

Federal Transit Administration
Title VI Program
Version 0126

North Central Area Transit

Plan Effective Date:
June 17, 2026

Title VI Contact Information

Contact (Position): Executive Director
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Mailing Address: 3446 S. Twp. Rd. 151, Tiffin, OH 44883
Website: www.ncatohio.org

Language Interpretation Assistance

Interpretation Services Provided By (Company or Service Name): Language Line
For Interpreter Services Individuals Will Call (Phone Number): 1-800-752-6096

Title VI Plan Table of Contents

The North Central Area Transit Title VI plan includes the following elements:

1. Annual Certifications & Assurances
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
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Appendix A – Governing Board Adoption Resolution or Proof

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Appendix C – Notice to the Public (English Version)

Appendix D – Notice to the Public (Spanish Example)

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Section 1: Annual Certifications and Assurances

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

North Central Area Transit will remain in compliance with this requirement by annual submission of certifications and assurances as required by ODOT. This certification is included with the annual grant assurances and certifications attached with the ODOT Grant. It is completed annually.

Section 2: Title VI Policy Statement

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

Section 3: Notice to the Public

North Central Area Transit's Notice to the Public can be found in Appendix C. Whenever a Safe Harbor analysis shows a language group exceeding 5% or 1,000 persons, then North Central Area Transit will translate the notice into that language. According to FTA Circular 4702.1B, transit agencies are required to inform the public of their rights under Title VI by strategically posting a Notice to the Public in high-visibility areas. The Title VI Notice shall be displayed in the following locations at a minimum:

- Agency Website: The notice must be posted on the recipient's website.
- Public Areas of the Office: This includes reception rooms and meeting rooms at the agency's administrative or central office.

Transit Vehicles: It is strongly recommended notices be placed inside all vehicles used in the provision of transit service (e.g., posters, flyers, or comment cards). North Central Area Transit:

- ☒ Posts notices inside vehicles.
- ☐ Does not post notices inside vehicles.

North Central Area Transit may post notices in locations other than the aforementioned areas, Currently, North Central Area Transit has:

☐ No other locations.

☒ Additional locations including: Seneca Office and Garage (both Seneca locations; Tiffin and Fostoria) and Crawford Office and Garage

Section 4: Title VI Complaint Procedure

An example of the North Central Area Transit complaint procedure directions can be found in Appendix E. Whenever a Safe Harbor analysis shows a language group exceeding 5% or 1,000 persons, then North Central Area Transit will translate the complaint procedure into that language.

According to FTA Circular 4702.1B and standard compliance guidelines for subrecipients, the Title VI complaint procedure and form shall be posted in the following minimum locations:

- Agency Website: Both the complaint procedure and the complaint form must be available on the recipient's website.
- Central Administrative Office: A hard copy must be available at the agency's central office.
- Inside the Title VI Plan: The full procedure and form must be included as part of the agency's formal Title VI Program document.

Section 5: Title VI Complaint Form

An example of the North Central Area Transit complaint form can be found in Appendix F. The complaint form is made available to the public and can be found:

- On the North Central Area Transit website
- At the agency's central office/administrative office (hard copy made available)
- Within the Title VI Program document (can be found in Appendix F as mentioned)

Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits

North Central Area Transit maintains a list or log of all Title VI investigations, complaints, and lawsuits, pertaining to its transit-related activities. This list can be found in Appendix G.

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, North Central Area Transit will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by North Central Area Transit since the last Title VI Program submission are summarized in the table in Appendix H.

Section 8: Language Assistance Plan

Overview

North Central Area Transit is required to take reasonable steps to ensure meaningful access for Limited-English Proficient (LEP) persons. LEP refers to individuals who speak English "less than very well".

Four-Factor Analysis

To determine the right level of service, complete the following four factors.

Factor 1: Demography (The Number of LEP Persons)

Instructions: Go to data.census.gov. Search for Table **S1601** (Language Spoken at Home) for your specific County. Use the most recent "5-Year Estimates".

Population Group - Seneca	Number of Persons	Percentage (%)
Total Population (Age 5+)	51,790	100%
Total LEP Population (English "less than very well")	402	0.8%
Largest LEP Language: Spanish	256	0.5%
2nd Largest LEP Language: Asian and Pacific Island	100	0.2%

Population Group - Crawford	Number of Persons	Percentage (%)
Total Population (Age 5+)	39,399	100%
Total LEP Population (English "less than very well")	395	1.0%
Largest LEP Language: Asian and Pacific Island	252	0.6%
2nd Largest LEP Language: Spanish	115	0.3%

Factor 2: Frequency of Contact

How often does your staff (drivers, dispatchers, reception) interact with LEP individuals?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☒ Rarely (Once or twice a year)
- ☐ Never

A log of LEP encounters can be found in Appendix I.

