



TOWN OF CARRBORO • NC

Title VI

Compliance Report

November 2025

Town of Carrboro – Title VI Compliance Report

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Town of Carrboro – Title VI Compliance Report

I. Introduction

On November 19, 2024, the Carrboro Town Council adopted the Town’s Title VI Plan, which took effect immediately. The plan establishes policies and procedures to ensure compliance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

As a recipient of federal funding, specifically from the Federal Highway Administration (FHWA), Carrboro is required to maintain a Title VI Plan that ensures public funds are used equitably and without discrimination. Submission of this report fulfills the Town’s annual reporting obligation to the NC Department of Transportation (NCDOT) Office of Civil Rights (OCR).

This compliance report summarizes the Town’s progress toward its implementation goals and highlights departmental initiatives that advance the five core components of the Title VI Program over the past year.

II. Activities & Accomplishments

A. Administration of the Title VI Plan

Title VI Coordinator

During the reporting period, two individuals served as Carrboro’s Title VI Coordinator:

- Trish McGuire, Planning Director | November 19-December 31, 2024
- Bear Tosé, Planner | January 1, 2025-Present

Mr. Tosé managed the day-to-day administration of the Title VI Program under Ms. McGuire’s supervision but assumed the full responsibilities of the coordinator role after her retirement.

Departmental Responsibilities

In October 2025, departments submitted their annual Title VI Departmental Compliance Forms to inform this report.

B. Public Involvement

Major Town Projects & Initiatives

The Inclusive Carrboro Communications & Community Engagement Plan continues to guide public involvement efforts for major town projects and initiatives. Below is a summary of engagement activities during the reporting period, with federal or state-funded efforts clearly labeled.

Baldwin Park Improvements | Federally Funded

On Friday, May 23, the Recreation, Parks & Cultural Resources Department officially reopened the improved playground at Baldwin Park. The new design includes age-appropriate play areas for children ages 2–5 and 6–12, with inclusive features to enhance accessibility for all users.

Community engagement was central to the project, including a public input event for residents within a 10-minute walkshed and a bilingual (English-Spanish) survey to gather feedback on park use and community preferences.

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Carrboro in Motion

Communication and Engagement organized five Carrboro in Motion events between March and October 2025. These events are held at apartment complexes and other locations (such as laundromats) to reach diverse communities. Carrboro In Motion creates a method for the Town to establish a presence in communities and neighborhoods, build relationships, and offer multiple ways for residents to contribute input and feedback about services and topics. As part of these events, we partner with nonprofit agencies such as El Centro Hispano and employ a Zumba instructor whose day job is as a Spanish language interpreter for Durham County. As needed, he serves as our interpreter during these events.

Downtown Area Plan

The Downtown Area Plan's engagement strategy focused on three core principles: coordinating with related projects, applying Inclusive Carrboro engagement practices, and advancing race equity and climate action. Outreach included a digital project page on Engage Carrboro website, banners and flyers posted across downtown, tabling at large events like the Latin American Festival and Open Streets, and smaller pop-ups at local businesses and the Farmer's Market. Town staff distributed postcards and hand-delivered materials to key neighborhoods (apartments and historically Black/African American communities) and mailed notices to all residents and property owners in the study area. Listening sessions were held with Town Council, stakeholder groups, and advisory boards.

Engagement materials were available in multiple languages, primarily English and Spanish. Interpretation was provided at specific events, including the Latin American Festival.

Demographic data from the visioning survey showed low participation from Black or African American respondents. To address this, the Town extended the survey period and pursued targeted in-person outreach through the local NAACP, Marion-Cheek Jackson Center, and St. Paul AME Church.

For more information, see the [Vision & Goals](#) chapter of the DRAFT Downtown Area Plan

Tropical Storm Chantal Emergency Messaging

As part of the Town's response to impacts from Tropical Storm Chantal, Communication and Engagement posted multilingual emergency messages before the storm. Following the storm, we posted an Emergency Resources bilingual (English/Spanish) flyer throughout the community to inform residents of resources and services.

