainant will be interviewed and the MPO will assist the complainant in converting the verbal allegations to a formal, written complaint.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

If the complainant is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to: Alabama Department of Transportation Compliance and Business Opportunities Bureau, 1409 Coliseum Boulevard, Montgomery, Alabama 36110 or through e-mail at [TitleVI@dot.state.al.us](mailto:TitleVI@dot.state.al.us).

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**If information is needed in another language, then contact 251-990-4640**  
**Si se necesita información en otro idioma, póngase en contacto 251-990-4640**



## Title VI Complaint Form

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

<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court _____                      <input type="checkbox"/> State Agency _____</p> <p><input type="checkbox"/> State Court _____                      <input type="checkbox"/> Local Agency _____</p>
Please provide information about a contact person at the agency/court where the complaint was filed.
<b>Name:</b>
<b>Title:</b>
<b>Agency:</b>
<b>Address:</b>
<b>Telephone:</b>
<b>Section VI</b>
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

Attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please mail this form to:

Sarah H. Sislak  
 Eastern Shore MPO  
 P.O Box 220  
 Silverhill, AL 36576

# Appendix D

## Log of Investigations, Lawsuits, and Complaints Related to Federally Funded Programs

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status Pending or Closed	Action(s) Taken
<b>Investigations</b>	None			
1.				
2.				
<b>Lawsuits</b>	None			
1.				
2.				
<b>Complaints</b>	None			
1.				
2.				

# Appendix E

## Language Availability Plan

### **EASTERN SHORE MPO**

BALDWIN COUNTY CENTRAL ANNEX II

22070 STATE HWY 59

ROBERTSDALE, ALABAMA 36567

TELEPHONE: (251) 990-4640

[www.easternshorempo.org](http://www.easternshorempo.org)

The Eastern Shore MPO will utilize the following websites and web applications to convert documents and text into specific languages, as requested.

#### Language Assistance Tools – Translation Websites and Applications

##### Websites:

- [Google Translate](#) - Multilingual service provided by Google Inc. to translate written text and supports 90 languages. Free service.
- [World Lingo](#) – Leading innovator and provider of translation services that uses both machine and human resources to perform translations. Free and paid service.
- [Text Master](#) –A community of thousands of qualified freelance content writers and translators, to handle all types of web content, copywriting and any kind of translation projects. Whether it's only one document or an entire website. Paid services.
- [Reverse Localize](#) - Website that allows you to translate quickly, easily, efficiently and without technical knowledge, from Office documents, to Web sites and mobile applications. It includes version management and collaborative work. Requires subscription.

##### Applications:

- Google Translate App – Mobile application provided by Google to translate written text and supports 90 languages.
- Speak & Translate Free – Voice translation application that automatically detects and converts speech into one of 100 different foreign languages.



Sarah Hart Sislak  
MPO Coordinator

*Last updated January 26, 2022*

## Appendix E (continued)

### **EASTERN SHORE MPO**

BALDWIN COUNTY CENTRAL ANNEX II

22070 STATE HWY 59

ROBERTSDALE, ALABAMA 36567

TELEPHONE: (251) 990-4640

Professional and Telephone Translation Service Providers:

Resources:

- [Language Translation Inc.](#) - Deliver specialized linguistic services to businesses and government agencies. Services include desktop publishing, conference interpreting, and on-site interpreting in multiple languages, as well as a telephone interpreting service offering 180 languages, 24 hours per day, 365 days a year. Pay per-use service.
- [CertifiedLanguages.com](#) – A GSA approved vendor who serves federal, state, and local government agencies to ensure compliance with Title VI of the Civil Rights Act. Per minute charges.
- [Language Line](#) - Offer on-site interpreting, telephone interpreting, and document translation to federal, state, and local agencies. Per-minute charges.



Sarah Hart Sislak  
MPO Coordinator

*Last updated January 26, 2022*

# Appendix F

## Minority Representation on Planning and Advisory Bodies

Body	Caucasian	Latino	African American	Asian American	Native American	Male	Female
Baldwin County	87.4%	4.7%	8.8%	1.1%	0.8%	48.8%	51.5%
MPO Planning Area	87.4%	3.6%	10%	1.2%	0.9%	48.9%	51.1%
Policy Board	100%	0%	0%	0%	0%	78%	22%
Technical Advisory Committee	91%	0%	9%	0%	0%	82%	18%
Citizens Advisory Committee	100%	0%	0%	0%	0%	94%	6%
Bicycle and Pedestrian Committee	100%	0%	0%	0%	0%	62%	38%

# Appendix G

## Schedule of Subrecipients Title VI Program Submissions

AGENCY	TITLE VI PROGRAM DUE DATE
Baldwin Rural Area Transportation System	December 2026

# Appendix H

## ALABAMA DEPARTMENT OF TRANSPORTATION TITLE VI TRANSIT CONSTRUCTION PROJECT ANALYSIS

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Name of Agency: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City/State/Zip Code: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Title \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_

1. Describe the low-income and minority populations within the area affected by the construction project and the method used to identify these populations.

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2. Describe the adverse effects of the project both during and after construction that would affect the identified minority and low-income populations and minority-owned businesses.

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3. Provide a detailed list of all minority-owned businesses and households that will be affected by the construction project.

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4. Describe the potential negative environmental impact, such as noise, air, or water pollution.

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5. Describe the relocation program and/or other measures adopted by the subrecipient that will be used to mitigate any identified adverse social, economic, or environmental effect of the proposed construction project.

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6. For each of the identified low income or minority communities, discuss the positive effects such as an improvement in transit service, mobility, or accessibility.

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7. Describe all mitigation and environment enhancement actions incorporated into the project to address the adverse effects, including any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and replacement of community resources destroyed by the project.

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8. Describe the remaining effects, if any, and why further mitigation is not proposed.

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9. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, provide a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. If there is no basis for such a comparison, describe why that is so.

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# Appendix I

*Forthcoming*