Factor 3: Importance of the Service

North Central Area Transit recognizes that public transit is a vital service. To ensure safety and access, we prioritize the translation of Vital Documents. Vital documents currently translated include: Title VI Notice, Complaint Form, and ADA Information.

Factor 4: Resources and Costs

Select the resources your agency uses to assist LEP persons (check all that apply):

- ☒ Telephone Interpretation: Provided by service noted on Main Page of plan.
- ☒ "I Speak" Cards: Carried by drivers and dispatchers to identify languages. Example in Appendix J.
- ☐ Website Translation: Our website includes a Google Translate or similar widget.
- ☐ Community Partners: We coordinate with local social service agencies or schools.

Section 9: Minority Representation (Simplified)

Overview

If North Central Area Transit has a non-elected transit-related planning board, advisory council, or committee, a subrecipient must track the racial breakdown of those members to ensure representation. If the transit board is elected, a subrecipient does not need to track that information. The following table clarifies "elected" versus "non-elected."

If the Board Member is...	Category
Voted for by the citizens of the county/city.	Elected
Appointed by a Mayor or Commissioner.	Non-Elected
Voted in by the existing Non-Profit Board members.	Non-Elected
A volunteer who joined the committee.	Non-Elected

The North Central Area Transit governing board is:

☐ Elected – the following membership breakdown information is not needed.

☒ Non-Elected – the following membership breakdown must be completed.

Step 1: Membership Breakdown

Instructions: In the first row, enter the population percentages for your service area (found in the same Census Table S1601 used in Section 8). In the second row, enter the actual number of members on your board/committee by race.

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

Group	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Service Area Population % - Seneca	90%	.02%	.03%	.007%	.002%	.05%
Service Area Population % - Crawford	94.3%	.004%	.008%	.003%	.0002%	.04%
Number of Board Members	12					

Step 2: Efforts to Encourage Participation

☐ Elected Board: Our board is comprised of elected officials and therefore no non-elected committee exists.

If non-elected board members - how does North Central Area Transit encourage minority participation on its boards? (Check all that apply):

☐ Public Notices: We include "Equal Opportunity" language in all board recruitment advertisements.

☐ Community Outreach: We reach out to local minority-owned businesses or community centers when vacancies occur.

☒ Other Efforts:

The members of the North Central Area Transit Board of Directors are nominated by the NCAT Executive Director and approved by the governing board. The current membership of North Central Area Transit includes people who utilize the transit service (or have family that utilize the service), the elderly and disabled, members of local business community and social service agencies. Members of the Council of Health and Social Concerns Transit Committee are a representation of various human service organizations. All members are chosen on a basis of their capacity and expertise to advise the Transit Coordinator in the management of the transit system regardless of age, race, color, national origin, income or impairment. Seneca and Crawford Counties Transportation Agency encourages the participation of minorities on such committees.

When a vacancy occurs on the North Central Area Transit Board of Directors, the following procedure is used to fill the position:

1. **Open Call:** Board membership openings are open to all applicants and are to be publicized in advance in order to give applicants a "reasonable opportunity" to apply. When publicizing any openings, a statement will be made that all applicants will be accepted and considered for the position and treated equally without regard to age, race, color, national origin, income or impairment.
2. **Fair Judging:** All applicants will be considered by the existing members of the Board of Directors for North Central Area Transit and will be judged on their merits with procedures designed to identify the best qualified. The evaluation of applicants will be in accord with their past experience, expertise and familiarity of the transit system and their ability to be a value as an advisory to the Transit Director.
3. **An Applicant is Chosen:** The applicant that is judged to be "most qualified" by the existing members of the Board of Directors for North Central Area Transit will be nominated by the Executive Director, who will make the final decision to approve or disapprove the applicant and appoint them to the Board of Directors for North Central Area Transit.

(Procedure to fill a vacancy on the North Central Area Transit is from the Board Bylaws)

Appendix A

The Title VI Program for Seneca and Crawford Counties Transportation Agency has been reviewed and approved by North Central Area Transit.