Green Neighborhoods Grant Program

The Climate Action team worked closely with the Race & Equity Commission, NAACP, and other groups to ensure low income and historically black neighborhoods were able to apply for these grants. To increase participation, staff set up meetings with local non-profits, such as RENA and Pee Wee Homes, visited apartment complexes, set up yard signs in Spanish and English in low income and historically black neighborhoods, posted fliers in Spanish and English throughout the Town, but also made a special effort to hang them in houses of worship, laundromats, and barber shops around Town.

New Unified Development Ordinance (UDO)

Planning Staff focused the engagement strategy on introducing the project, educating the community about the purpose of a Unified Development Ordinance, and gathering input on aligning it with Town policies, including race equity and climate action goals. In this initial phase, Town staff and consultants

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hosted public forums at Town Hall, attended events like Open Streets/Earth Day, Freight Train Blues, and July 4th, presented to Town Council, and held listening sessions with stakeholder groups. Community members have been encouraged to follow the project, review materials, and submit feedback via the Engage Carrboro webpage and online portals.

Engagement materials were available in multiple languages, primarily English and Spanish. Spanish interpretation was provided at the public forums.

For more information, visit the progress report section of the [project webpage](#).

Safe Routes to School (SRTS) Action Plan Update | State & Federally Funded

For the SRTS Action Plan Update Planning Staff leveraged existing Town and Chapel Hill-Carrboro City School District events to reach families. Outreach has primarily aimed to raise awareness and direct families to the project webpage and online survey about school routes and barriers to walking or biking. Digital and print flyers were distributed through school newsletters, open houses, PTA meetings, Rec & Parks programs, El Centro, town information centers and town events like the Latin American Festival and Carrboro in Motion.

To strengthen outreach to underserved communities, Town staff visited every apartment complex and mobile home park with children attending one of the five study-area schools to distribute flyers directly.

Engagement materials were offered in multiple languages, primarily English and Spanish, with Spanish interpretation provided at school events serving large Spanish-speaking populations.

Watershed Residential Assistance Program

Stormwater's Residential Assistance Program outreach materials were translated into Spanish, and the program's webpage includes integrated Google Translate functionality to support multilingual access and inclusive engagement.

Weatherization Program | Federally Funded

The Weatherization Program engaged community partners throughout its development and implementation. Outreach efforts were guided by qualified census tract data and included flyer distribution, partner network engagement, and door-to-door canvassing. Yard signs were later introduced to raise visibility during active repairs. By June 2025, two rounds of door-to-door outreach had reached over 75 households. Town staff are currently exploring how to use funds for owner-occupied mobile/manufactured homes, particularly those owned by Latinx/Hispanic families who have historically faced barriers to accessing community resources.

Representation on Advisory Boards & Commissions

During the reporting period, Carrboro Town Council consolidated several advisory boards and commissions to improve overall effectiveness. Self-reported demographic data from the 82 members appointed prior to October 21 is summarized in Table 2.1 below. Townwide demographics from the 2023 American Community Survey (5-year-estimates) are provided for comparison. See Appendix A for demographic breakdowns by individual board or commission.

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Table 2.1 – Summary Demographics of Advisory Boards & Commission Members

| Demographic Category | Total Member (#) | Total Member (%) | Carrboro Population (%) |
|-----------------------------|------------------|------------------|-------------------------|
| Male | 36 | 44% | 50% |
| Female | 46 | 56% | 50% |
| White or Caucasian | 60 | 75% | 64% |
| Black or African American | 15 | 19% | 13% |
| Asian | 3 | 4% | 8% |
| Native/Indigenous | 1 | 1% | 0% |
| Multiracial | 1 | 1% | 3% |
| Hispanic/Latinx | 0 | 0% | 12% |
| Race/Ethnicity Not Provided | 2 | - | - |

C. Limited English Proficiency

Language Access Plan Report

The Town of Carrboro’s Language Access Plan, adopted in April 2024, is actively guiding efforts across major Town projects and initiatives. The Communications & Engagement Department leads implementation, supporting translation and interpretation services for all departments.

Key achievements in this reporting period include:

- Installing bilingual signage in parking areas and parks
- Posting language access service information at all public facilities
- Translating over 50 documents
- Producing a bilingual (Spanish-English) wall calendar
- Providing interpretation services for public engagement events and services
- Purchasing state-of-the-art interpretation equipment
- Supporting residents via Language Line Solutions, with 82 calls totaling 968 minutes since August 2024
- Developing a bilingual staff stipend policy for 2025 rollout

For more details, please refer to the Language Access Plan Compliance Report.

D. Environmental Justice

Racial Equity Assessment Lens

Town departments continue to complete Racial Equity Assessment Lenses (REAL) to evaluate existing and proposed policies, practices, and procedures for potential disparate impacts on BIPOC, low-income, and other marginalized groups. When barriers or unintended consequences are identified, staff develop mitigation plans for review by internal and/or external bodies.

As of October 31, Town staff have completed 36 REALs, including 11 during this reporting period. The table below lists these assessments by Town department and completion date.

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Table 2.4 – REALs Completed (November 2024-October 2025)

| Policy, Practice or Procedure | Town Department | Date Completed |
|--|--|--------------------|
| Small Area Plans | Planning, Zoning & Inspections | March 7, 2025 |
| Residential Municipal Solid Waste Collection and Disposal Services | Public Works | April 25, 2025 |
| Internal & External Communication | Communications & Engagement | June 6, 2025 |
| Customer Service | Housing & Community Services | October 3, 2025 |
| Text & Map Amendments | Planning, Zoning & Inspections | October 3, 2025 |
| Land Use Permitting Process | Planning, Zoning & Inspections | October 3, 2025 |
| Class & Compensation Study | Human Resources | August 22, 2025 |
| Town Council Support | Town Manager | August 22, 2025 |
| Determining Fees & Charges Including Financial Assistance Program | Recreation, Parks & Cultural Resources | September 27, 2025 |
| Climate Action | Climate Action Team | October 31, 2025 |
| Equitable Outcomes of Town Services – Guidance and Support | Town Manager | October 31, 2025 |

Climate Action Team

In December 2024, the Town established a Climate Action Team within the Town Manager’s Office to accelerate progress on the Community Climate Action Plan and better integrate environmental justice and climate equity across Town operations.

As part of this effort, the team introduced Climate Action Pocket Questions, modeled after the Town’s Race & Equity Pocket Questions, to support informed decision-making by the Town Council. These tools help evaluate the environmental impact of proposed policies, procedures, services, grants, and initiatives, and include potential mitigation strategies.

Together, the Climate Action and Race & Equity Pocket Questions aim to assess how Town actions affect human health and the environment, particularly for communities of color, low-income residents, and other underrepresented groups.

Facility Siting Projects

Drakeford Library Complex

In partnership with Orange County, the Town completed siting and development of the Drakeford Library Complex, a LEED Silver-eligible facility designed to serve all residents. The site selection process considered accessibility, proximity to transit, and equitable distribution of public resources. Public outreach included joint engagement efforts with Orange County, and materials were made available in Spanish to support language access. The facility’s sustainable design features—such as green roofs, rooftop solar panels, daylight harvesting, and high-efficiency HVAC systems—advance environmental justice by reducing energy use and greenhouse gas emissions while building resilience to climate impacts. No National Environmental Policy Act (NEPA) or NC State Environmental Policy Act (SEPA) review was required for this project.

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FY25 Street Resurfacing Project

The Town prioritized resurfacing in areas with documented pavement deterioration, particularly in neighborhoods with limited pedestrian and bicycle infrastructure. Right-of-way (ROW) actions included curb ramp upgrades for ADA compliance, installation of a new sidewalk connecting the Drakeford Library Complex to the existing network, a pedestrian refuge island, and buffered bike lanes on Fidelity Street. These improvements were guided by equity mapping and asset condition data to ensure that underserved areas received targeted investment. Public outreach included multilingual communications and coordination with the Communications and Engagement Department to promote inclusive participation. No NEPA or SEPA review was required for this project.

E. Title VI Complaints

No Title VI Complaints were received during this reporting period. See Appendix B to review the Title VI Complaint Log.

III. Implementation Updates

A. Disseminating Information

The Town of Carrboro has taken several steps to ensure the public is informed of their rights and staff understand their responsibilities under Title VI. Key efforts include:

- A Title VI Plan webpage was launched on the Town’s website immediately following adoption. It includes essential resources such as the plan, complaint form, and complaint procedures.
 - A companion webpage was created on the Town’s internal staff site, offering the same core resources along with additional training materials for employees.
- In December 2024, Title VI Nondiscrimination Notices were posted at Town Hall, Public Works, Carrboro Police Department, Carrboro Fire-Rescue Headquarters, and Carrboro Fire-Rescue Station 2.
 - Through the Departmental Compliance Form, it was identified that notices were missing at Carr Mill Mall, Century Center, the Drakeford Library Complex, and town information centers. This was corrected in late October.
 - The original notice included a statement about Spanish-language translation and interpretation services. The Title VI Coordinator collaborated with Communications & Engagement staff to revise the notice, translating the policy statement into the six languages outlined in the Language Access Plan. Once finalized, the updated notice will be posted in all public Town facilities and town information centers.
- In December 2024, printed copies of the Title VI Complaint Form and Procedures documents were made available in the Town Hall vestibule information kiosk. The Title VI Coordinator ensures these materials are consistently stocked and accessible.
- In October 2025, the Title VI Coordinator collaborated with Information Technology to establish a dedicated phone line for Title VI complaints and updated all documentation with the number: 919-918-7380.

B. Training Staff & Contractors

Staff Training

In October, the Town of Carrboro Human Resources Department conducted mandatory Title VI training sessions to ensure broad staff participation. The training included a 20-minute NeoGov Learn module titled *“Title VI of the 1964 Civil Rights Act for Municipalities”* and an accompanying PowerPoint presentation outlining the Town’s Title VI Plan presented by the Title VI Coordinator.

Training sessions were held on:

- Tuesday, October 21 | 10:00–11:00 AM
- Wednesday, October 22 | 11:00 AM–12:00 PM
- Wednesday, October 22 | 2:00–3:00 PM

Staff who were unable to attend were enrolled in the module individually or provided with an additional department-specific training session. Going forward, Human Resources will incorporate Title VI training into new employee onboarding to be completed within their first 90 days.

As of October 31, a total of 128.5 employees, or approximately 77.64% of Town staff, have completed the training. See Appendix C for a department-level breakdown.

Town Contracts

In October, the Finance Department revised the Town’s federal and non-federal service contracts to include Title VI language provided by NCDOT OCR, ensuring contractor compliance and mitigating liability. Implementation will begin in the next reporting period.

C. Developing Reporting System

Each department director was asked to complete a Title VI Departmental Compliance Form to assess how their staff meet the responsibilities outlined in the plan. The form collected information on how departments share Title VI information with the public, collect and analyze data to identify potential disparate impacts, and ensure compliance with core program components. Forms were received from the following Town Departments during the month of October:

- Climate Action
- Communications & Engagement
- Economic Development
- Finance
- Fire Rescue
- Housing & Community Services
- Human Resources
- Information Technology
- Planning, Zoning & Inspections
- Police
- Public Works
- Race & Equity

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- Recreation, Parks & Cultural Resources
- Town Clerk

In addition to informing this report, data collected from the form will guide future implementation and help strengthen alignment across the Town’s broader nondiscrimination efforts.

D. Examining Other Nondiscrimination Policies

The Town Manager’s Office established an interdepartmental Title VI and ADA Workgroup to better align Town nondiscrimination efforts. The Workgroup had their first meeting in September 2025, with representatives from the following Town Departments:

- Communications & Engagement
- Human Resources
- Planning, Zoning & Inspections
- Public Works
- Race & Equity
- Recreation, Parks & Cultural Resources
- Town Manager

IV. 2026 Title VI Work Plan

The 2026 work plan builds on the foundation established during the first year of the Title VI Plan implementation. It outlines key goals and actions to advance compliance across Town operations.

1. Information Dissemination

- Goal: Ensure consistent, accessible communication of Title VI rights and responsibilities
- Actions:
 - Standardize nondiscrimination and accommodation language across all printed and digital materials
 - Align messaging with related initiatives, including the Language Access Plan, Race & Equity Action Plan, and ADA Transition Plan
 - Post newly translated Title VI notices in public facilities and town information centers

2. Staff Training

- Goal: Achieve full staff understanding of Title VI responsibilities
- Actions:
 - Continue mandatory Title VI training for all full-time employees
 - Track and verify 100% staff completion
 - Integrate Title VI training into onboarding for new hires
 - Consider how to train part-time employees

3. Contract Compliance

- Goal: Strengthen Title VI compliance in service delivery
- Actions:
 - Implement newly revised service contracts (federal and non-federal)

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- Identify effective ways to train or inform contractors about their Title VI responsibilities (i.e. onboarding materials, briefings, guidance documents)

4. Departmental Reporting

- Goal: Improve monitoring and accountability across departments
- Actions:
 - Refine the Title VI Departmental Compliance Form and reporting process
 - Explore integration with other nondiscrimination tracking systems (Language Access, Race & Equity, ADA)

5. Cross-Initiative Alignment

- Goal: Promote a unified approach to nondiscrimination across Town operations
- Actions:
 - Continue workgroup collaboration to assess and align current and future nondiscrimination initiatives
 - Identify opportunities for shared goals, data collection, and implementation strategies

Implementation will begin immediately upon re-adoption of the Title VI Plan. Progress will be documented in the next annual Title VI Compliance Report and the updated Title VI Plan, scheduled for Town Council review in November 2026.

VII. Appendices

Appendix A. Representation on Advisory Boards & Commissions

Table 7.1 – Advisory Boards & Commissions by Gender Identity

| Advisory Board or Commission | Male | Female | Total |
|--|-----------|-----------|-----------|
| Board of Adjustment | 4 | 5 | 9 |
| Climate & Environmental Advisory Commission | 3 | 6 | 9 |
| Economic Sustainability Commission | 5 | 4 | 9 |
| Housing & Human Services Commission | 1 | 4 | 5 |
| North Transition Area Advisory Committee | 1 | 4 | 5 |
| Planning Board | 5 | 6 | 11 |
| Racial Equity Commission | 6 | 3 | 9 |
| Recreation, Parks & Cultural Resources Advisory Board | 3 | 7 | 10 |
| Stormwater Advisory Commission | 3 | 3 | 6 |
| Tourism Development Authority | 2 | 1 | 3 |
| Transportation, Mobility & Greenways Advisory Commission | 3 | 3 | 6 |
| Total | 36 | 46 | 82 |

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Table 7.2 – Advisory Boards & Commissions by Race/Ethnicity

| Advisory Board or Commission | White or Caucasian | Black or African American | Asian | Native or Indigenous | Multiracial | Not Provided | Total |
|--|--------------------|---------------------------|-------|----------------------|-------------|--------------|-------|
| Board of Adjustment | 8 | - | 1 | - | - | - | 9 |
| Climate & Environmental Advisory Commission | 8 | 1 | - | - | - | - | 9 |
| Economic Sustainability Commission | 6 | 2 | 1 | - | - | - | 9 |
| Housing & Human Services Commission | 3 | 1 | - | 1 | - | - | 5 |
| Northern Transition Area Advisory Committee | 5 | - | - | - | - | - | 5 |
| Planning Board | 9 | 1 | - | - | 1 | - | 11 |
| Racial Equity Commission | 1 | 8 | - | - | - | - | 9 |
| Recreation, Parks & Cultural Resources Advisory Board | 8 | - | - | - | - | 2 | 10 |
| Stormwater Advisory Commission | 5 | - | 1 | - | - | - | 6 |
| Tourism Development Authority | 2 | 1 | - | - | - | - | 3 |
| Transportation, Mobility & Greenways Advisory Commission | 5 | 1 | - | - | - | - | 6 |
| Total | 60 | 15 | 3 | 1 | 1 | 2 | 82 |