Carmen Metzger
Carmen Metzger, President

6-17-2026
Date

Appendix B

Title VI Plan Revision Log

Date <i>Month/day/year</i>	Action Taken	Authorizing Individual

Appendix C

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

North Central Area Transit

- The North Central Area Transit operates its programs and services 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 North Central Area Transit.
- For more information on the North Central Area Transit's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Executive Director at 419-448-7344 (TTY 800-750-0750); email m.habig@ncatohio.org; or visit our administrative office at 3446 S. Twp. Rd. 151, Tiffin, OH 44883. For more information, visit www.ncatohio.org.
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

Ohio Department of Transportation, Attn: Office of Opportunity, Diversity, and Inclusion, Title VI Coordinator, [1980](#) West Broad Street, Mailstop 3270, Columbus, Ohio 43223

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 1-800-752-6096.

Appendix D

Title VI Notice to the Public in Spanish

Notificación al público de derechos bajo el Título VI

- El North Central Area Transit opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el North Central Area Transit.
- Para obtener más información sobre el programa de derechos civiles de North Central Area Transit, o para obtener más información sobre los procedimientos para presentar una queja, por favor llame a Executive Director 419-448-7344 (TTY 800-XXX-XXX), m.habig@ncatohio.org, o visite nuestra oficina administrativa en 3446 S. Twp. Rd. 151, Tiffin, OH 44883.
- Un demandante puede presentar una queja directamente a la el Departamento de Transporte del estado de Ohio, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223.
- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Office of Civil Rights, Atención: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 1-800-752-6096.

Appendix E

Complaint Process

Any individual, group of individuals or entity that believes they have been intentionally discriminated against on the basis of race, color, or national origin by North Central Area Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with North Central Area Transit no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, North Central Area Transit will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the Ohio Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

North Central Area Transit has 45 days to investigate the complaint. If more information is needed to resolve the case, North Central Area Transit may contact the complainant requesting further information. The complainant has **10** 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 **10** business days, North Central Area Transit can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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.
- ✓ A letter of finding (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 it must direct the appeal to the agency initially. The complainant has **30** days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Ohio Department of Transportation, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223, or the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 1-800-752-6096

Appendix F

Title VI Complaint Form

Section I:					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Email Address:					
Accessible Requirements?	Format	Large Print		Audio Tape	
		TDD		Other	
Section II:					
Are you filing this complaint on your own behalf?				Yes*	No
*If you answered "yes" to this question, go to Section III.					
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
Section III:					
I believe the discrimination I experienced was based on (check all that apply):					
☐ Race		☐ Color		☐ 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.					
Section IV					
Have you previously filed a Title VI complaint with this agency?				Yes	No
Section V					
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?					
☐ Yes		☐ No			
If yes, check all that apply:					
☐ Federal Agency: _____					
☐ Federal Court _____		☐ State Agency _____			
☐ State Court _____		☐ Local Agency _____			

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below

Signature

Date

If information is needed in another language, contact 1-800-752-6096.

Please submit this form to:

North Central Area Transit
Executive Director
3446 S. Twp. Rd. 151, Tiffin, OH 44883
419-448-7344
m.habig@ncatohio.org

Appendix G

Transit Related Title VI Investigations, Complaints and Lawsuits

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
Lawsuits				
Complaints				

Appendix H

Public Participation Actives

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
6/14/2023	Mary Habig	Women's Empowerment Group	Presentation/Handouts	Partnered with local mechanic – showed women of all walks of life how to change tires and educate on vehicle maintenance.
8/25/2024	Mary Habig	Around the Town	Informational Table/Handouts	Information given to T.U. and Heidelberg Students
9/20/2024	Mary Habig	Life @ T.U.	Presentation/Handouts	Presented to Elderly
2/27/2025	Kelsie Schleter	United Way of Fostoria	Public Speaking	Presented to members of the United Way of Fostoria
3/12/2025	Mary Habig	Tiffin-Seneca Library	Information of Services	Presented about NCAT to an Elderly group
6/3/2025	Hailee Somers	Seneca County Community Council	Round Table/Handouts	Updates given about NCAT
6/25/2025	Mary Habig	Tiffin Women in Action	Presentation/Handouts	
8/6/2026	Hailee Somers	Attica Fair	Informational Table/Handouts	All ages educated on Transit
8/24/2025	Kelsie Schleter, Wendy Niestockel	Around the Town	Informational Table/Handouts	Information given to T.U. and Heidelberg Students
10/15/2025	Holly Starner	Round Table at Pickwick Place	Informational Table/Handouts	Answered questions about Transit
11/12/2025	Mary Habig	Coffee Crawl	Informational Table/Handouts	United Way of NCO Event
1/20/2026	Mary Habig	Tiffin Rotary	Presentation/Handouts	

Appendix I

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Appendix J

***"I Speak"* Language Identification Card**

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

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaunh daáu vaøo oã naøý neáu quyù vò bieát ñoïc vaø noùi ñoõic Vieät Ngõõ.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu