

AGENDA

Catawba County Board of Commissioners Meeting
Monday, August 3, 2026, 7:00 p.m.
Board of Commissioners' Meeting Room, 2nd Floor
Catawba County Justice Center
100 Government Drive, Newton, NC

1. Call to Order.
2. Pledge of Allegiance to the Flag.
3. Invocation.
4. [Approval of the Minutes from the Board's Regular Meeting and Closed Session of July 20, 2026.](#)
5. Recognition of Special Guests.
6. Public Comments.
7. [Appointments.](#)
8. Presentations.
 - a. [2026 NACo Achievement Award - Cracking the Code: Decodable Books for Beginning Readers. Presented to Library Director Siobhan Loendorf and Library Head of Collection Development Regina Reitzel.](#)
 - b. [2026 NACo Achievement Award: Digital Navigators. Presented to Library Digital Navigators Ashley Galeote and Brenda Moore.](#)
 - c. [Library Strategic Plan. Presented by Library Director Siobhan Loendorf.](#)
 - d. [Healthy Safe Community: Opioid Update. Presented by Opioid SUD Program Coordinator Jamie Todd and REACH Crew Chief Jason Powell.](#)
9. Public Hearings.
[5310 Rural & Urban Transportation Grant Public Hearing and FY26-27 5310 Title VI Program Plan Adoption. Presented by Social Services Adult Services Program Manager Heather Ball.](#)
10. Consent Agenda.
 - a. [Library Services Technology Act \(LSTA\) Grant.](#)
11. Other Items of Business.
12. Manager's Report.
 - a. [NC Department of Public Instruction Facility Needs Survey.](#)
 - b. [ABC Store Request to Retain Receipts.](#)
 - c. Budget Transfers.
13. Attorney's Report.
[Microsoft Economic Development Agreement Termination.](#)
14. Adjournment.

PERSONS WITH DISABILITIES: Individuals needing assistance should contact the County Clerk at 828-465-8990 within a reasonable time prior to the meeting. Participation in public meetings is without regard to race, ethnicity, religion, sex, age, or disability.

CALENDAR: The next Board of Commissioners Meeting will take place on Monday, August 17, 2026, at 7:00 p.m., in the Board of Commissioners Meeting Room of the Catawba County Justice Center.

APPOINTMENTS

RANDY

2026 NCACC Voting Delegate/Alternate

Commissioner Cole Setzer

Delegate

Chair Isenhower recommends Commissioner Setzer as the voting delegate for the 2026 NCACC Annual Conference on August 22nd, 2026.

ROBERT

Juvenile Crime Prevention Council

6/30/26

Tyler Mace (member under age of 18)

Eligible for 1st Term

2-year terms

Commissioner Abernethy recommends the appointment of Tyler Mace to the Juvenile Crime Prevention Council as member under the age of 18 for a first term, with a term expiration of June 30, 2028.

BARBARA

Sister Cities

07/31/26

Tracey Trimble

Eligible for 4th Term

4-year terms

Commissioner Beatty recommends the reappointment of Tracey Trimble to the Sister Cities Board for a 4th term, with a term expiration of July 31, 2030.

COLE

Home and Community Block Grant Advisory Board

06/30/26

Mark Bumgarner

Eligible for 2nd Term

06/30/26

Gail Henson

Eligible for 4th Term

06/30/26

Alice Layne

Eligible for 10th Term

Commissioner Setzer recommends the reappointments of the following to the Home and Community Block Grant Advisory Board: Mark Bumgarner for a 2nd term; Gail Henson for a 4th term; and Alice Layne for a 10th term, all with term expirations of June 30, 2029.

2026 NACo Achievement Awards:

Award # 1: Cracking the Code: Decodable Books for Beginning Readers

Presented to: Library Director Siobhan Loendorf and Library Head of Collection Development Regina Reitzel

Cracking the Code: Decodable Books for Beginning Readers is the recipient of a 2026 Achievement Award from the National Association of Counties. Developed by the Catawba County Library System, this innovative project created a collection of more than 700 decodable books aligned with the Science of Reading, addressing a critical need for accessible, phonics-based reading materials for children and families. Launched with support from a \$2,000 Suzanne G. and Kenneth K. Millholland Grant, the project builds a bridge between classroom instruction and reading at home through school partnerships, staff training, and community outreach, including Family Literacy Events with the Patrick Beaver Learning Center. Since its inception, the collection has circulated more than 2,400 times and contributed to an overall increase in early literacy checkouts—demonstrating the powerful impact libraries can have in helping young readers build the skills and confidence they need to succeed.

Award # 2: Digital Navigators

Presented to: Library Digital Navigators Ashely Galeote (pronounced Gallay o tay) and Brenda Moore

Digital Navigators is the recipient of a 2026 Achievement Award from the National Association of Counties. Fully funded through a grant from the North Carolina Department of Information Technology, the program launched in November 2024 as a mobile, outreach-based initiative designed to expand digital literacy and help close the digital divide in Catawba County. The program reaches underserved populations—including seniors, veterans, low-income residents, and Spanish-speaking communities—by providing bilingual, hands-on technology training in trusted community spaces. Since December 2024, the Digital Navigators have delivered more than 300 classes, with total attendance exceeding 3,000, helping participants build the digital skills and confidence needed to access employment, education, healthcare, essential services, and everyday technology.

2026 Achievement Award Winner

“We must dare to be great; and we must realize that greatness is the fruit of toil and sacrifice and high courage.” –Theodore Roosevelt

The National Association of Counties is proud to award
Catawba County, N.C.

A 2026 Achievement Award for its program titled:
Cracking the Code: Decodable Books for Beginning Readers



Matthew Chase, CEO/Executive Director



Judge J.D. Clark, NACo President



2026 Achievement Award Winner

“We must dare to be great; and we must realize that greatness is the fruit of toil and sacrifice and high courage.” –Theodore Roosevelt

The National Association of Counties is proud to award
Catawba County, N.C.

A 2026 Achievement Award for its program titled:
Digital Navigators



Matthew Chase, CEO/Executive Director



Judge J.D. Clark, NACo President





catawba county library system

TO: Catawba County Board of Commissioners
FROM: Policy and Public Works Subcommittee
DATE: August 3, 2026
IN RE: 2026-2031 Library Strategic Plan

REQUEST

The Policy and Public Works Subcommittee requests the Catawba County Board of Commissioners approve the 2026–2031 Library Strategic Plan.

BACKGROUND

The Library's previous strategic plan expired in 2025. An updated plan is necessary to qualify for State Aid and to ensure the Library continues to provide responsive, community-focused programs and services. In August 2025, the Library began working with Library Strategies, a consulting firm specializing in library strategic planning. The process included a review of county demographics, library collections, and services as well as the formation of a Strategic Planning Steering Committee. Library Strategies also facilitated SOAR sessions (structured feedback sessions designed to evaluate Strengths, Opportunities, Aspirations, and Results) with the Steering Committee, Library Advisory Board members, and staff.

Community engagement was a key component of the process. More than 1,000 residents and stakeholders provided input through a community survey, focus groups, stakeholder sessions, one-on-one interviews, and feedback from local high school students. The community survey alone received 846 responses. This input helped identify what residents value most and how the Library can continue to evolve to meet the changing needs of Catawba County.

STRATEGIC PLAN

The resulting 2026–2031 Strategic Plan establishes four high-level goals to guide the Library over the next five years.

Library staff worked with Library Strategies to draft a Year One Work Plan with specific initiatives and measurable outcomes to advance these goals. A new work plan will be developed annually, allowing the Library to measure progress, respond to changing community needs, and make effective use of staff time and public resources.

The 2026–2031 Strategic Plan provides a focused and flexible roadmap for the Library's future, supported by annual work plans and measurable outcomes.

RECOMMENDATION

The Policy and Public Works Subcommittee recommends the Board of Commissioners approve the 2026–2031 Library Strategic Plan.



catawba county
library system
MAKING. LIVING. BETTER.

2026-2031 STRATEGIC PLAN



PREPARED BY
**LIBRARY
STRATEGIES**

LETTER FROM THE DIRECTOR

A strategic plan is a roadmap for the library. It helps us decide where we want to go over the next five years, what matters most to our community, and how we will use our resources to get there.

At Catawba County Library, the community is at the heart of everything we do. This plan was shaped by the voices of the people we serve. More than 1,000 residents shared their thoughts through surveys, focus groups, interviews, and feedback from local high school students. Their ideas helped us better understand what our community values most—from books and technology to programs, learning opportunities, and welcoming spaces to connect.

By setting clear goals, this plan helps us be responsible stewards of the public funds and resources entrusted to us. It guides our decisions, helps us focus on what matters most, and keeps us responsive as community needs change. In the end, this plan is both a practical guide and a shared commitment to sustaining and strengthening the library for the community it serves.

Thank you to our Library Board, the Strategic Planning Steering Committee, library staff, and the many community members who shared their ideas to help shape this plan.



Siobhan Loendorf,
Library Director



VISION & MISSION



VISION:

*We aspire to
empower lives and
build community.*

MISSION:

*We help Catawba
County **connect,**
explore, and **grow.***



2026-2031 GOAL AREAS

GOAL 1: Serve as a **community anchor** for a connected and thriving community.

Strategies:

- 1.1** Advance literacy, learning, and discovery by **connecting people of all ages with relevant, responsive collections, programs, and services** that inspire personal growth and help residents achieve their educational, recreational, and creative goals.
- 1.2** **Strengthen and sustain outreach partnerships** between the library and community organizations to reach new populations, provide culturally responsive services, and achieve shared goals.
- 1.3** Establish the library as an **economic development hub** with literacy, educational resources, programs, and partnerships for workforce development and small business growth.
- 1.4** Foster **community health and wellness** through strategic partnerships, dynamic programs, and services.
- 1.5** **Enhance outreach and marketing efforts** to community members who have limited awareness of or access to library services.



2026-2031 GOAL AREAS

GOAL 2: Activate dynamic, welcoming, and accessible spaces.

Strategies:

- 2.1 Develop a compelling vision and business case to support a **new Main Library** that includes innovative and engaging spaces to meet the needs of the community.
- 2.2 Strengthen **community resilience** by preparing library facilities to serve as trusted post-disaster resource hubs for information and recovery support.
- 2.3 Position the library as a **community center**, with spaces, programs, and services to encourage people of all backgrounds to connect, learn, and participate.

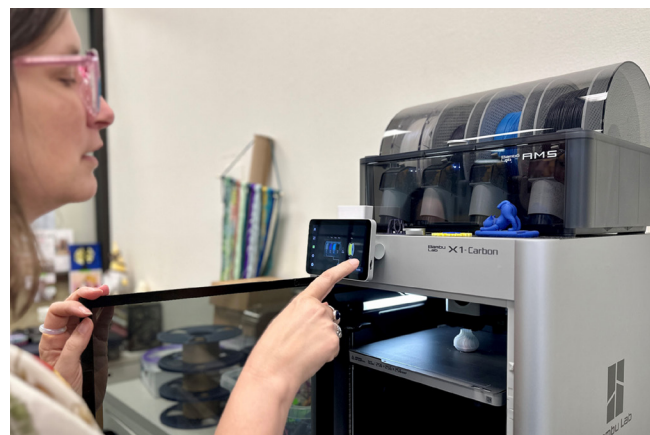


2026-2031 GOAL AREAS

GOAL 3: Ensure equitable access to **technology and digital resources**.

Strategies:

- 3.1** Maintain **excellence** in library technology while driving **innovation** for education, workforce development, business, and personal use, including Makerspace, Library of Things, and the library website.
- 3.2** Leverage emerging technologies, including artificial intelligence, to **bridge the digital divide** and **empower patrons** with the skills needed to safely navigate a rapidly changing workforce and information landscape.
- 3.3** Integrate the **digital literacy outreach program** into core library services.



2026-2031 GOAL AREAS

GOAL 4: Build a strong, adaptive organizational culture grounded in operational excellence, innovation, stewardship, and continuous improvement.

Strategies:

- 4.1** Ensure **system-wide consistency** and support all branches in achieving established outcomes via clear two-way communication and shared understanding of policies, guidelines, and service expectations.
- 4.2** Support **operational and individual excellence** through cross-training, professional development, leadership training, succession planning, and customer service training.
- 4.3** Grow **staff capacity** to support patron technology needs by providing ongoing training and learning opportunities that build confidence and proficiency in digital tools for education, workforce development, business, and personal use.
- 4.4** **Acknowledge and celebrate** staff and organizational excellence.



THANK YOU

We could not have created this roadmap without the help, support, and thoughtful contributions of the individuals listed below. Their time, effort, and dedication helped shape a meaningful strategic plan that will guide the library system over the next five years. We are deeply grateful to the members of the Library Board and the Strategic Planning Steering Committee for their commitment to the future of our libraries and our community.

Library Board of Trustees

Pam Cansler
Carmen Isenhower
Jeanne Lebens
Katie Perkins
Donna Reece
Ed Sain
Morgan Williams

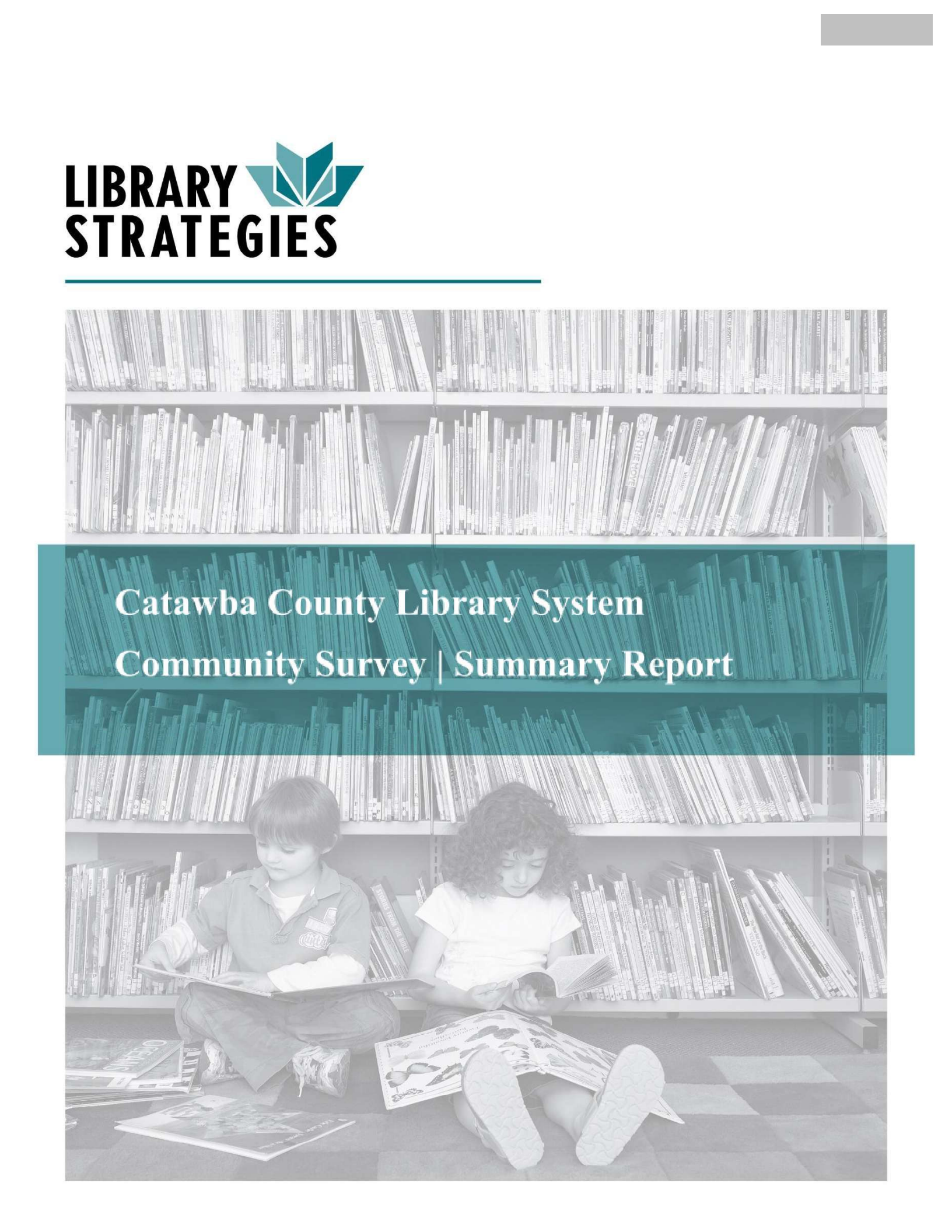
Strategic Plan Steering Committee

Elizabeth Allen	Amanda Moose
Susan Arrowood	Michelle Orr
John Bailey	Katie Perkins
Rand Brandes	Soraya Place
Anthony Giometti	Beth Rudisill
Tom Hart	Casey Stafford
Anna Hughey	Diana Wilson
Emily Huling	Yulibeth Yanez-Chavez
Jenny Markham	



LIBRARY STRATEGIES





Catawba County Library System Community Survey | Summary Report

BACKGROUND

Between September 2025 and May 2026, Library Strategies partnered with Catawba County Library System (CCLS) on a broad-based strategic planning process. As part of a multi-pronged community engagement phase of work, the consulting team crafted and administered an online community survey between December 16 and January 21. Library Strategies subcontracted with well-reputed translation vendor OJ Language Hub for human translation of the survey tool into Spanish – and resulting responses into English for the consultants’ analysis.

This questionnaire aimed to capture satisfaction with and perceptions of the public institution as it exists today, as well as to pinpoint unmet or undermet needs. Data shared for – and trends uncovered by – this survey influenced topics probed in the focus group step of community engagement activities. Survey input also directly informs many of the LSCG consulting team’s short- and long-term recommendations for CCLS.

In total, **846** residents participated in the 25-question exercise. This number significantly outpaces the consulting team’s stated minimum threshold of:

(#1) 500 completed response sets or

(#2) 1% of the library’s legal service area as defined by IMLS (119,993).

Notes:

- Respondents were ensured anonymity to encourage candor and a high response rate. However, questions and answer sets – including anonymous free-form responses to qualitative questions – can be provided to Catawba County Library Systems’ management separately upon request.
- Strong response rates notwithstanding, the broad distribution strategies employed preclude a truly “scientific,” statistically generalizable analysis of data.
- Prior to analysis, Library Strategies isolated and removed 66 entries for one or more of the following reasons: duplicate submission; incomplete entry; “straight lining” through matrix questions or other marker of inattention; and/or spam. SurveyMonkey’s in-built SurveyMonkey Genius tool streamlined and validated this identification.

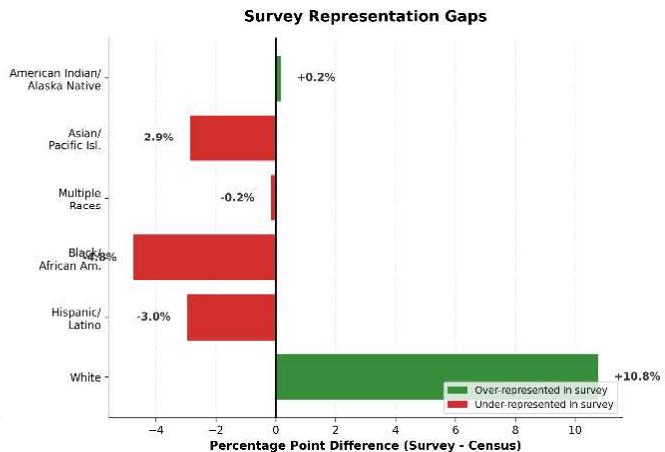
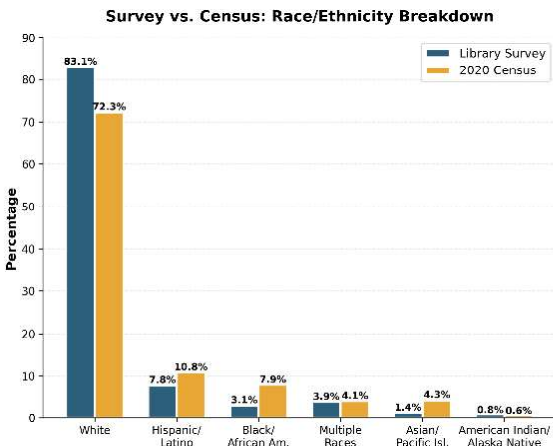
DEMOGRAPHICS / CHARACTERISTICS

Seventy-eight percent of respondents (656 ct.) self-report visiting Catawba County Library System at least once a month, and so can safely be termed *regular users*. In contrast, about 9.4% (79) of survey-takers report that they “Never” or “Rarely” visit the libraries. The remainder fall somewhere in between.

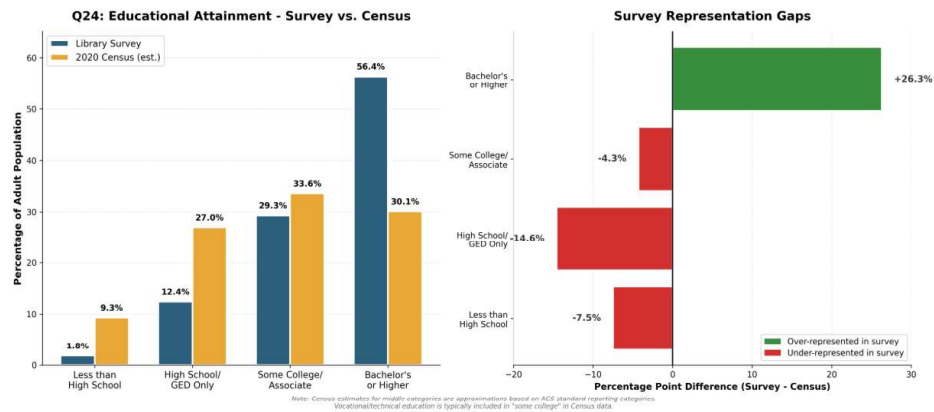
This uneven distribution pattern is not surprising. CCLS’s heaviest users and biggest boosters are almost by definition easier for the Library to reach with an exercise like this one. However, surveying skip logic (see also: Q2) and data tagging allow us to determine if/where opinions meaningfully diverge based on a respondent’s self-reported library usage patterns.

That can also be said for other demographic characteristics. Participation rates were reasonably even among generational cohorts, excepting retirees aged 70+ (who are overrepresented at 23.8% of the total data set) and teenagers (who compose 4.1% of the whole).

The data skews female, with women accounting for 79% of all respondents. The respondent pool also diverges from the demographic composition of Catawba County in two other respects. Black / African American respondents compose only 3.1% of survey-takers but make up 7.9% of the population, according to recent U.S. Census estimates. Conversely, white residents are over-represented by 10.8 percentage points.



Highly educated residents (holding an undergraduate degree or higher) are overrepresented in the sample set at 56.4% of the whole.



Despite those imbalances in the raw data set, we believe that such a large respondent pool still allows us to extrapolate trends and perceptions with reasonable accuracy.

QUESTION-BY-QUESTION BREAKDOWNS

Notes:

1. Question-by-question breakdowns are in some cases reordered, and in others joined together, for best flow and minimal redundancy.
2. Themes and takeaways captured here represent dominant sentiments unless specifically noted otherwise.
3. Direct quotes are used when particularly illustrative and representative of more general sentiments, but always in quotation marks.

Q3/4. Which library location do you visit most often?

Location	Count	Percentage
Main Library (Newton)	222	28.9%
Sherrills Ford-Terrell Branch	130	16.9%
St. Stephens Branch	114	14.8%
Southwest Branch	92	12.0%
Claremont Branch	65	8.5%
Conover Branch	63	8.2%
Maiden Branch	45	5.9%
Library to Go (mobile)	34	4.4%
Long View Town Hall	3	0.4%
TOTAL	768	100.0%

**Counts exclude respondents who skipped Q6, as well as surveys ruled to be invalid or incomplete (see pg. 2 – notes section). The same applies to all other question syntheses in this executive summary.*

Q2. You indicated that you rarely or never use CCLS or its online resources. Please share why. Check all that apply.

When asked why they do not visit CCLS, nearly half of nonusers and sporadic visitors (41.7%, 20 ct.) stated that they find all they require through the open internet. In similar fashion, 33.3% (16 ct.) state that they simply don't *need* a library.

Rounding out the list of reasons cited, 22.9% (11 ct.) prefer to buy and own their own books (and/or other materials), and 14.6% (7 ct.) *each* a) use another library system, ordinarily Hickory, b) say the nearest CCLS branch is too far away, or c) do not visit because their children have “aged out.”

In the open-ended section of this question, a half dozen residents identified a different primary reason for their nonuse: simply being too busy (i.e. a factor that has little to do with the Library and is beyond the organization's direct control).

Q5. How do you find out information about the Library? (Check all that apply.)

When asked how they stay alerted about resources, happenings, and other opportunities offered through CCLS, a majority indicated reliance on the library's own communications channels. Specifically, patrons benefit from a multi-modal messaging strategy blending digital, physical and in-person means, with none necessarily predominating. Survey-takers find information: directly from library staff (22.5%), the County's website (18.1%), flyers at the branches (15.2%), social media (9.4%), print newsletters (8.6%), and weekly email bulletins (8.0%).

Word of mouth from neighbors, local friends, co-workers, etc. is also a vital consideration (9.0%).

Q5 In the last two years, for what reasons have you used the library?

A majority of survey respondents who visit CCLS do so - at least in part - for traditional, transactional reasons. Seventy-six percent (584 ct.) check out physical materials, and 60.3% (464 ct.) enjoy or find value in browsing the available collections.

Also high among the offerings listed on the survey (> 25%), and in descending order, patrons report using the Library:

- for e-books or e-audiobooks (34.6%, 266 ct.)
- for print/copy/fax/scan services (31.6%, 243 ct.)
- to attend an adult program (30.2%, 232 ct.)
- to use WiFi or on-site computers (28.3%, 218 ct.)
- to attend a children's / family program (26.9%, 207 ct.)

In addition, 14 respondents took the opportunity to expand the list provided with free-form answers. Repeated themes include voting/elections (11.8%), fitness/wellness programs (9.2%), and community services like tax assistance or literacy tutoring (9.2%).

Q7. How satisfied are you with the following [operational] aspects of the CCLS branch you use most often? Q8. Share more information about your responses to the previous question.

Feedback on this key question offers a high level but meaningful "report card" on the Library's overall performance as judged by the public. With a survey sample set this size, Library Strategies flags areas that meet or pass the 4% threshold for dissatisfaction, and is *most* interested in areas that exceed the 8% yardstick.

In Q7, survey-takers rated 11 aspects of CCLS operations ranging from physical areas (ex., meeting rooms, study areas), to hours of operation, to building cleanliness and perceived safety. On a system level, four characteristics of the Library surpassed the 4% benchmark.

	Dissatisfied	Very Dissatisfied	Total Discontent	% Discontent
Restrooms	34	17	51	6.9

Facility (Overall)	28	7	35	4.8
Online Catalog	26	7	33	4.6
Hours of Service	22	9	31	4.1

1. RESTROOMS (overall: 51 people dissatisfied, 23 comments)

Noteworthy: St. Stephens = 42%; Main Library = 38%

Respondents regularly describe restrooms as "dirty," "unkempt," "neglected," and "outdated," with some stating the conditions are so bad they avoid using them (and by extension, do not linger at the Library when avoidable). Family restroom options are a particular pinch point.

2. FACILITY OVERALL (overall: 35 people dissatisfied, 22 comments)

Noteworthy: St. Stephens = 29.4%; Main Library = 23.5%, Sherrills Ford-Terrell = 17.6%, Southwest = 11.8%

The Newton Main Library building is frequently described as well used but well-worn, and therefore in need of capital reinvestments. Comments highlight broken infrastructure (elevators, air conditioning, running toilets), inadequate parking during events, unsafe exterior lighting, and furniture that is dirty, run-down or uncomfortable.

3. ONLINE CATALOG (overall: 33 people dissatisfied, 21 comments)

Noteworthy: Sherrills Ford-Terrell = 28.1%, Main Library = 25%, Claremont = 12.5%, Southwest = 12.5%

Users find the online catalog and website "not user friendly," "hard to navigate," and lacking basic features like category browsing, searchable calendars, and mobile app functionality. Multiple respondents report persistent technical problems including inability to access accounts, difficulty changing usernames, broken/circular search functions, and a catalog interface that is frustratingly "basic" compared with other library systems.

4. HOURS OF SERVICE (overall: 31 people dissatisfied, 37 comments)

Noteworthy: Claremont = 43.3%, Main Library = 23.3%, Sherrills Ford-Terrell = 13.3%

Patrons desire earlier opening times (i.e. before noon), later closing (past 5-6 p.m. for the benefit of residents with '9-5' jobs), Monday availability at branches currently closed, and Sunday hours systemwide. The most common frustration is inconsistent branch hours, making it difficult to remember when locations are open.

Q9. How would you rate overall customer service at the branch you visit most often?

Q10. In particular, how satisfied with their friendliness, helpfulness, expertise and availability?

On balance, patrons are extremely pleased with the customer service they receive from front-line staff, with more than 85% of those who expressed an opinion judging it "excellent." Only two respondents out of 760 rate their experiences as poor.

Survey-takers are likewise highly satisfied with the four “components” of customer service – though availability trails modestly behind the rest.

	Very Satisfied	Satisfied	Neutral Opinion	Dissatisfied	Very Dissatisfied
Friendliness	633 (86.5%)	76 (10.4%)	14 (1.9%)	6 (0.8%)	3 (0.4%)
Helpfulness	643 (88.2%)	72 (9.9%)	8 (1.1%)	4 (0.5%)	2 (0.3%)
Expertise	609 (84.9%)	85 (11.9%)	14 (2.0%)	6 (0.8%)	3 (0.4%)
Availability	601 (82.7%)	92 (12.7%)	19 (2.6%)	12 (1.7%) *	3 (0.4%) *

** For the most part, dissatisfaction is localized to Sherrills Ford-Terrell and Main (Newton), representing 42.9% and 21.4% respectively. For every other branch, no more than one self-identified user marked themselves as dissatisfied.*

[CONTINUED]

Q12. How satisfied are you with the following aspects of Catawba County Library’s collections and resources?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use / NA
Books for Adults	364 (56.2%)	221 (34.1%)	40 (6.2%)	19 (2.9%)	4 (0.6%)	76 (10.5%)
Books for Teens	148 (50.5%)	77 (26.3%)	49 (16.7%)	12 (4.1%)	7 (2.4%)	383 (56.7%)
Books for Children	218 (59.2%)	99 (26.9%)	38 (10.3%)	7 (1.9%)	6 (1.6%)	316 (46.2%)
Large Print Items	171 (47.1%)	113 (31.1%)	65 (17.9%)	10 (2.8%)	4 (1.1%)	323 (47.1%)
Magazines/Newspapers	158 (46.5%)	103 (30.3%)	66 (19.4%)	9 (2.6%)	4 (1.2%)	341 (50.1%)
Audiobooks	163 (44.7%)	118 (32.3%)	62 (17.0%)	15 (4.1%)	7 (1.9%)	314 (46.2%)
Movies	187 (50.5%)	124 (33.5%)	47 (12.7%)	7 (1.9%)	5 (1.4%)	309 (45.5%)
eBooks / eAudiobooks	196 (45.0%)	155 (35.6%)	53 (12.2%)	26 (6.0%)	6 (1.4%)	240 (35.5%)
Databases	209 (49.1%)	134 (31.5%)	72 (16.9%)	6 (1.4%)	5 (1.2%)	257 (37.6%)
Technology for Checkout	178 (56.2%)	71 (22.4%)	61 (19.2%)	6 (1.9%)	1 (0.3%)	364 (53.5%)
Other Items for Checkout	127 (50.4%)	54 (21.4%)	63 (25.0%)	7 (2.8%)	1 (0.4%)	422 (62.6%)
Resources – Not English	102 (43.6%)	59 (25.2%)	54 (23.1%)	15 (6.4%)	4 (1.7%)	438 (65.2%)
Reference Materials	119 (47.8%)	61 (24.5%)	61 (24.5%)	4 (1.6%)	4 (1.6%)	429 (63.3%)

As noted above, Library Strategies concentrates attention on areas that meet or pass the 4% threshold for dissatisfaction – and is *most* interested in areas that exceed the 8% yardstick. Once again, CCLS scored generally high marks. Out of thirteen areas, none hits the 8% threshold and only four surpass the 4% marker. Those are as follows:

1. Resources in Languages Other Than English: 8.1% (19 people)

Catawba County's increasingly multiethnic and multicultural character is not proportionately / satisfactorily reflected in the Library's collections, according to these respondents.

2. eBooks & e-Audiobooks: 7.3% (32 people)

Where it exists, dissatisfaction with e-resources is often more nuanced but generally traceable to one or several of the following factors:

A. Long wait times for popular titles

Representative Comment: "I am not excited about the discontinuation of hoopla. I can never find the books I wanna read on Libby and when I can they are generally on a 15-week waiting list. By the time I get off the waiting list I'm not interested anymore."

B. Hoopla discontinuation

Representative Comment: "It is a disservice that Hoopla is being taken away from us taxpayers without any input on our preferences. The way it was announced during Christmas holidays was terrible- almost like you are avoiding angry people. This is just downright dirty of this town."

C. Limited selection/availability

Representative Comment: "I have found the digital resources lacking, as compared to my experience at my previous library. There are not as many titles available. And what titles are available have few copies, resulting in months-long wait times."

D. Technical difficulties

Representative Comment: "Online catalog needs a category search. It's hard to just browse without already knowing what you are looking for."

3. Books for Teens: 6.5% (19 people)

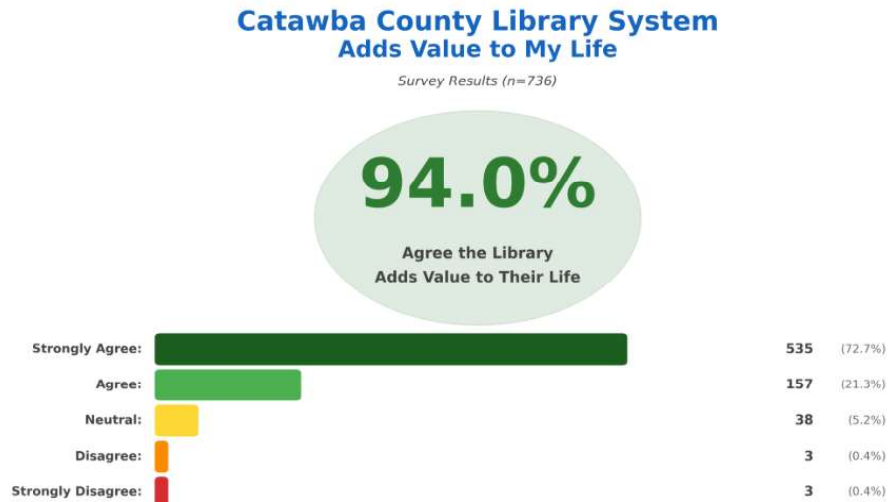
Open-ended comments offer little elaboration on this point, but qualitative feedback provided elsewhere in the survey strongly suggests that limited selection and comparatively modest ebook offerings are likely contributing factors.

4. Audiobooks (Physical): 6.0% (22 people)

Where audiobooks (excluding e-audiobook loans) are mentioned, users point to a limited selection, acquisition that trails behind popular trends / public expectations, and occasionally

damaged items. Where it is felt, this pinch point may be exacerbated by the removal of Hoopla services.

Q14. Please indicate the level to which you agree with this statement: Catawba County Library System adds value to my life.



Ninety-four percent of survey takers agree that CCLS adds value to their lives, and nearly three quarters (72.7%) "strongly agree" with that assertion. Less than 1% of survey takers disagree with the sentiment.

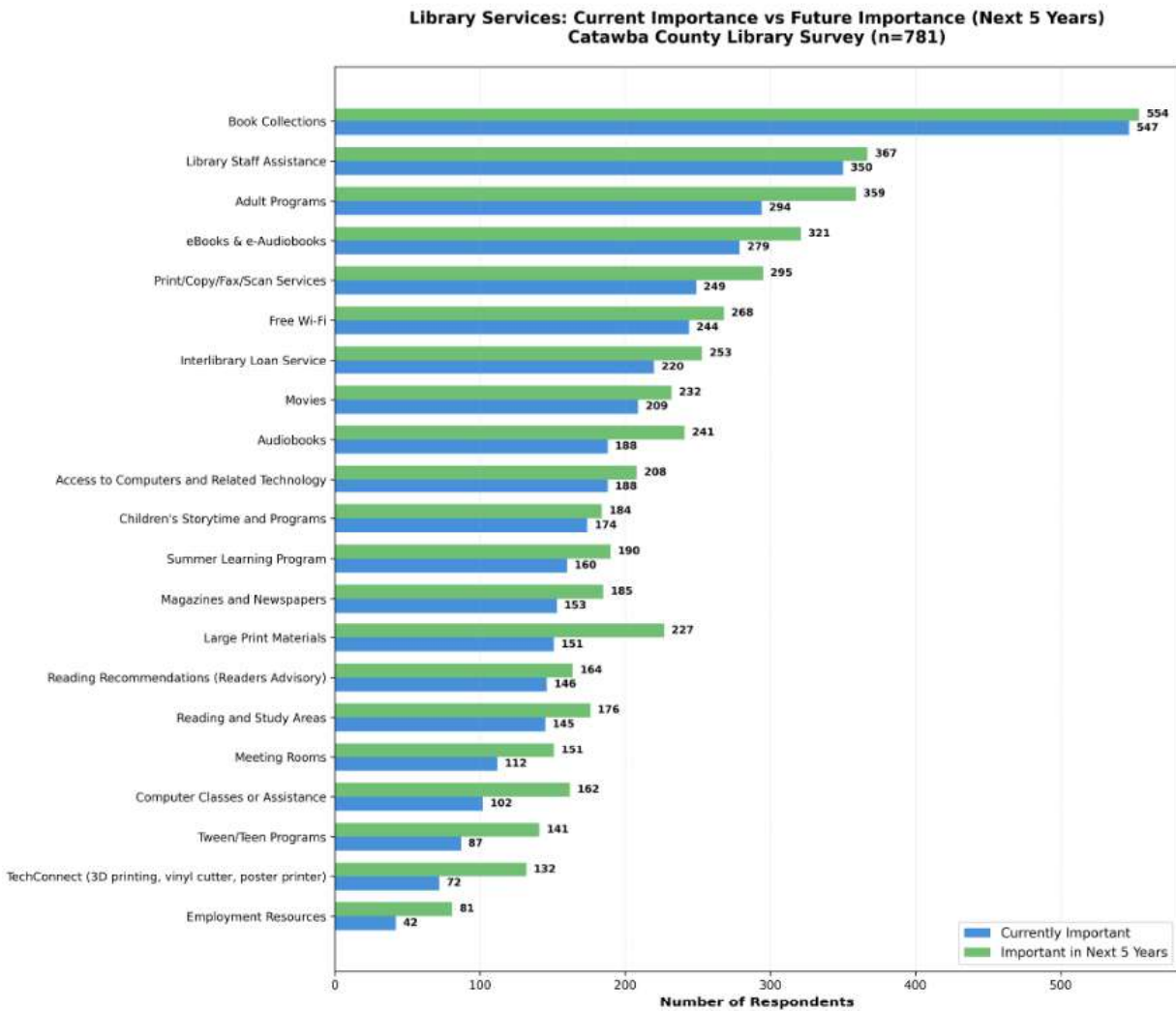
Q11 Please indicate which of the following library services are CURRENTLY important to you or your family.

Q15. Please indicate which of the following Library services you expect to be important to you or your family in the NEXT FIVE YEARS. (Check as many as apply.)

It is instructive to compare and contrast these two questions. The first is reasonably straightforward, assessing what resources and services patrons value *today*. However, the second asks the respondent to forecast their needs into the future based on any variables or rationale that occurs to them. While future predictions and aspirations are not an ironclad bellwether for future usage, this is a useful exercise for gauging general patterns.

In total, these paired questions ask after 21 markers of library service. **Notably, interest in NONE is anticipated to slacken between 2026 and 2031. Variability is only in the *rate* of aggregate anticipated *increase*.**

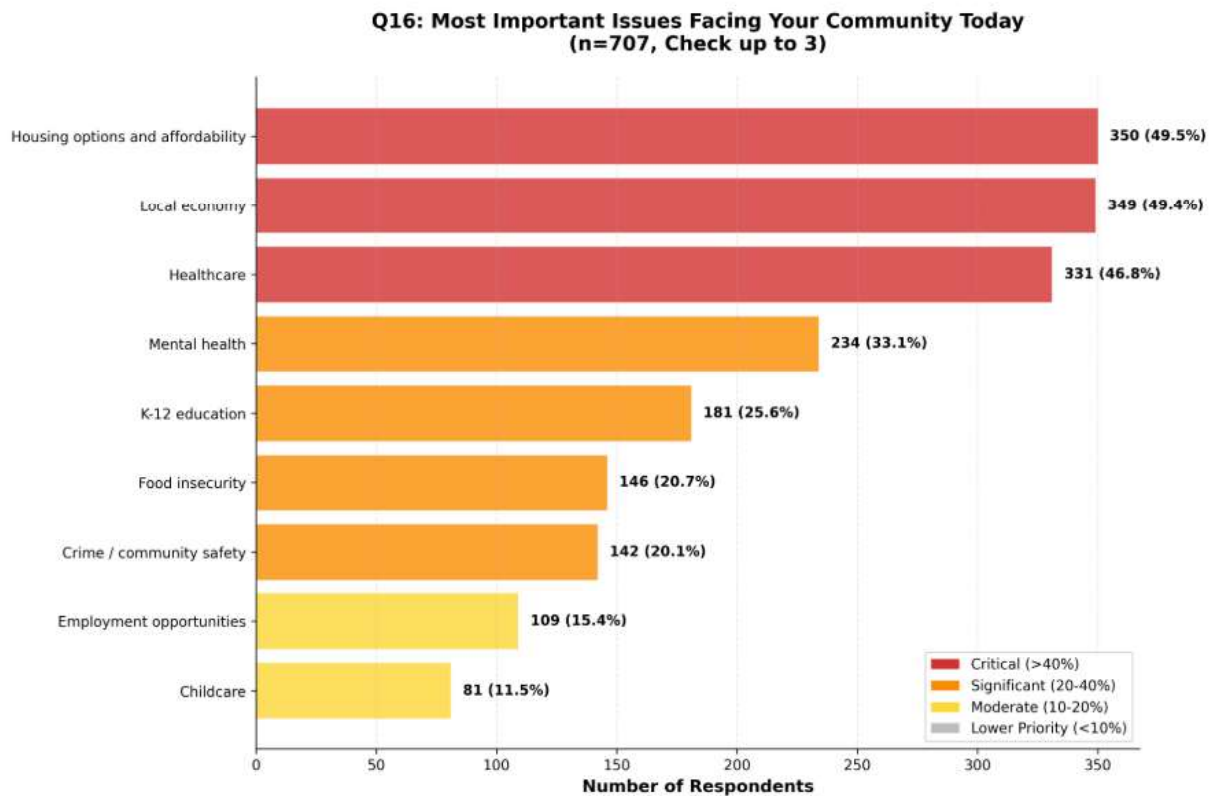
Rank	Service	Current Importance (Q11)	Future Importance (Q15)	Absolute Change	Percent Change
1	Employment Resources	42	81	39	92.9%
2	TechConnect	72	132	60	83.3%
3	Tween / Teen Programs	87	141	54	62.1%
4	Computer Classes / Assistance	102	162	60	58.8%
5	Large Print Materials	151	227	76	50.3%
6	Meeting Rooms	112	151	39	34.8%
7	Audiobooks	188	241	53	28.2%
8	Adult Programs	294	359	65	22.1%
9	Reading and Study Areas	145	176	31	21.4%
10	Magazines and Newspapers	153	185	32	20.9%
11	Summer Learning Program	160	190	30	18.8%
12	Print /Copy/Fax/Scan Services	249	295	46	18.5%
13	eBooks & e-Audiobooks	279	321	42	15.1%
14	Interlibrary Loan Service	220	253	33	15.0%
15	Reading Recommendations	146	164	18	12.3%
16	Movies	209	232	23	11.0%
17	Computers + Tech Access	188	208	20	10.6%
18	Free Wi-Fi	244	268	24	9.8%
19	Children's Programs	174	184	10	5.7%
20	Library Staff Assistance	350	367	17	4.9%
21	Book Collections	547	554	7	1.3%



As the graph and chart representations illustrate, survey-takers anticipate a nearly two-fold increase in their need for employment resources. If the data is taken at face value, CCLS can also expect a 50%+ increase in demand and usage for TechConnect, tween/teen programs, computer assistance, and large print materials. Two additional resource categories may see a 25%+ uptick, according to the questionnaire: meeting rooms (34.8%) and audiobooks (28.2%).

Note: Both Q11 and Q15 were structured as optional. Q11 netted 727 responses while Q15 saw 706 (a drop from 93.1% to 90.4% of the data set). This is likely due to 'survey fatigue' experienced by a subset of respondents as they encountered the final questions. While the difference is not statistically problematic, it bears noting that this 2.7% difference means that the projections for library needs "IN FIVE YEARS" are, if anything, slightly underrepresented.

Q16. In your opinion, what are the most important issues facing your community today? [Check up to 3 options.]



Analysis of need areas selected by $\geq 20\%$ of survey takers:

1. HOUSING CRISIS - 350 people (49.5%) | Residents regularly struggle with housing affordability and availability.

Library Intersections: Housing resources, rental assistance information, homebuyer education programs, connecting people to social services.

2. ECONOMIC ANXIETY - 349 people (49.4%) | General economic uncertainty pervades the County's communities. Specifics range from job security to the rising cost of groceries and utilities.

Library Intersections: Financial literacy programs, employment resources, small business support, free access to economic opportunity tools.



3. HEALTHCARE ACCESS - 331 people (46.8%) | Nearly half of residents reporting express concern about healthcare availability, affordability, and quality.

Library Intersections: Health information resources, insurance navigation assistance, telehealth access points, medical database access.

4. MENTAL HEALTH - 234 people (33.1%) | One third of questionnaire respondents recognize growing mental health needs in the community (for self, family or others).

Library Intersections: Mental health resources, support group meeting spaces, wellness programs, reducing stigma through education.

5. K-12 EDUCATION - 181 people (25.6%) | One in four respondents are concerned about school quality, resources, and outcomes.

Library Intersections: Homework help, tutoring programs, after-school activities, summer learning to prevent “seasonal slide.”

6. FOOD INSECURITY - 146 people (20.7%) | One in five survey takers are concerned about access to nutritious, affordable food (for self, family or others).

Library Intersections: Food resource information, nutrition programs, community fridge partnerships, eliminating fines that create barriers.

7. CRIME/COMMUNITY SAFETY - 142 people (20.1%) | Public safety concerns (real and perceived) affect community character, connectedness, and quality of life.

Library Role: Safe community gathering space, positive youth programs, neighborhood watch information, security presence.

[CONTINUED]

Note: CCLS's concluding questions, Q17-19, are open ended in their format. Qualitative, "write in" prompts like this almost uniformly generate fewer responses than do checkbox, rating, ranking, or other closed-ended question types. Consequently, the response syntheses below reflect fewer participants:

- Q17: 233 responses (29.8%)
- Q18: 345 responses (44.2%)
- Q19: 232 responses (29.7%)

Q17 What Library services, programs, or resources do you want that are not currently offered?

Top Five Themes:

1. CLASSES / WORKSHOPS (32 mentions, 13.7%)

Key Need: Language learning (especially English/ESL) and computer literacy training

2. MORE PROGRAMS (GENERAL/ADULT) (29 mentions, 12.4%)

Key Need: Adult programs on health/wellness + timely topics beyond current portfolio

4. MORE eBOOKS / DIGITAL RESOURCES (20 mentions, 8.6%)

Key Need: More digital titles, shorter wait times, broader ebook selection

5. EXTENDED HOURS / SUNDAY HOURS (18 mentions, 7.7%)

Key Need: Evening hours for working people, Sunday hours, extended weekday hours

6. CHILDREN/YOUTH SERVICES (9 mentions, 3.9%)

Key Need: Homework help, tutoring, expanded youth programming

[CONTINUED]

Q18. What do you think the Library's top two or three priorities should be over the next few years?

Rank	Theme	Count	% of Q18 Responses	Priority Tier
1	Books / Collections	122	35.4%	Top Tier
2	Community Space / Engagement	72	20.9%	High Priority
3	Children / Youth Services	66	19.1%	Priority
4	Programs / Activities	64	18.6%	Priority
5	Staff / Customer Service	60	17.4%	Priority
6	Classes / Education / Training	58	16.8%	Priority
7	Technology / Digital Access	53	15.4%	Priority
8	Hours / Accessibility	47	13.6%	Priority
9	Facilities / Physical Space	46	13.3%	Priority
10	eBooks / Digital Resources	35	10.1%	Priority
11	Employment / Workforce Services	25	7.2%	
12	Diversity / Intellectual Freedom	16	4.6%	
13	Large Print / Senior Services	4	1.2%	
14	Spanish Language Services	4	1.2%	

Details:

1. Books / Collections (122, 35.4%) - Maintain and expand physical book collections with current bestsellers, award winners, large print for seniors, and Spanish-language materials while resisting book bans and censorship.

2. Community Space / Engagement (72, 20.9%) - Transform the library into a safe community gathering place that connects people to social services, fosters civic engagement, and serves as neutral common ground.

3. Children / Youth Services (66, 19.1%) - Expand early literacy programs, storytimes, supplemental education resources, and parent engagement initiatives while extending programming to underserved middle and high school students.

4. Programs / Activities (64, 18.6%) - Offer diverse educational and entertaining community programs including Holocaust-style educational programming, live animal events, and conservation/climate change topics.

5. Staff / Customer Service (60, 17.4%) - Maintain and celebrate the excellent, friendly, helpful staff who create welcoming atmospheres and provide the human connections that make libraries "a place you want to be."

6. Classes / Education / Training (58, 16.8%) - Provide English language classes for adults, computer literacy training, financial education, and workforce development workshops to build community skills and economic opportunity.

7. Technology / Digital Access (53, 15.4%) - Ensure free WiFi and computer access for those without home internet, provide technology education to navigate the digital world, and maintain cutting-edge equipment as economic survival tools.

8. Hours / Accessibility (47, 13.6%) - Expand operating hours to evenings and weekends to serve working families and ensure equitable access for those with non-traditional schedules.

9. Facilities / Physical Space (46, 13.3%) - Address building maintenance needs, create more meeting rooms and study spaces, improve accessibility (especially Conover's third-floor location), and consider new facilities where needed (Southwest).

10. eBooks / Digital Resources (35, 10.1%) - Increase digital collection budgets to reduce wait times, add more copies of popular titles, expand selection breadth, and find alternatives to compensate for Hoopla's discontinuation.

11. Employment / Workforce Services (25, 7.2%) - Provide job search assistance, resume help, career counseling, and skill training to support community members navigating economic challenges and career transitions.

12. Diversity / Intellectual Freedom (16, 4.6%) - Actively resist book bans and censorship, maintain diverse collections despite political pressure, and defend the democratic principle that *"a few shouldn't determine what everyone reads."*

13. Large Print / Senior Services (4, 1.2%) - Expand large print book collections and senior-specific programming to serve the aging population's growing needs.

14. Spanish Language Services (4, 1.2%) - Hire bilingual staff, expand Spanish-language collections, and offer Spanish-language programs to serve the county's growing Hispanic/Latino community.

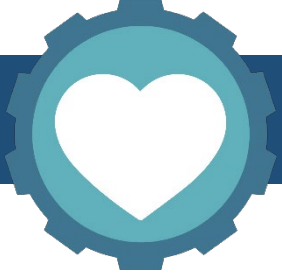
Q19. Please share any other comments that will help plan the future of Catawba County Library System. What else would you like to tell us about the Library?

Q19 offered survey-takers a final chance to introduce ideas, concerns or other feedback that was not contributed in response to an earlier, more targeted prompt. Most survey-takers took it as an opportunity to rearticulate pain points or ambitions already mentioned elsewhere. Still more used Q19 as a platform to express gratitude to CCLS and its staff for all they *already* do and offer.

Rank	Theme	Count	% of Responses	Theme Type
1	General Satisfaction	92	39.7%	Positive/Gratitude
2	Staff Excellence	51	22.0%	Positive/Gratitude
3	Request for Services	48	20.7%	Request/Suggestion
4	Gratitude / Praise	40	17.2%	Positive/Gratitude
5	Branch-Specific Issues	36	15.5%	Mixed/Other
6	Collections	29	12.5%	Request/Suggestion
7	Programs / Classes	28	12.1%	Request/Suggestion
8	Hoopla / Digital Concerns	16	6.9%	Concern/Issue
9	Specific Staff Member Praise	15	6.5%	Positive/Gratitude
10	Facilities / Building Issues	11	4.7%	Concern/Issue
11	Hours / Access	9	3.9%	Mixed/Other
12	Genealogy / Local History	3	1.3%	Mixed/Other
13	Noise / Quiet Space Issues	2	0.9%	Concern/Issue

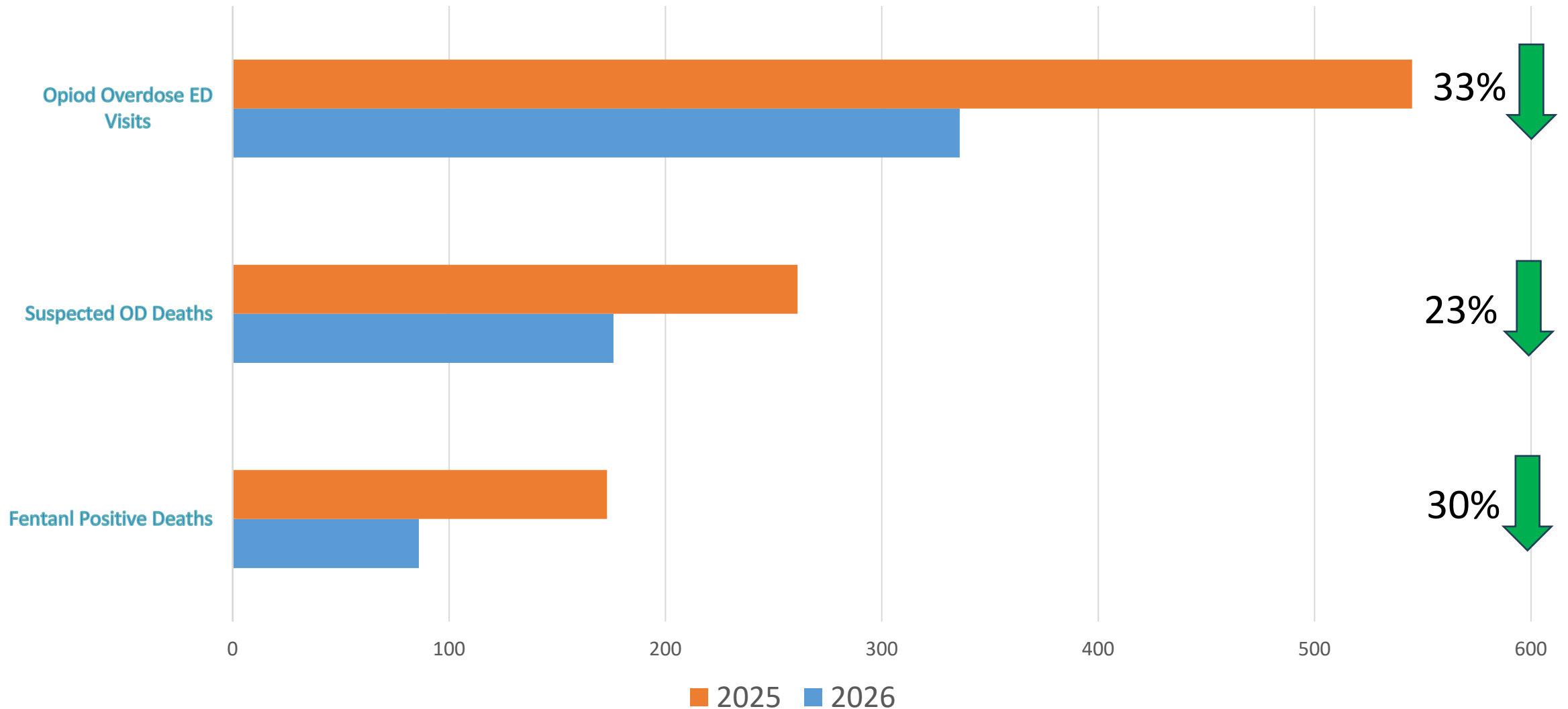


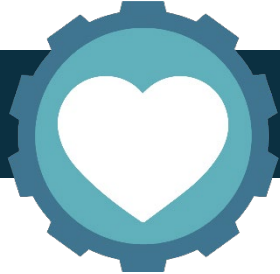
Catawba County Opioid Response



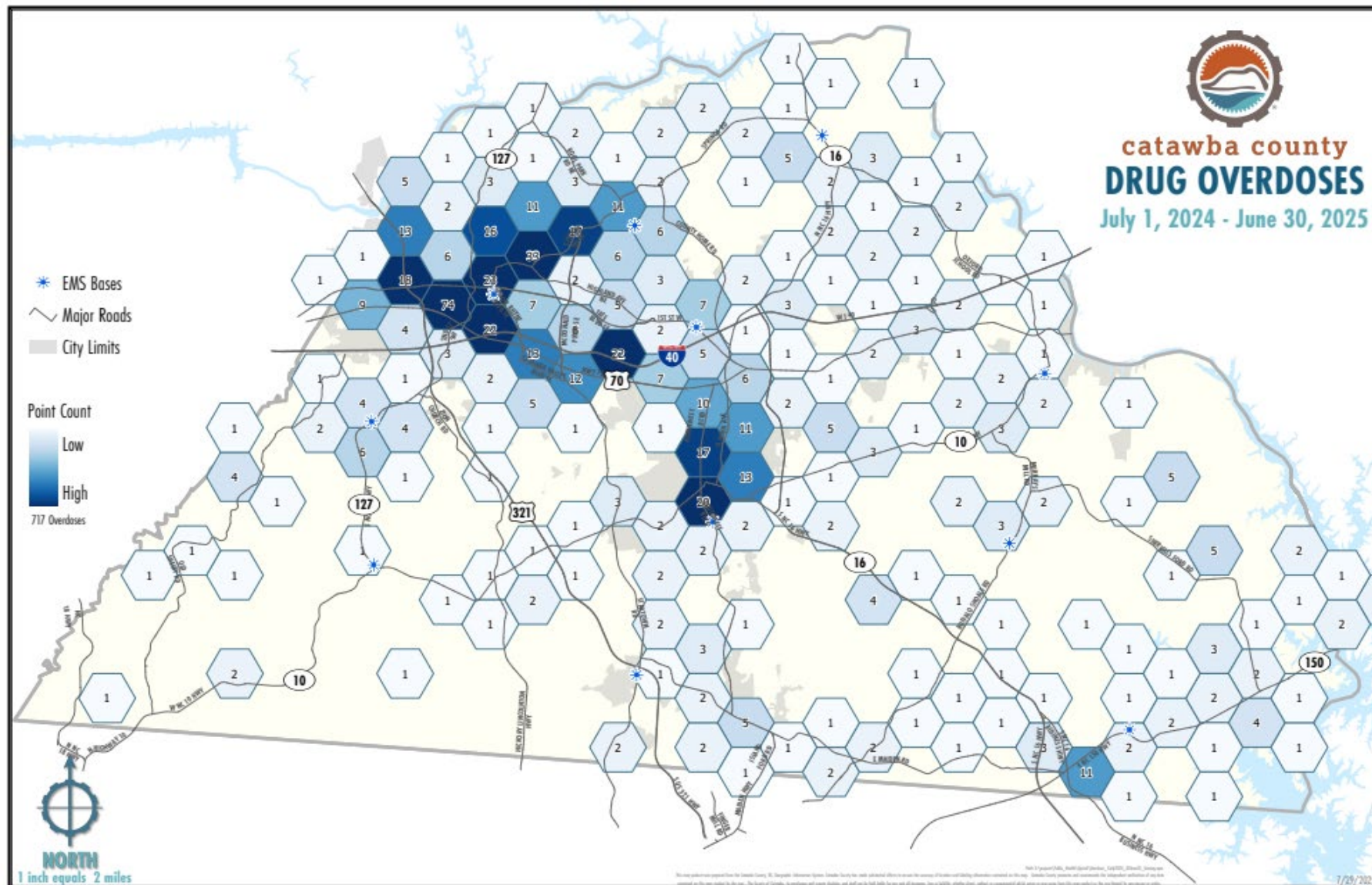
North Carolina Overdose Surveillance Data

NC Overdose Data June 2025/2026





Emergency Overdose Response



Strategies

Collaboration

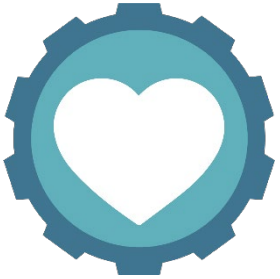
Resource & Capacity Building

Education & Development

Sustainability



Catawba County Recovery Resource Landscape



EMS Based Post Overdose Response Team

MAT & Peer Support in Detention Center

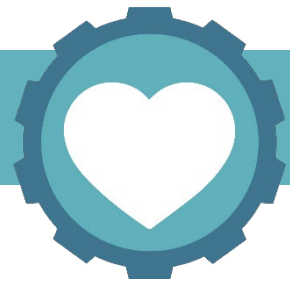
Recovery Courts (Veterans, Adult, Family & Juvenile)

Law Enforcement Assisted Diversion (LEAD)

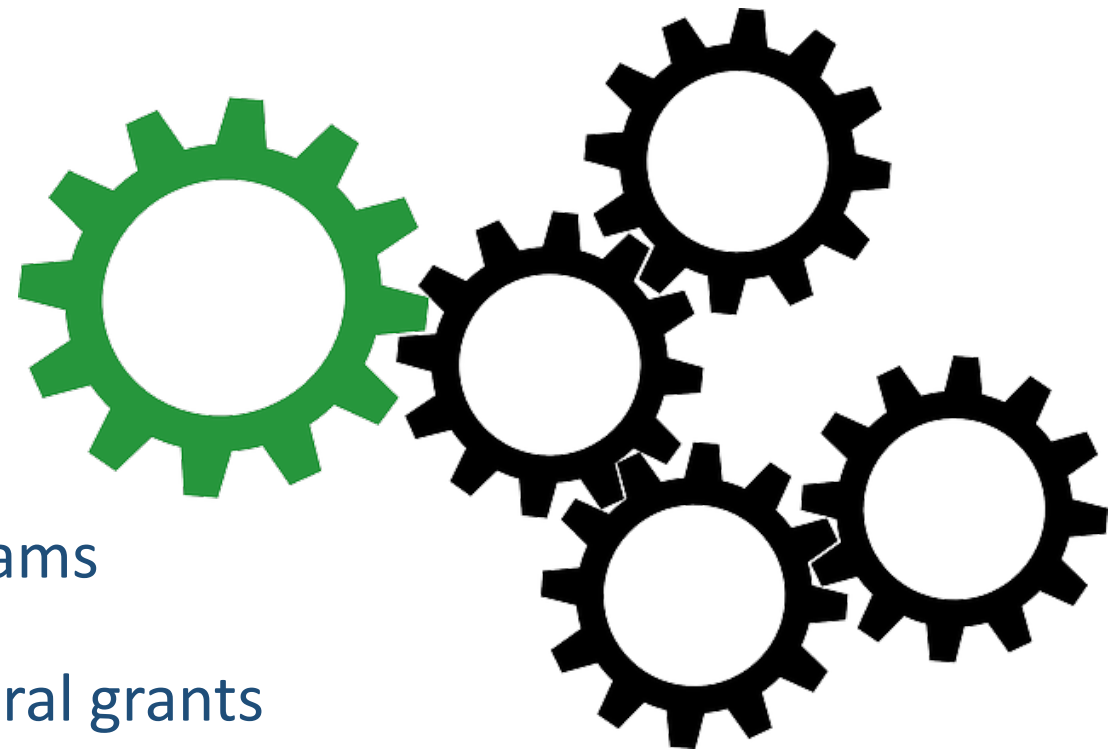
Recovery Focused Providers and Partners

Full Support, Trust & Clear Vision from Leadership

What's Happening in Catawba County

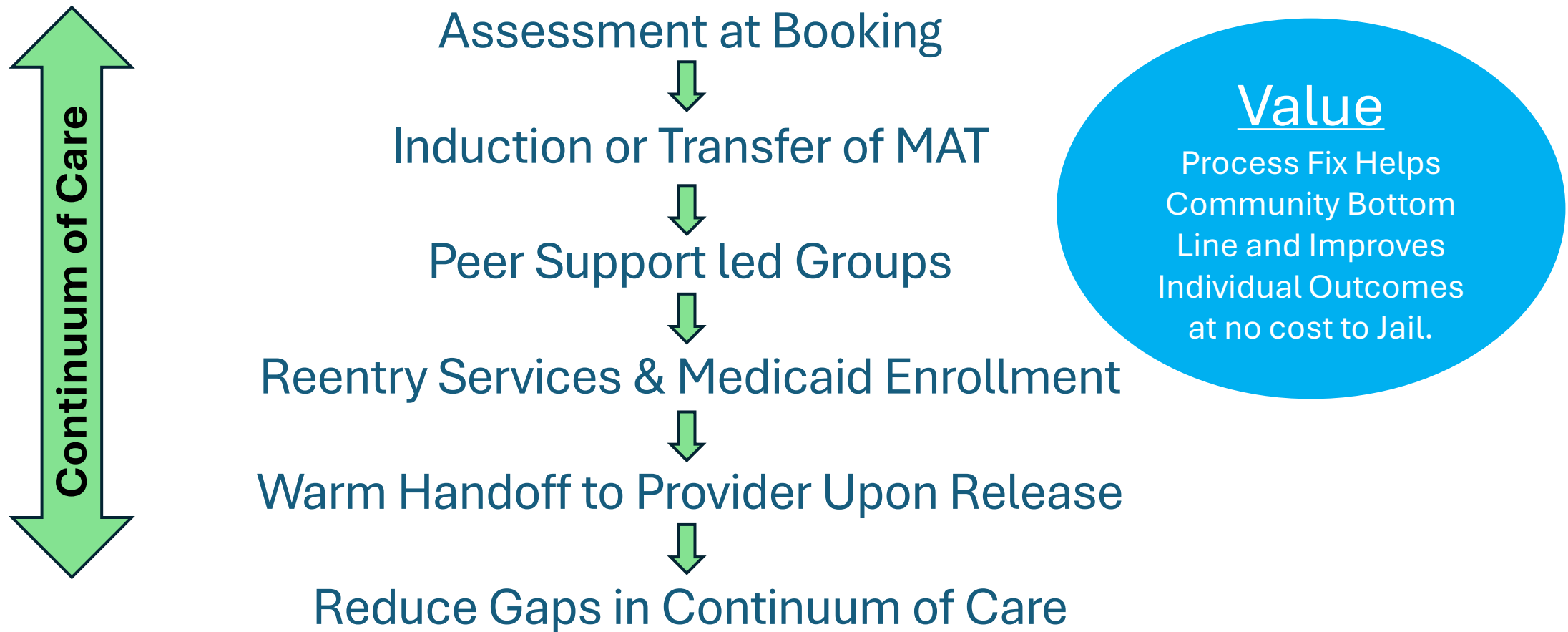


- Building collaboration and resource networks
- Training, education and development
- Increasing access to Narcan at No Cost
- REACH - Overdose Response Team PSA
- Jail Medicaid Enrollment Program
- Comprehensive Jail MAT and Reentry Programs
- Researching and applying for state and federal grants
- Partnering with LRU for Recovery Landscape Gaps Analysis



Jail MAT & Reentry Program

Comprehensive MAT/Reentry Program



Jail MAT/Reentry Treatment Team



- Treatment Team: CCSO, Mediko, REACH, TCC, Partners and CVH
- Inmates who choose to participate in MAT get referred to TCC.
- TCC working with inmates with Dual Diagnosis MH/SUD.
- Partners working with inmates with MH diagnosis.
- CVH working with Reentry resources and SUD inmates
- REACH: Referral option on kiosks and tablets for easy referral process, Adam sends list for inmates he wants to meet with weekly.
- Extra contact points for REACH participants.

Jail Medicaid Enrollment Update

Results of referrals	June 2026	YTD since 4/19/24
Total Referrals	12	260
Already receiving Medicaid	8	131
Refused to apply	2	69
Applications submitted for Medicaid	1	55
Waiting to meet with inmate	0	0
Outcome of applications	June 2026	YTD since 4/19/24
Approved	1	46
Denied	0	9
Pending	0	N/A
Sent to other county of residence	0	5

National Recognition at NACCHO

Catawba County Public Health was selected as a recipient of the ***Promising Practice award by the National Association of County and City Health Officials (NACCHO)***.

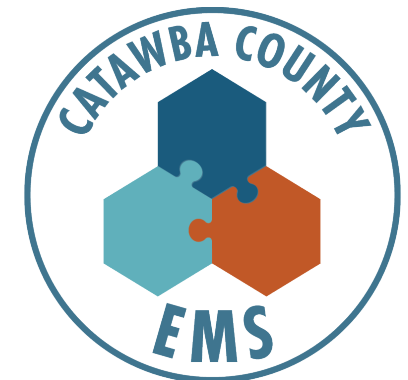
This recognizes the interdepartmental collaboration among Public Health, Social Services and Detention Center, as well as the contribution of the County's Opioid Coordinator.

This project helps people who are being released from incarceration access needed health care services, including drug treatment, and guide them through setting and meeting goals that help them be more successful when they return to the community.



EMS Mobile Integrated Health Grant

- Awarded \$195,000 to expand REACH Program & Services
- Outstanding interdepartmental teamwork for application
- Full Time Peer Support Specialist
- Motivational Interviewing Training for all EMS
- Technology, including 1 year of Goldie
- REACH Supplies, training, etc.



REACH
RESOURCE FOR ADDICTION AND COMMUNITY HEALTH



Catawba County Addiction Medicine Summit

ADDICTION MEDICINE SUMMIT

Thursday, October 23

Moretz Mills, 74 8th St SE, Hickory, NC 28602



CATAWBA VALLEY
HEALTH SYSTEM

Welcoming our Lead Presenter:
Stephen Holt, MD, MS, FACP,
FASAM, Yale School of Medicine



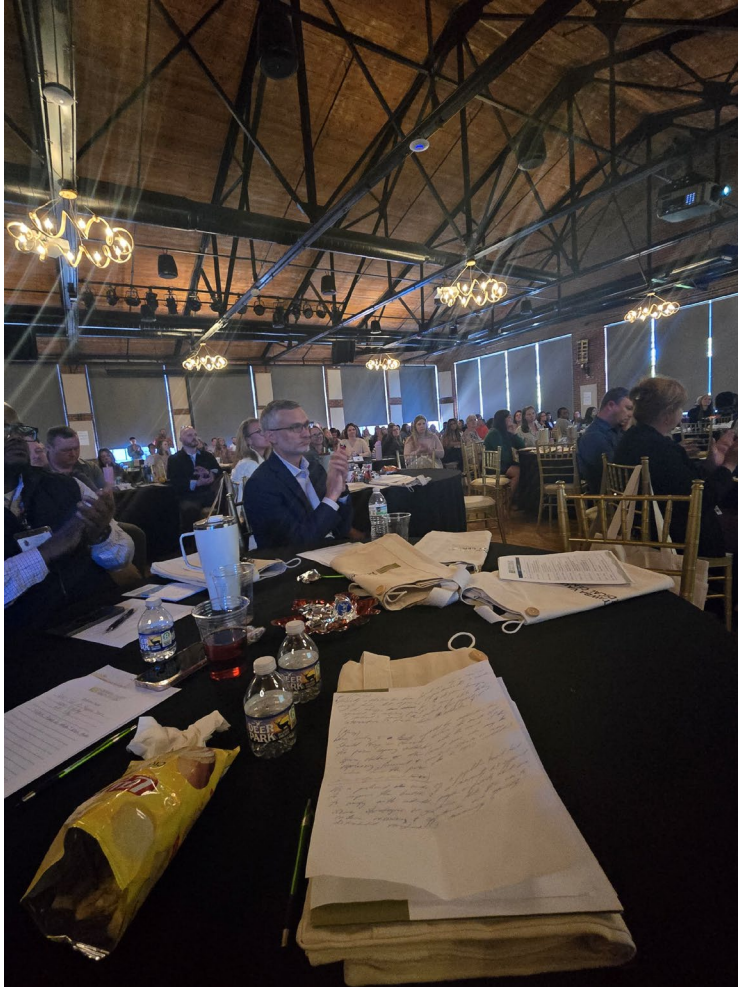


Addiction Medicine Summit



- October 23rd, 2025 at Moretz Mills
- 6 CMEs in person and 2 CMEs pre-conference (optional)
- This satisfied 8-hour CME requirement for DEA every 2 years
- 162 Attendees - nurses, physicians, students
- Great Feedback. Requests and discussion for future programs.
- 2nd Annual Summit scheduled for September 10th, 2026.

Addiction Medicine Summit



Addiction Medicine Summit



2nd Annual Catawba County Addiction Medicine Summit

2026 Topics Include:

- *Catawba County Updates*
- *Infectious Disease Complications of Addiction*
- *Intersection of the Legal System and Addiction*
- *Motivational Interviewing*
- *Alcohol Use Disorder*

SAVE THE DATE!



2nd ADDICTION MEDICINE SUMMIT

Thursday, September 10th, 2026

Moretz Mills | 74 8th St SE, Hickory, NC 28602

Registration Coming Soon!

Welcoming Lead Presenter:

Stephen Holt, MD, MS, FACP, FASAM,
Yale School of Medicine

Stephen Holt currently serves as the Associate Program Director for Ambulatory Education in the Primary Care Program. His areas of interest include addiction medicine, medical education, and the art and science of physical diagnosis.



Stephen Holt, MD
Yale School of Medicine



7.5 CE's & 8.0 CME's available

The North Carolina Medical Society is a member of the Southern States CME Collaborative (SSCC). Catawba Valley Medical Center is accredited by the SSCC to provide continuing medical education for physicians.

Catawba Valley Medical Center, Department of Organizational Learning, is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Contact Information



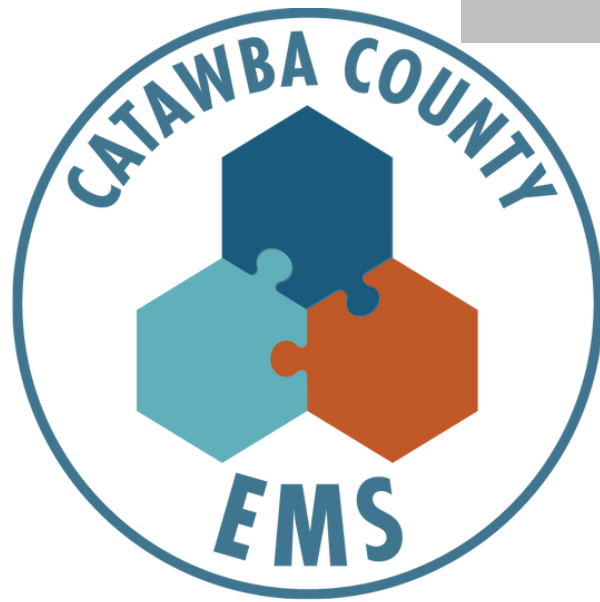
Jamie Todd

Opioid/SUD Program Coordinator

Catawba County Public Health

jtodd@catawbacountync.gov





REACH

RESOURCE FOR ADDICTION AND COMMUNITY HEALTH

August 2026

Our Mission

Bridging the Gap Between Crisis and Recovery

Provide compassionate empathetic follow-up after overdose events and/or through referrals by connecting individuals to treatment, recovery support, and lifesaving resources.

Recovery begins with connection.



Our Mission

Services Provided

- Post-overdose follow-up
- Recovery community referrals
- Peer recovery support and advocacy
- Medical assessments/advocacy
- Buprenorphine (MAT) initiation/bridge
- Naloxone education and distribution
- Alternate Destination Transports
- Linkage to detox, residential treatment, outpatient care, and recovery housing

Meeting people where they are—physically and emotionally.

Recovery Takes a Community

Community Partnerships

- Local Emergency Departments
- Law Enforcement
- Public health
- Recovery Community Organizations
- Regional PORT's
- Detention Center
- Social Services
- Community Providers
- Community Corrections

No single agency can address addiction alone

EMS based PORT programs are poised perfectly to fill the gaps in care

Continued Challenges

Current Trends

- Increasing polysubstance use
- Emerging synthetic opioids
- Myriad of adulterants in the drug supply
- Housing instability
- Mental health needs
- Transportation barriers
- Stigma surrounding addiction

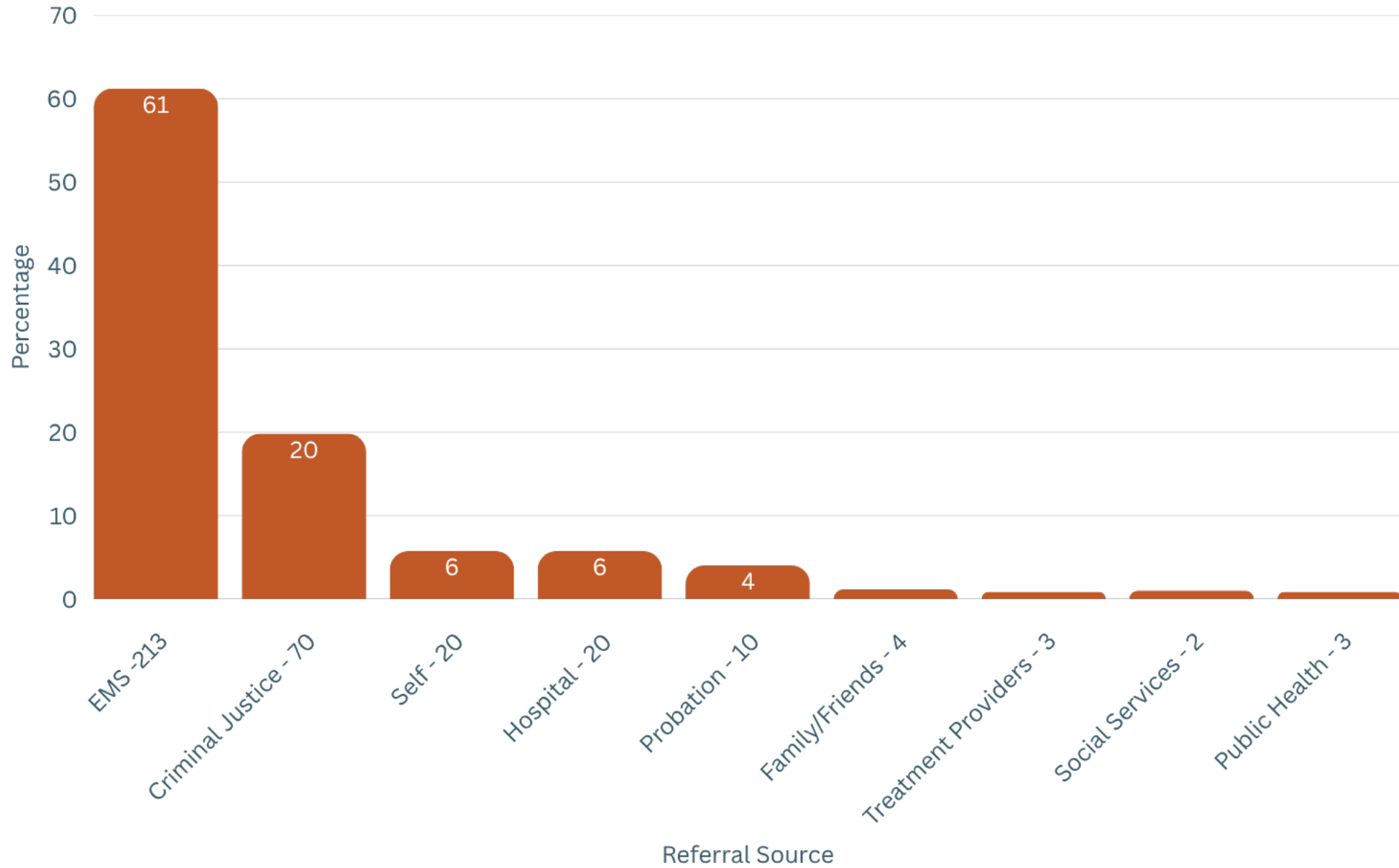
These challenges require coordinated, evidence-based responses.

Analytics FY 26

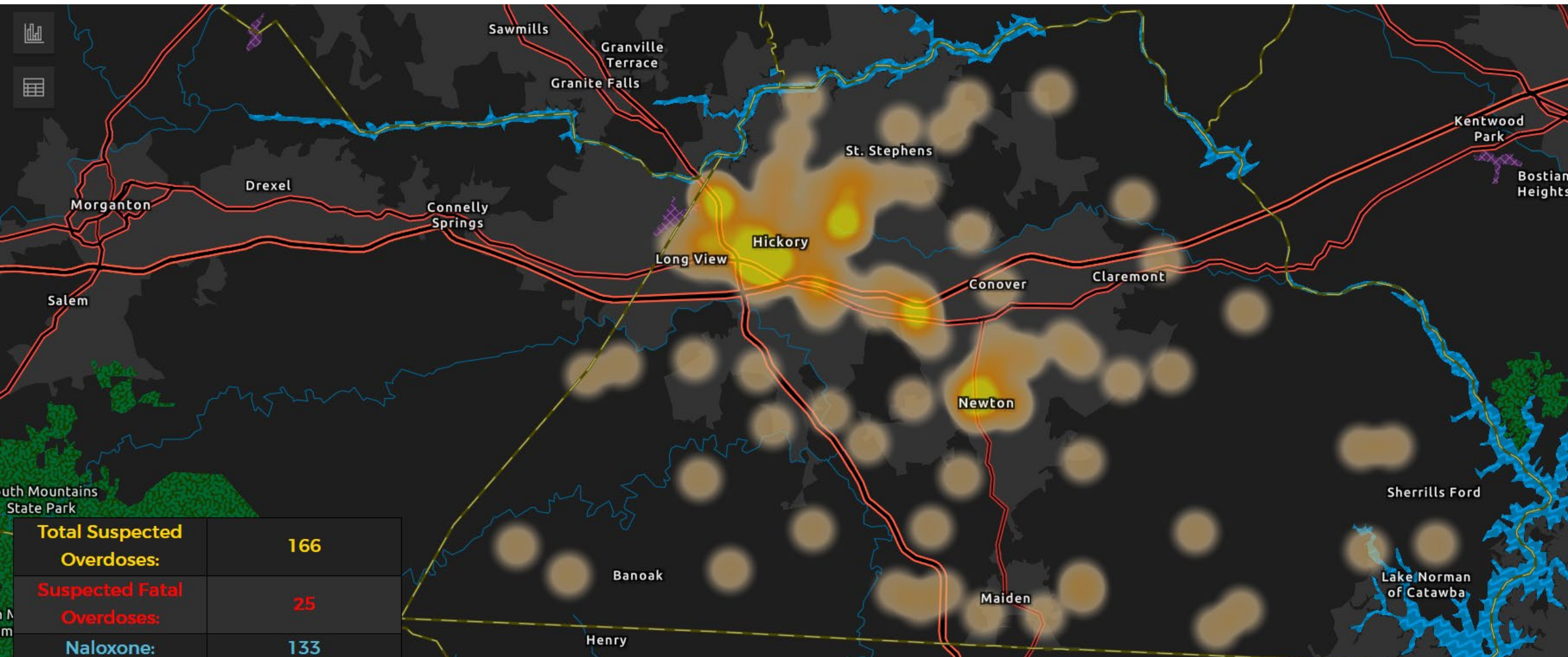


Suspected Overdoses:	166
Naloxone patients:	133
Fatalities:	25
Total Referrals:	426
Qualified Referrals:	345
Opioid Use Disorder Qualified Referrals:	242

Analytics FY 26



Heat Mapping



Our Impact FY 26

(1 of 3)



Engaged Participants:	256
Encounters:	1,232
Participants Engaged to Treatment:	95/37%
Treatment Placements:	170
Justice Involved Treatment Placement:	43

Our Impact FY 26

(2 of 3)



Transports:	124
MAT Participants:	16
Time to first Contact < 24HR:	88%
Naloxone kits distributed:	70
Naloxone Reversals reported:	3

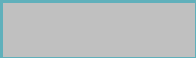
Our Impact FY 26

(3 of 3)

Success Beyond the Numbers

- Reduction in barriers to care
- Stronger relationships and trust with Community Partners
- Improved Continuity of Care
- Expanded access to Medication Assisted Treatment
- Increased trust among individuals struggling with substance use disorder

Recovery is measured one person, one conversation, and one opportunity at a time.



Thank you!



catawba county social services

MEMORANDUM

To: Catawba County Board of Commissioners

FROM: Heather Ball, Adult Services Program Manager, Catawba County Social Services

DATE: August 3, 2026

RE: Section 5310 (Enhanced Mobility of Seniors & Individuals with Disabilities) Grant and Title VI Program Plan

REQUEST

The Board of Commissioners a.) hold a public hearing to consider submittal of the Federal 5310 Enhanced Mobility grant for seniors and individuals with disabilities residing in rural areas and urban areas, b.) adopt the attached resolution authorizing submittal of the grant, and c.) adopt the required 5310 Title VI Program Plan for FY26-27.

BACKGROUND

The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services. Catawba County has received 5310 Grant funds since FY 2013.

The 5310 program requires submission of two separate grants, one for trips originating in urban areas and one for trips originating in rural areas. The grant application for trips originating from rural areas is submitted to the Department of Transportation annually, and the grant for trips originating from urban areas is submitted to the Western Piedmont Council of Governments every two years.

Catawba County will continue to contract with Western Piedmont Regional Transportation Authority (WPRTA aka Greenway) to provide transportation funded by Section 5310. The transportation funds typically allow seniors and individuals with disabilities to attend Congregate Nutrition Programs (Seniors Morning Out) and have access to essential shopping, pharmacies, banking, medical appointments and other services. Additionally, as funds allow, transportation is provided for individuals to access educational and employment opportunities, volunteer activities, senior centers, and Adult Day Care/Day Health programs when no other transportation is available.

Catawba County is once again requesting a total of \$250,000 for transportation originating in rural areas in FY 28 and \$300,00 for transportation originating from urban areas across FY28 and FY29 (\$150,00 each year).

The Department anticipates approximately 10,000 one-way trips will be provided to an estimated 60-115 individuals for the grant year. Many of our seniors will utilize transportation for multiple purposes and a large percentage of the target population will utilize transportation daily. Providing transportation will continue to allow older adults the opportunity and the choice to remain active and involved in the community.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity that received federal financial assistance. The Title VI Program Plan for Catawba County, included in your packet for review, is required to be updated and adopted at least every three years in order to



receive 5310 federal transportation funds. This plan is in place to protect the civil rights of citizens served by 5310 funds.

ANALYSIS/ALTERNATIVES

If the Federal 5310 Grant funding is not available, the Catawba County Senior Nutrition Program would not, for example, be able to transport seniors to Congregate Meal Sites (Seniors Morning Out), which provide a lunch meal Monday through Thursday, along with health and wellness activities, education, and fellowship. The Seniors Morning Out programs rely on the transportation provided by WPTA (Greenway), funded by the Federal 5310 Grant. Additionally, transportation for seniors or adults with disabilities for other essential activities would not be available.

Last year, of the seniors who attended Seniors Morning Out, over 28% relied on the transportation this grant provided to get to and from the site locations and programs. In addition, 28% of seniors who attend Seniors Morning Out are living at or below the Federal poverty level, and 51% currently live alone. Last year, approximately 279 seniors participated in the program, and 18,957 meals were served.

Catawba County Social Services does not currently have an alternative way to keep the Seniors Morning Out programs active without the Federal 5310 Grant funding providing trips from both urban and rural areas.

RECOMMENDATION

The Board of Commissioners a.) hold a public hearing to consider submittal of the Federal 5310 Enhanced Mobility grant for seniors and individuals with disabilities residing in rural areas and urban areas, b.) adopt the attached resolution authorizing submittal of the grant, and c.) adopt the required 5310 Title VI Program Plan for FY26-27.

UNIFIED GRANT APPLICATION

PUBLIC TRANSPORTATION PROGRAM RESOLUTION

FY28 RESOLUTION

Section 5311 (including ADTAP), 5310, 5339, 5307 and applicable State funding, or combination thereof.

Applicant seeking permission to apply for Public Transportation Program funding, enter into agreement with the North Carolina Department of Transportation, provide the necessary assurances and the required local match.

A motion was made by (*Board Member's Name*) _____ and seconded by (*Board Member's Name or N/A, if not required*) N/A for the adoption of the following resolution, and upon being put to a vote was duly adopted.

WHEREAS, Article 2B of Chapter 136 of the North Carolina General Statutes and the Governor of North Carolina have designated the North Carolina Department of Transportation (NCDOT) as the agency responsible for administering federal and state public transportation funds; and

WHEREAS, the North Carolina Department of Transportation will apply for a grant from the US Department of Transportation, Federal Transit Administration and receives funds from the North Carolina General Assembly to provide assistance for rural public transportation projects; and

WHEREAS, the purpose of these transportation funds is to provide grant monies to local agencies for the provision of rural, small urban, and urban public transportation services consistent with the policy requirements of each funding source for planning, community and agency involvement, service design, service alternatives, training and conference participation, reporting and other requirements (drug and alcohol testing policy and program, disadvantaged business enterprise program, and fully allocated costs analysis); and

WHEREAS, the funds applied for may be Administrative, Operating, Planning, or Capital funds and will have different percentages of federal, state, and local funds.

WHEREAS, non-Community Transportation applicants may apply for funding for "purchase-of-service" projects under the Capital Purchase of Service budget, Section 5310 program.

WHEREAS, (*Legal Name of Applicant*) Catawba County hereby assures and certifies that it will provide the required local matching funds; that its staff has the technical capacity to implement and manage the project(s), prepare required reports, obtain required training, attend meetings and conferences; and agrees to comply with the federal and state statutes, regulations, executive orders, Section 5333 (b) Warranty, and all administrative requirements related to the applications made to and grants received

UNIFIED GRANT APPLICATION

from the Federal Transit Administration, as well as the provisions of Section 1001 of Title 18, U. S. C.

WHEREAS, the applicant has or will provide all annual certifications and assurances to the State of North Carolina required for the project;

NOW, THEREFORE, be it resolved that the Director of Social Services of Catawba County is hereby authorized to submit grant application (s) for federal and state funding in response to NCDOT's calls for projects, make the necessary assurances and certifications and be empowered to enter into an agreement with the NCDOT to provide rural, small urban, and urban public transportation services.

I, Randy Isenhower, Catawba County Board Chair do hereby certify that the above is a true and correct copy of an excerpt from the minutes of a meeting of the Catawba County Board of Commissioners duly held on the 3rd day of August, 2026.

Signature of Certifying Official

****Note that the authorized official, certifying official, and notary public should be three separate individuals.***

Seal Subscribed and sworn to me
(date) _____

*Notary Public **

Printed Name and Address

My commission expires
(date) _____

Affix Notary Seal Here

FY '26-'27 5310 Title VI Program Plan
Catawba County



catawba county

Date of Adoption:

TITLE VI PLAN REVIEW AND ADOPTION

On behalf of the Catawba County Board of Commissioners, I hereby acknowledge receipt of the FY '26-'27 5310 Title VI Nondiscrimination Plan. We, the Board, have ***reviewed and hereby adopt*** this Plan. We are committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Catawba County services and activities on the basis of race, color, national origin, sex, age, creed (religion), or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.

Signature of Authorizing Official

DATE

Table of Contents

<i>Agreement.....</i>	<i>4</i>
<i>Introduction.....</i>	<i>5</i>
<i>2.0 Overview of Services.....</i>	<i>5</i>
<i>3.0 Title VI Nondiscrimination Policy Statement.....</i>	<i>7</i>
<i>4.0 Notice of Nondiscrimination.....</i>	<i>7</i>
<i>5.0 Procedures to Ensure Nondiscriminatory Administration of Programs and Services.....</i>	<i>8</i>
<i>6.0 Contract Administration.....</i>	<i>9</i>
<i>7.0 Discrimination Complaint Procedures.....</i>	<i>11</i>
<i>8.0 Title VI Equity Analysis and Environmental Justice Assessment.....</i>	<i>19</i>
<i>9.0 Public Involvement.....</i>	<i>19</i>
<i>9.1 Introduction.....</i>	<i>19</i>
<i>9.2 Public Notification.....</i>	<i>19</i>
<i>9.3 Dissemination of Information.....</i>	<i>20</i>
<i>9.4 Meetings and Outreach.....</i>	<i>20</i>
<i>9.5 Service Population and Limited English Proficiency.....</i>	<i>21</i>
<i>9.6 Demographic Request.....</i>	<i>28</i>
<i>9.7 Key Community Outreach.....</i>	<i>29</i>
<i>9.8 Summary of Outreach Efforts.....</i>	<i>30</i>
<i>10.0 Record-Keeping and Reports.....</i>	<i>28</i>
<i>Appendix</i>	<i>32</i>
<i>Appendix B.....</i>	<i>31</i>
<i>Appendix C.....</i>	<i>32</i>

5310 TITLE VI NONDISCRIMINATION AGREEMENT
BETWEEN
THE NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
AND
CATAWBA COUNTY

In accordance with DOT Order 1050.2A, Catawba County assures the North Carolina Department of Transportation (NCDOT) that no person shall, on the ground of **race, color, national origin, sex, creed, age, or disability**, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by Catawba County.

Further, Catawba County hereby agrees to:

1. Designate a Title VI Coordinator that has a responsible position within the organization and easy access to the Human Resources Director of the organization.
2. Issue a policy statement, signed by the Human Resources Director of the organization, which expresses a commitment to the nondiscrimination provisions of Title VI and related applicable statutes. The signed policy statement shall be posted and circulated throughout the organization and to the general public and published where appropriate in languages other than English. The policy statement will be re-signed when there is a change of Human Resources Director.
3. Insert the clauses of the contract language from Section 6.1 in every contract which receives Federal funding assistance from DOT that is awarded by the organization. Ensure that every contract awarded by the organization's contractors or consultants also includes contract language consistent with the County's approved Title VI Policy, as amended.
4. Process all and, when required, investigate complaints of discrimination related to the 5310 Transportation Program consistent with the procedures contained within this Plan. Log all complaints for the administrative record.
5. Partner with Western Piedmont Council of Governments ("WPCOG") to collect statistical data (race, color, national origin, sex, age, disability) on participants in, and beneficiaries of all Federal DOT assisted programs and activities carried out by the organization.
6. Participate in training offered on Title VI and other nondiscrimination requirements. Conduct or request training for employees or the organization's subrecipients of Federal DOT assisted programs, as required.
7. Take affirmative action, if reviewed or investigated by NCDOT, to correct any deficiencies related to any Federal DOT assisted programs found within a reasonable time period, not to exceed 90 calendar days, unless reasonable provisions are granted by NCDOT.
8. Document all Title VI nondiscrimination-related activities as evidence of compliance. Submit information and reports related to any Federal DOT assisted programs to NCDOT on a schedule outlined by NCDOT.

THIS AGREEMENT is given in consideration of, and for the purpose of obtaining, federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance related to the 5310 Transportation Program and is binding.

Authorized Signature

Date

Cynthia Eades
Human Resources Director

INTRODUCTION

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d provides that: “No person in the United States shall, on the ground 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.” The broader application of nondiscrimination law is found in other statutes, executive orders, and regulations, which provide additional protections based on age, sex, creed (religion), and disability, including the 1987 Civil Rights Restoration Act, which extended nondiscrimination coverage to all programs and activities of federal-aid recipients, subrecipients, and contractors, including those that are not federally-funded (see Appendix A – Applicable Nondiscrimination Authorities).

Catawba County is a recipient of Federal Transit Administration (FTA) funds from the North Carolina Department of Transportation (NCDOT). Catawba County establishes this 5310 Title VI Nondiscrimination Plan for the purpose of complying with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, and related requirements outlined within the FTA Certifications & Assurances, “Nondiscrimination Assurance.” This document details the nondiscrimination program, policies, and practices administered by Catawba County related to the 5310 Transportation Program, and will be updated periodically to incorporate changes and additional responsibilities as they are made. This Plan will be submitted to NCDOT or FTA, upon request.

2.0 OVERVIEW OF SERVICES

Service Overview

Catawba County contracts with Western Piedmont Regional Transit Authority (dba Greenway Public Transportation) to utilize the funds allocated through Section 5310, Enhanced Mobility of Seniors & Individuals with Disabilities Program (“5310 Transportation Program”). Funds allow seniors and individuals with disabilities to attend Congregate Nutrition Programs (Seniors Morning Out) and have access to essential shopping, pharmacies, banking, medical appointments and other services. Additionally, as funds allow, transportation is provided for individuals to access educational and employment opportunities, volunteer activities, senior centers, and Adult Day Care/Day Health programs when no other transportation is available.

Hours of Operation

- Catawba County Offices are open from 8am – 5pm, Monday-Friday.

2026 Holidays		
Holiday	Date Observed	Day of Week
New Year's Day	January 1, 2026	Thursday
M.L. King Holiday	January 19, 2026	Monday
Good Friday	April 3, 2026	Friday
Memorial Day	May 25, 2026	Monday
Independence Day	July 3, 2026	Friday
Labor Day	September 7, 2026	Monday
Thanksgiving	November 26 & 27, 2026	Thursday and Friday
Christmas	December 24, 25 & 28, 2026	Thursday, Friday & Monday

- Greenway Public Transportation Paratransit (curb to curb service upon request) hours are Weekdays 8:30 am- 4:45 pm and Saturdays 8:35 am – 5:20 pm for limited Bus Service. Call 828-464-9444 to reserve a ride.



2026 Holiday Closings		
Title of Holiday	Closing Dates	Day of the Week
New Year's Day	January 1	Thursday
Martin Luther King Day	January 19	Monday
Good Friday	April 3	Friday
Memorial Day	May 25	Monday
Independence Day	July 3 & 4	Friday & Saturday
Labor Day	September 7	Monday
Veteran's Day	November 11	Wednesday
Thanksgiving	November 26 and 27	Thursday and Friday
Christmas	December 24,25,26 & 28	Thursday, Friday, Saturday & Monday

Printed July 1, 2025. Subject to change.

Funding Sources

Section 5310, Enhanced Mobility of Seniors & Individuals with Disabilities Program is the primary funding source for transportation of senior clients to and from Congregate Meal sites. Should funding not meet the entirety of the need, Catawba County will cover the remaining cost. Catawba County Social Services as a whole operates with a variety of funding sources, including state and federal block grants, state and federal allocations and entitlements, third party grants, private donations, and county funds.

Decision-making process

All budget and financial decisions are made within the context of the approved annual county budget, under the subjection of the county budget ordinance, which is adopted and approved by the Catawba County Board of Commissioners. The department director is responsible for all grants within their respective department. The department's grant manager and/or business manager monitors project funding and ensures that all expenditures and related decisions are grant eligible and in accordance with grant requirements. Programmatic decisions are made by Catawba County staff overseeing 5310 fund utilization. The Senior Nutrition Program Manager I and Adult Services Program Manager II are primary decision makers with the approval of the Adult and Family Support Assistant Director and Agency Director. Catawba County contracts with Western Piedmont Regional Transit Authority ("Greenway") and Greenway makes decisions on bus routes and rider priority. For 5310 grant funds senior adults and individuals with disabilities are prioritized. Catawba County and Greenway staff meet quarterly to discuss service delivery and funding utilization.

Catawba County Title VI Coordinator
 Cynthia Eades
 Email: CLEades@catawbacountync.gov
 Phone: 828-465-8253

Office hours of Title VI Coordinator are Monday-Friday, 8:00 a.m. – 5:00 p.m.

To file a Grievance, please **mail** this form to:
 TITLE VI Coordinator, Cynthia Eades
 Catawba County Government Center
 25 Government Drive
 Post Office Box 389
 Newton, NC 28658

Catawba County Organizational Chart

Catawba County Board of Commissioners			
Mary Furtado, <i>County Manager</i>			
Paul Murray, <i>Assistant County Manager</i>			
Karen Harrington <i>(Social Services Director)</i>		Cynthia Eades <i>(Human Resources Director, Title VI Coordinator)</i>	
ADULT SERVICES		BUSINESS OFFICE	
Rodney Franklin <i>(Adult and Family Support Assistant Director) 1%</i>		Carrie Morris <i>(Business Services Administrator) 1%</i>	
Heather Ball <i>(Program Manager II) 5%</i>		Marie Scott <i>(Business Manager III) 3%</i>	
Katelyn Nash <i>(Program Manager I) 1%</i>		Tracy Cooper <i>(Accounting Specialist II) 2%</i>	
Patricia Cochran <i>(Business Manager I) 5%</i>			

** Percents indicate approximate amount of time spent on transit activities

*All employees are employed full time - 1 FTE

3.0 TITLE VI NONDISCRIMINATION POLICY STATEMENT

It is the policy of Catawba County, as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, sex, creed (religion), age or disability**, 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, the Civil Rights Restoration Act of 1987, and all other related nondiscrimination laws and requirements.

Signature

Cynthia Eades, Human Resources Director

Date

Title VI and Related Authorities

Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) provides that, "No person in the United States shall, on the ground 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." The 1987 Civil Rights Restoration Act (P.L. 100-259) clarified and restored the original intent of Title VI by expanding the definition of "programs and activities" to include all programs and activities of federal-aid recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not.

Related nondiscrimination authorities include, but are not limited to: U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act"; 49 U.S.C. 5332, "Nondiscrimination (Public Transportation)"; FTA Circular 4702.1B - Title VI Requirements and Guidelines for Federal Transit Administration Recipients; Policy Guidance Concerning (DOT) Recipient's Responsibilities to Limited English Proficient (LEP) Persons, 74 FR 74087; The Americans with Disabilities Act of 1990, as amended, P.L. 101-336; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 790; Age Discrimination Act of 1975, as amended 42 U.S.C. 6101; Title IX of the Education Amendments of 1972, 20 U.S.C. 1681; Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601; Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794d.

4.0 NOTICE OF NONDISCRIMINATION

- Catawba County operates its programs and services without regard to **race, color, national origin, sex, creed (religion), age, and disability** in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Catawba County.
- For more information on Catawba County's civil rights program, and the procedures to file a complaint, contact 828-465-8253, (TTY 800-555-1111); email Cynthia Eades, Human Resource Director at CLEades@catawbacountync.gov; or visit our administrative office at 25 Government Drive, Newton, NC 28658. For more information, visit www.catawbacountync.gov.

- If information is needed in another language, contact 800-555-1212.
- A complainant may file a complaint directly with the North Carolina Department of Transportation by filing with the Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.

5.0 PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES

Catawba County is committed to nondiscriminatory administration of our programs and services, organization wide. Catawba County will remind employees of Title VI nondiscrimination obligations through staff training and use of the **Annual Education and Acknowledgment Form** below. The Title VI Coordinator will periodically assess program operations to ensure this policy is being followed.

Annual Education and Acknowledgement Form

Title VI Nondiscrimination Policy

(Title VI and related nondiscrimination authorities)

No person shall, on the grounds of race, color, national origin, sex, age, creed, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a Federal-aid recipient.

All employees and representatives of Catawba County are expected to consider, respect, and observe this policy in their daily work and duties. If any person approaches you with a civil rights-related question or complaint, please direct him or her to Cynthia Eades, HR Director, Title VI Coordinator at CLEades@CatawbaCountync.gov or (828) 465-8253.

In all dealings with the public, use courtesy titles (e.g., Mr., Mrs., Miss, Dr.) to address or refer to them without regard to their race, color, national origin, sex, age or disability.

Acknowledgement of Receipt of Title VI Program

I hereby acknowledge receipt of Catawba County's Title VI Program and other nondiscrimination guidelines. I have read the Title VI Program and I am committed to ensuring that no person is excluded from participation in or denied the benefits of Catawba County's programs, policies, services and activities on the basis of race, color, national origin, sex, age, creed (religion), or disability, as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

Signature

Date

6.0 CONTRACT ADMINISTRATION

Catawba County ensures all contractors will fulfill their contracts in a nondiscriminatory manner. While contractors are not required to prepare a Title VI Program, they must comply with the nondiscrimination requirements of the organization to which they are contracted. Catawba County and its contractors will not discriminate in the selection and retention of contractors (at any level) or discriminate in employment practices in connection with any of our projects. Catawba County will require all contractors and subrecipients of the 5310 Transportation Program to certify to the following:

I. During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

(1) Compliance with Regulations: The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Transit Administration (FTA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

(2) Nondiscrimination: The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, sex, age, creed (religion), low-income, limited English proficiency, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

(3) Solicitations for Subcontractors, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.

(4) Information and Reports: The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FTA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FTA, as appropriate, and will set forth what efforts it has made to obtain the information.

(5) Sanctions for Noncompliance: In the event of a contractor's noncompliance with the Non-

discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to:

- (a) withholding payments to the contractor under the contract until the contractor complies; and/or
- (b) cancelling, terminating, or suspending a contract, in whole or in part.

(6) Incorporation of Provisions: The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FTA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

II. During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

Pertinent Nondiscrimination Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits

discrimination on the basis of disability); and 49 CFR Part 27;

- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Reserved.
- 70 Fed. Reg. at 74087 to 74100, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq);
- Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination based on race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity).

*The Contractor has read and is familiar with the terms above:

Contractor's Initials

Date

7.0 DISCRIMINATION COMPLAINT PROCEDURES

The discrimination complaint procedures outline the process used by Catawba County to process complaints of alleged discrimination related to the 5310 Transportation Program, filed under Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws that are applicable to Catawba County 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 the 5310 Transportation Program, 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, sex, age, national origin, creed (religion) 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:
 - **Catawba County**, Human Resources, 25 Government Drive, Newton, NC 28658, 828-465-8200
 - **North Carolina Department of Transportation**, Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 984-236-1200
 - **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
 - **Federal Transit Administration**, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg. 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
 - **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. **Discrimination Complaint Form** – The Discrimination Complaint Form is consistent with the FTA Certifications & Assurances, "Nondiscrimination Assurance."
6. **Complaint Basis** – Allegations must be based on issues involving race, color, national origin, sex, age, creed (religion) or disability. The term "basis" refers to the complainant's membership in a protected group category.

Protected Categories	Definition	Examples	Applicable Statutes and Regulations
			FTA
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; 49 U.S.C. 5332(b); FTA Circular 4702.1B
Color	Color of skin, including shade of skin within a racial group	Black, White, brown, yellow, etc.	
National Origin	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	49 U.S.C. 5332(b); 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
Creed	Religion.	Muslim, Christian, Hindu, Atheist	49 U.S.C. 5332(b)

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 enough 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.

Catawba County Complaint Log

1. When a complaint is received related to the 5310 Transportation Program, 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 be request the complaints log during pre-grant approval processes).
3. The **Log Year(s)** since the last submittal will be entered (e.g., 2015-2018, 2017-2018, FFY 2018, or 2018) and the complaints log will be signed before submitting the log to NCDOT.
4. When reporting **no complaints**, check the **No Complaints or Lawsuits** box and sign the log.

Catawba County
5310 TITLE VI DISCRIMINATION COMPLAINT FORM

**CATAWBA COUNTY
5310 TITLE VI NON-DISCRIMINATION POLICY
GRIEVANCE COMPLAINT FORM**

In accordance with the requirements of The Fair Housing Act, The Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101 et seq.), Title VI of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d et seq.), Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§ 3601 et seq.), and Title II of the Americans with Disabilities Act of 1990, as amended (42 U.S.C. §§ 12101 et seq.), Catawba County does not discriminate against individuals on the basis of race; religion; creed; color; limited English proficiency; sex; gender identity and expression; pregnancy; childbirth; breastfeeding; medical conditions related to pregnancy, childbirth, or breastfeeding; sexual orientation; marital status; age; national origin; ancestry; genetic information; disability; veteran status; low-income status or any class protected by local, state, or federal law within its services, programs, or activities.

Note: the following information is necessary to assist the County in processing alleged violation of the Regulations. If any person interested in filing a grievance complaint (“Grievance”) needs assistance (including sign language assistance, documents in Braille or other ways of making information and communications accessible) please contact the Catawba County’s HR Director, ADA Coordinator, Cynthia Eades at:

Email: CLEades@catawbacountync.gov
Phone: 828-465-8253

Office hours of Title VI Coordinator are Monday-Friday, 8:00 a.m. – 5:00 p.m.

To file a Grievance, please **mail** this form to:
TITLE VI Coordinator, Cynthia Eades
Catawba County Government Center
25 Government Drive
Post Office Box 389
Newton, NC 28658

GRIEVANCE COMPLAINT

Please fill out all questions listed below:

I. Identifying information.

A. Date of incident resulting in Grievance: _____

B. Complainant’s name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone number: _____ Email: _____

C. Person discriminated against (if someone other than Complainant).

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone number: _____ Email: _____

II. Information about Catawba County Service, Program or Activity in violation of Policy.

A. Please provide the following information about the Catawba County agency, facility, department, or program that this Grievance is about:

Name of agency/facility/department/program: _____

Address: _____

City: _____ State: _____ Zip Code: _____

B. In your own words, describe the circumstances leading to this Grievance. Please describe, what happened and who was responsible. If possible, provide names of the individuals involved. For additional space, attach additional sheets of paper as necessary.

C. If not already provided above, where did the incident take place? Please provide as much information about the facility/ location of this incident as possible.

D. Were there any witnesses to the incident? (circle) YES / NO. If yes, please provide as much information as possible about any witness(es), attach additional sheets of paper as necessary.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone number: _____ Email: _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone number: _____ Email: _____

E. Have you filed or intend to file a grievance or complaint about this same incident with any other federal, state or local governmental agency or with a federal or state court?

Please circle: Yes or No.

F. If you answered "Yes" to the last question, please provide the contact information of the person with the agency/court/other:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Daytime phone number: _____ Email: _____
Date filed: _____

Please provide the contact information of your representative, counsel, or individual if any who assisted you in filing the complaint:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Daytime phone number: _____ Email: _____

G. Please provide any additional information that you believe would assist with an investigation, attach additional sheets of paper as necessary.

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

****WE CANNOT ACCEPT AN UNSIGNED GRIEVANCE.** Please sign the grievance in the space provided below and date. Attach any documents you believe may support your Grievance.

Complainant's Signature Date

NOTICE: Grievance Complaints must be filed within 180 days after the Complainant becomes aware of the violation and addressed to the Human Resources Director, TITLE VI Coordinator, Catawba County Government Center, P.O. Box 389, 25 Government Drive, Newton, NC 28658. If you have questions or need assistance in completing this form, the Human Resources Director, TITLE VI Coordinator may be reached by calling the Human Resources Department at (828) 465-8383. A Grievance is "filed" when it is placed in an envelope, postage pre-paid, and mailed by first-class mail, or other class of mail that is at least as expeditious; or is dispatched to a third-party commercial carrier for delivery to the address designated by this Procedure for service within three (3) days.

DISCRIMINATION COMPLAINTS LOG

Log Year(s):

CASE NO.	COMPLAINANT NAME	RACE/ GENDER	RESPONDENT NAME	BASIS	DATE FILED	DATE RECEIVED	ACTION TAKEN	DATE INVESTIG. COMPLETED	DISPOSITION

No Complaints or Lawsuits ☐

I certify that to the best of my knowledge, the above described complaints or lawsuits alleging discrimination, or **no complaints or lawsuits** alleging discrimination, have been filed with or against **Catawba County** since the previous Title VI Program submission to NCDOT.

Signature of Title VI Coordinator or Other Authorized Official

Date

Print Name and Title of Authorized Official

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 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)
 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 by the RPO 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. Developing 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 issue. A sample investigative report is provided below.

TEMPLATE/SAMPLE Investigative Report

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, Creed (Religion), Sex, Age, Disability)]

V. ISSUES/ALLEGATIONS
[Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct, (e.g., race, color, creed, sex, national origin, 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. ISSUES / 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

[Include in the Appendix any supplemental materials that support your findings and conclusion.]

8.0 TITLE VI EQUITY ANALYSIS AND ENVIRONMENTAL JUSTICE ASSESSMENTS

Title VI Equity Analyses. In accordance with FTA Circular 4702.1B, a Title VI equity analysis will be conducted whenever we construct a facility related to the 5310 Transportation Program, such as a vehicle storage facility, maintenance facility, or operation center. The equity analysis will be conducted during the planning stage, with regard to the location of the facility, to determine if the project could result in a disparate impact to minority communities based on race, color or national origin. Accordingly, we will look at various alternatives before selecting a site for the facility. Project-specific demographic data on potentially affected communities and their involvement in decision-making activities will be documented. Title VI Equity Analyses will remain on file indefinitely, and copies will be provided to NCDOT, upon request, during compliance reviews or complaint investigations.

Environmental Justice Analyses. Environmental justice (EJ) analyses will be conducted to determine if our programs, policies, or activities related to the 5310 Transportation Program will result in disproportionately high and adverse human health and environmental effects on minority populations and low-income populations. EJ applies to our projects related to the 5310 Transportation Program, such as when we construct or modify a facility, and our policies, such as when there will be a change in service, amenities or fares. 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 their 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.

9.0 PUBLIC INVOLVEMENT

8.1 INTRODUCTION

Effective public involvement is a key element in addressing Title VI in decision-making. This **Public Participation Plan** describes how Catawba County will disseminate vital agency information and engage the public related to the 5310 Transportation Program. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective outreach methods for a given project or population.

General public involvement practices will include:

- Expanding traditional outreach methods.
- Providing for early, frequent and continuous engagement by the public.
- Use of social media and other resources as a way to gain public involvement.
- Coordinating with community- and faith-based organizations such as the liaisons, educational institutions, and other entities to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP persons could also include audio programming available on podcasts.

9.2 PUBLIC NOTIFICATION

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our 5310 Program. The primary means of achieving this will be posting and disseminating the policy statement and notice. Additional measures may include verbally announcing our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area.

9.3 DISSEMINATION OF INFORMATION

Information on Title VI and other programs will be crafted and disseminated to employees, contractors and subrecipients, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth our nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government offices, transit facilities, and libraries; having nondiscrimination language within contracts; including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings.

At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at our office(s). Project-related information and our most current Title VI-related information will be maintained online.

9.4 MEETINGS AND OUTREACH

Recognizing that there is no one-size-fits-all approach to public involvement, a variety of comprehensive and targeted public participation methods will be used to facilitate meaningful public involvement. Methods for engaging stakeholders and target audiences related to the 5310 Transportation Program, including traditionally underserved and excluded populations (i.e., minorities, the elderly, low-income, the disabled, etc.) will include the following:

Public Relations and Outreach

Public relations and outreach (PRO) strategies aim to conduct well-planned, inclusive and meaningful public participation events that foster good relations and mutual trust through shared decision-making with the communities we serve. Catawba County in coordination with Greenway will commit to the following:

- We will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- Abstract objectives will be avoided in meeting announcements. Specific “attention-grabbing” reasons to attend will be used, such as “Help us figure out how to relieve congestion on [corridor name]” or “How much should it cost to ride the bus? Let us know on [date].”
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- We will do our best to form decision-making committees that look like and relate to the populations we serve.
- We will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

Public Meetings

“Public meeting” refers to any meeting open to the public, such as hearings, charrettes, open house and board meetings.

- Public meetings related to the 5310 Transportation Program will be conducted at times, locations, and facilities that are convenient and accessible.
- Meeting materials will be available in a variety of predetermined formats to serve diverse audiences.
- An assortment of advertising means may be employed to inform the community of public meetings.
- Assistance to persons with disabilities or limited English proficiency will be provided, as required.

Small Group Meetings

A small group meeting is a targeted measure where a meeting is held with a specific group, usually at their request or consent. These are often closed meetings, as they will typically occur on private property at the owner's request.

- If it is determined that a targeted group has not been afforded adequate opportunities to participate related to the 5310 Transportation Program, the group will be contacted to inquire about possible participation methods, including a group meeting with them individually.
- Unless unusual circumstances or safety concerns exist, all efforts will be made to hold the meeting at a location of the target group's choosing.
- County in coordination with Greenway will share facilitation duties or relinquish them to members of the target group.
- Small group discussion formats may be integrated into larger group public meetings and workshops. When this occurs, the smaller groups will be as diverse as the participants in the room, to the extent possible.

Community Surveying

- Opinion surveys will occasionally be used to obtain input from targeted groups or the general public on their transportation needs, the quality or costs of our services, and feedback on our public outreach efforts related to the 5310 Transportation Program.
- Surveys may be conducted via telephone, door-to-door canvassing, at community fairs, by placing drop boxes in ideal locations, or with assistance from other local agencies like social services.
- Surveys will be translated into languages other than English, when appropriate.

9.5 SERVICE POPULATION AND LIMITED ENGLISH PROFICIENCY

Below are the service population data of Catawba County, including race and ethnicity, age and sex, disability and poverty. These data include detailed information on limited English proficiency.

Race and Ethnicity

The following table was completed using data from the Census Table Population Estimates, Race and Hispanic Origin: Table P8, P9 2020

Population Estimates, (2020)	Catawba County NC
<u>Race and Hispanic Origin</u>	
Total population	160,610
White, alone, percent	74.1%
White alone	118,946
Black or African American alone, percent	8.0%
Black or African American alone	12,835
American Indian and Alaska Native alone, percent	0.63%
American Indian and Alaska Native alone	1,023
Asian alone, percent	4.4%
Asian alone	7,023
Native Hawaiian and Other Pacific Islander alone, percent	0.06%
Native Hawaiian and Other Pacific Islander alone	94
Two or More Races, percent	6.7%
Two or More Races	10,643
Hispanic or Latino, percent	10.8%
Hispanic or Latino	17,377
White alone, not Hispanic or Latino, percent	72.2%

While alone, not Hispanic or Latino	116,120
-------------------------------------	---------

Age and Sex

The following table was completed using data from Census Table Population Estimates, Age & Sex Origin: 2024: ACS 1-Year Estimates Subject Tables (S0101)

Population Estimates, (2024 Estimates)	Catawba County NC
Age	
Persons under 5 years, percent	5.3%
Persons under 5 years	8,833
Persons under 18 years, percent	21.1%
Persons under 18 years	35,286
Persons 65 years and over, percent	20.1%
Persons 65 years and over	33,606
Sex	
Female persons, percent	(X)
Female persons	(X)
Male persons, percent	(X)
Male persons	(X)

Disability

The following table was completed from the Disability Characteristics Census Table, Disability Characteristics: 2024 ACS 1-Year Estimates Subject Tables (S1810)

Subject	Catawba County NC					
	Total		With Disability		Percent with Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population						
Population under 5 years	8,833	+1,2004	0	+226	0.0%	+2.4
Population 5 to 17 years	26,428	+1,202	1,018	+526	3.9%	+2.0
Population 18 to 34 years	34,694	+1,793	2,551	+1,040	7.4%	+3.1
Population 35 to 64 years	62,743	+2,080	8,128	+2,022	13.0%	+3.2
Population 65 to 74 years	18,492	+916	3,432	+1,077	18.6%	+5.8
Population 75 years and over	14,409	+1,106	6,268	+1,316	43.5%	+9.0
SEX						
Male	80,089	+1,616	9,169	+1,654	11.4%	+2.1
Female	85,510	+1,0634	12,228	+2,179	14.3%	+2.5
RACE AND HISPANIC OR LATINO ORIGIN						
White	124,598	+3,345	17,367	+2,821	13.9%	+2.3
Black or African American	13,722	+3,238	1,640	+899	12.0%	+6.0
Asian	N	N	N	N	N	N

Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or More Races	11,161	+3,670	711	+587	6.4%	+5.0
Hispanic or Latino (of any race)	20,524	+31	1,504	+855	7.3%	+4.2

Poverty

The following table was completed using data from the Poverty Status in the Past 12 Months Census

Table: 2024 ACS 1-Year Estimates Subject Tables (S1701)

Subject	Catawba County NC					
	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	164,295	+525	24,628	+6,788	15.0%	+4.1
AGE						
Under 18	34,817	+545	7,422	+3,369	21.3%	+9.6
18 to 64	96,577	+1,242	14,104	+4,083	14.6%	+4.2
65 years and over	32,901	+1,225	3,102	+1,156	9.4%	+3.3
SEX						
Male	79,674	+1,647	11,672	+3,477	14.6%	+4.3
Female	84,621	+1,659	12,956	+4,193	15.3%	+4.8
RACE AND HISPANIC OR LATINO ORIGIN						
White	123,522	+3,374	14,595	+5,125	11.8%	+4.0
Black or African American	13,722	+3,238	6,354	+3,500	46.3%	+18.7
American Indian and Alaska Native	N	N	N	N	N	N
Asian	N	N	N	N	N	N
Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or More Races	N	N	N	N	N	N
Hispanic or Latino	20,524	+31	6,523	+3,764	31.8%	+18.3
White along, Not Hispanic or Latino	117,302	+925	12,253	+3,535	10.4%	+3.0
ALL INDIVIDUALS BELOW:						
50% of poverty level	12,634	+4,561	N	N	N	N
125% of poverty level	31,789	+6,700	N	N	N	N
150% of poverty level	38,109	+6,388	N	N	N	N
185% of poverty level	47,226	+6,942	N	N	N	N
200% of poverty level	53,826	+6,486	N	N	N	N
300% of poverty level	77,428	+6,373	N	N	N	N
400% of poverty level	103,031	+5,704	N	N	N	N
500% of poverty level	124,275	+4,990	N	N	N	N

Household Income

The following table was completed using data from Income in the last 12 Months Census Table (2024 Inflation Adjusted Dollars): ACS1-Year Estimates Subject Tables (S1901)

Subject	Catawba County NC	
	Total	
	Estimate	Margin of Error +/-
Total	68,274	+1,964
Less than \$10,000, percent	7.2%	+2.3
\$10,000 to \$14,999, percent	3.4%	+1.3
\$15,000 to \$24,999, percent	7.5%	+2.1
\$25,000 to \$34,999, percent	6.2%	+1.7
\$35,000 to \$49,999, percent	12.1%	+2.4
\$50,000 to \$74,999, percent	16.2%	+2.7
\$75,000 to \$99,999, percent	15.4%	+3.1
\$100,000 to \$149,999, percent	16.8%	+3.3
\$150,000 to \$199,999, percent	5.3%	+1.4
\$200,000 or More, percent	10.0%	+2.5
Median Income (dollars)	\$70,674	+4,629
Mean Income (dollars)	\$93,194	+7,709

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 we will take to ensure meaningful access by LEP persons to all benefits, services and information provided under our programs and activities related to the 5310 Transportation Program. A four-factor analysis will be 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.

Languages Spoken in Catawba County

The following data table was completed using the 2017-2021 American Community Survey, US Census Bureau data. Language Spoken At Home: 2024: ACS-1 Year Estimate Subject Tables (S1601)

Languages Spoken in Catawba County, North Carolina												
Label	Total		Percent		Percent of specified language speakers							
					Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	N	N	(X)	(X)	N	N	N	N	N	N	N	N
Speak only English	N	N	N	N	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	N	N	N	N	N	N	N	N	N	N	N	N
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	N	N	N	N	N	N	N	N	N	N	N	N
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Other Indo-European languages	N	N	N	N	N	N	N	N	N	N	N	N
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Asian and Pacific Island languages	N	N	N	N	N	N	N	N	N	N	N	N
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
Other languages	N	N	N	N	N	N	N	N	N	N	N	N
5 to 17 years old	N	N	N	N	N	N	N	N	N	N	N	N
18 to 64 years old	N	N	N	N	N	N	N	N	N	N	N	N
65 years old and over	N	N	N	N	N	N	N	N	N	N	N	N
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	128,071	±1,334	(X)	(X)	123,098	±2,243	96.1%	±1.5	4,973	±1,864	3.9%	±1.5
Speak only English	112,742	±2,027	88.0%	±1.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	15,329	±1,883	12.0%	±1.4	10,356	±2,085	67.6%	±11.4	4,973	±1,864	32.4%	±11.4
Spanish	9,213	±1,925	7.2%	±1.5	6,092	±1,435	66.1%	±8.4	3,121	±1,028	33.9%	±8.4
Other languages	6,116	±1,541	4.8%	±1.2	4,264	±1,990	69.7%	±25.8	1,852	±1,554	30.3%	±25.8

The table above indicates that Spanish and Asian languages are spoken most frequently following English. Therefore, it is critical to assure documents are translated into Spanish and make Spanish interpreting services available as well. Additionally, while the Asian languages spoken are not detailed in the table, it is known that Hmong is a larger percentage of the Asian languages spoken. Catawba County will assure

Public Notices are available in Hmong as well as interpreter services. The Language line is also available for any spoken language and staff have access to that resource to assure all clients receive services regardless of the language spoken.

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

Catawba County will track these data upon the approval and adoption of this Plan.

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

Catawba County primarily utilizes 5310 funds to transport senior adults to and from five Congregate Meal Programs across the county. Funds are also support the transportation of adults to and from Seniors Morning Out Sites as well as to and from other essential community services. Older and disabled adults will have the opportunity to access essential shopping, medical care, pharmacy, banking and other services, including government/non-profit agencies/services, Veteran's services, and transportation for senior activities such as the Senior Nutrition Farmers' Market Program. Transportation will also be provided, as funds allow, for individuals to access educational and employment opportunities, volunteer activities, senior centers, and Adult Day Care/Day Health programs when no other transportation is available. Without grant funding, mobility of seniors will be limited, which in turn limits access to socialization, food, medication and medical appointments. Anyone, speaking any language is welcome to join the Congregate Meal Program or call Greenway to access transportation services, if they are age 65 or better or living with a disability.

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

Catawba County has access to bilingual interpreters and a language line to assure communication with clients who speak a language other than English. Additionally, Greenway Public Transportation staff who work the front desk and scheduling lines, have access to a language line to serve LEP persons.

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

The following general language assistance measures are reasonable and achievable for our organization at this time:

- Translating public notices posted in the local paper and at stations, stops, and in vehicles into **any languages that meet the safe harbor threshold in Factor 1.**
- Vital documents—such as brochures with service times and routes—are translated into Spanish and Hmong across the entire service area, and available in our facilities, doctor's offices and shopping centers.
- Making a concerted effort to inform LEP persons of available language assistance via staff, broadcast media, relationship-building with organizations, and our website.
- Posting vital bulletin board information and disseminating community surveys in various languages.
- Providing translation and interpretive services when appropriate (upon request or predetermined) at meetings.
- Determining how best to take public involvement to LEP groups directly, including through small group meetings.

- Language line translation services at our call center.
- Where possible, utilizing or hiring staff who speak a language other than English and can provide competent language assistance.
 - Note: We will not ask community-based organizations (CBO) to provide, or serve as, interpreters at our meetings. Relying upon CBOs in that capacity could raise ethical concerns. If a CBO decides (on its own) to translate any materials for its constituents, or bring interpreters it trusts to our meetings, we will not object. That is their right.
- Using language identification flashcards to determine appropriate services.
- Establishing a process to obtain feedback on our language assistance measures.

Specific Measures by Language Group –

- Spanish: 5374 (2015 data)
- Hmong: 1333

Written Translation and Oral Interpretation

Vital documents will be translated for each eligible LEP language group in our service area that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be encountered. Translated materials will be placed online and in appropriate public (or private) places accessible to LEP persons. The safe harbor provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. When appropriate, translation of any document will be communicated orally in the appropriate language.

In the event that the 5% trigger is reached for a LEP language group that is fewer than 50 persons, written notice will be provided in the primary language of that group of the right to receive competent oral interpretation of vital written materials, free of cost. The most effective method of notice, which could be an ad in the local newspaper or other publication, a radio commercial, or door hangers, will be determined in consideration of the circumstances on the ground and in coordination with LEP community contacts.

Staff Support for Language Assistance

- Agency staff (including call center staff) will be provided a list of referral resources that can assist LEP persons with written translation and oral interpretation, including the Title VI Officer and any outside consultant contracted to provide language services. This list will be updated as needed to remain current.
- All main offices and vehicles will have on hand a supply of language assistance flashcards and materials translated into the languages of the largest LEP language groups. When encountered by an LEP person, staff (including drivers) should present the individual with an iSpeak flashcard and let them choose the language. Do not assume you know their preferred language. Drivers are permitted to seek volunteer assistance from other passengers 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 (Section 5.0) and basic Title VI trainings (Section 11.0).

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.

Monitoring and Updating the LAP

Monitoring of daily interactions with LEP persons will be continuous, thus language assistance techniques may be refined at any time. This Plan will be periodically reviewed—at least annually—to determine if our assistance measures and staff training are working. Resource availability and feedback from agency staff and the general public will be factors in the evaluation and any proposed updates. Among other practices, this process will include working with LEP community contacts to determine if our employees are responding appropriately to requests made with limited English or in languages other than English, and observing how agency staff responds to requests, including observing drivers or surveying riders. To the best of our ability, we will attempt to never eliminate a successful existing LEP service. Significant LEP program revisions will be approved or adopted by our board or designated official and dated accordingly. LEP data and procedures will be reviewed and updated at least once every three years.

9.6 DEMOGRAPHIC REQUEST

The following form was used to collect required data on Key Community Contacts and nonelected committee members.

Catawba County is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

Race/Ethnicity: ☐ White ☐ Black/African American ☐ Asian ☐ American Indian/Alaskan Native ☐ Native Hawaiian/Pacific Islander ☐ Hispanic/Latino ☐ Other (please specify): _____	National Origin: (if born outside the U.S.) ☐ Mexican ☐ Central American: _____ ☐ South American: _____ ☐ Puerto Rican ☐ Chinese ☐ Vietnamese ☐ Korean ☐ Other (please specify): _____
Gender: ☐ Male ☐ Female	Age: ☐ Less than 18 ☐ 45-64 ☐ 18-29 ☐ 65 and older ☐ 30-44
Disability: ☐ Yes ☐ No	
I choose not to provide any of the information requested above: ☐	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Catawba County at 828-465-8200 or by email at CLEades@CatawbaCountync.gov.

Please sign below acknowledging that you have completed this form.
Thank you for your participation!

Name (print): _____

Signature: _____

9.7 KEY COMMUNITY OUTREACH

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
Sarah Evitt	Catawba County	Director, Area Agency on Aging	No

Paul Foster	Catawba County	Communications and Marketing Director, Catawba County	No
Michael Bowen	Greenway Public Transportation	Director, Greenway Public Transportation	No

Contact information for key community contacts is not public information and is maintained outside of this document. Any staff member who wishes to contact any individual listed above must request that information from the Title VI Coordinator.

9.7 SUMMARY OF OUTREACH EFFORTS

Ongoing outreach efforts include posting Seniors Morning Out activities on the Catawba County website and publishing activities in the local newspaper monthly. Senior Nutrition Services also publishes posts on Facebook, advertising activities. When activities are advertised, transportation availability is also advertised. Additionally, individual Site Supervisors complete community outreach activities such as handing out flyers in senior living neighborhoods and posting flyers in community senior centers.

Senior Nutrition Services outreaches to the community throughout the year, providing education on services offered. This includes the Seniors Morning Out program, which utilizes Greenway Public Transportation to transport senior participants to and from Seniors Morning Out sites each operating day. Outreach efforts specific to the last fiscal year include the following:

- 7/10 Senior Nutrition Services Manager attended the Public Health Farmer's Market to qualify seniors for the Senior Nutrition Farmers Market voucher program and provide information about Senior Nutrition Services.
- 7/12 Senior Nutrition Services Manager attended the Conover Farmer's Market to qualify seniors for the Senior Nutrition Farmers Market voucher program and provide information about Senior Nutrition Services.
- 7/31 Senior Nutrition Services Manager attended the Public Health Farmer's Market to qualify seniors for the Senior Nutrition Farmers Market voucher program and provide information about Senior Nutrition Services.
- 8/14 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 9/11 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 9/11 Senior Nutrition Services Manager coordinated with Corning staff to organize a supply donation event honoring the memory of Eric Michaels. Donated supplies were distributed to seniors throughout Catawba County.
- 9/18 Senior Nutrition Services Manager attended the Adult Life Information Session to provide information about Senior Nutrition Services and connect with community members and partner organizations.
- 10/9 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 11/13 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 11/13 Senior Nutrition Services Manager served as a panel member during an information session at St. Luke's United Methodist Church, discussing food programs and community needs within Catawba County. The Manager shared information about Senior Nutrition Services programs, including Meals on Wheels and Senior Morning Out, and highlighted volunteer opportunities available to support local older adults.
- 1/8 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.

- 1/13 Senior Nutrition Services Manager interviewed by Hal Rowe's "First Talk" radio program at WHKY to discuss Senior Nutrition Services.
- 2/12 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 2/18 Senior Nutrition Services Manager met with Catawba Co. Social Services Foster Care Social Workers and Supervisors to discuss volunteer opportunities with Meals on Wheels
- 3/5 Senior Nutrition Services Manager attended the Aging Well Conference at Woodlawn Baptist Church to share information about programs and volunteer opportunities
- 3/12 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 4/9 Senior Nutrition Services Manager attended the Interagency Council Meeting hosted by United Way to discuss upcoming events, program initiatives, and volunteer needs.
- 5/5 Senior Nutrition Services Manager attended first annual health fair at Patrick Beaver Memorial library to share information about programs and volunteer opportunities

10.0 RECORD-KEEPING AND REPORTS

As a subrecipient of FTA funds through NCDOT, Catawba county is required to submit a 5310 Title VI Program update to NCDOT every three years, on a schedule determined by NCDOT. Records will be kept to document compliance with the requirements of the 5310 Title VI Program. Unless otherwise specified, Title VI-related records shall be retained indefinitely. These records will be made available for inspection by authorized officials of the NCDOT and/or FTA. Reports on 5310 Title VI-related activities and progress to address findings identified during 5310 Title VI compliance reviews may also be provided, upon request. It will occasionally be necessary to update this 5310 Title VI Plan or any of its components (e.g., complaints, Public Involvement, and LEP). Updates will be submitted to NCDOT for review and approval and adopted by our Board when required.

In addition to items documented throughout this Plan, records and reports due at the time of compliance reviews or investigations may include:

Compliance Reviews

- 5310 Title VI Program Plan
- List of civil rights trainings provided or received
- Summaries from any *internal* reviews conducted
- Ads and notices for specific meetings
- Findings from reviews by any other *external* agencies
- Title VI equity analyses and EJ assessments
- Discrimination Complaints Log

Complaint Investigations

- Investigative Reports
- Discrimination complaint, as filed
- List of interviewees (names and affiliations)
- Supporting Documentation (e.g., requested items, photos taken, dates and methods of contact, etc.)

Appendix A

Applicable Nondiscrimination Authorities

During the implementation of this 5310 Title VI Program, the organization, for itself, its assignees and successors in interest, is reminded that it has agreed to comply with the following non-discrimination statutes and authorities, including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).
- Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e *et seq.*, Pub. L. 88-352), (prohibits employment discrimination on the basis of race, color, creed (religion), sex, or national origin);
- 49 CFR Part 26, regulation to ensure nondiscrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs;
- 70 Fed. Reg. at 74087 to 74100, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Airport and Airway Improvement Act of 1982, (49 USC § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed (religion), color, national origin, or sex);
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination based on race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity).

Appendix B
Organizational Chart

Catawba County Board of Commissioners		
Mary Furtado, County Manager		
Paul Murray, Assistant County Manager		
Karen Harrington (Social Services Director)		Cynthia Eades (Human Resources Director, Title VI Coordinator)
ADULT SERVICES	BUSINESS OFFICE	
Rodney Franklin (Adult and Family Support Assistant Director) 1%	Carrie Morris (Business Services Administrator) 1%	
Heather Ball (Program Manager II) 5%	Marie Scott (Business Manager III) 3%	
Katelyn Nash (Program Manager I) 1%	Tracy Cooper (Accounting Specialist II) 2%	
Patricia Cochran (Business Manager I) 5%		

** Percents indicate approximate amount of time spent on transit activities

*All employees are employed full time - 1 FTE

Appendix C
NCDOT's Compliance Review Checklist for Transit

I. Program Administration (General Requirements) <i>Requirement: FTA C 4702.1B – Title VI Requirements and Guidelines for FTA Recipients, Chapter III – General Requirements and Guidelines.</i> Note: Every NCDOT subrecipient receiving any of the FTA Formula Grants listed above must complete this section.	
Requested Items (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)	Completed
1. A copy of the recipient's <i>signed</i> NCDOT's Title VI Nondiscrimination Agreement	☐
2. Title VI Policy Statement (<i>signed</i>)	☐
3. Title VI Notice to the Public, including a list of locations where the notice is posted	☐
4. Type the name and title of your Title VI Coordinator and attach a list of their Title VI duties Name/Title:	☐
5. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)	☐
6. Title VI Complaint Form	☐
7. List of transit-related Title VI investigations, complaints, and lawsuits (i.e., discrimination complaints log)	☐
8. Public Participation Plan, including information about outreach methods to engage traditionally underserved constituencies (e.g., minorities, limited English proficient populations (LEP), low-income, disabled), as well as a summary of outreach efforts made since the last Title VI Program submission	☐
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	☐
10. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees	☐
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	☐
12. A description of the procedures the agency uses to ensure nondiscriminatory administration of programs and services	☐
13. If you pass through FTA funds to other organizations , include a description of how you monitor your subrecipients for compliance with Title VI, and a schedule for your subrecipients' Title VI Program submissions. ➤ No Subrecipients ☐	☐
14. A Title VI equity analysis if you have constructed or conducted planning for a facility , such as a vehicle storage facility, maintenance facility, operation center, etc. ➤ No Facilities Planned or Constructed ☐	☐
15. Copies of environmental justice assessments conducted for any construction projects during the past three years and, if needed based on the results, a description of the program or other measures used or planned to mitigate any identified adverse impact on the minority or low-income communities ➤ No Construction Projects ☐	☐

16. If the recipient has undergone a Title VI Compliance Review in the last 3 years, please indicate the year of the last review and who conducted it. Year/Agency:		☐
II. Transit Providers Requirement: FTA C 4702.1B, Chapter IV – Requirements and Guidelines for Fixed Route Transit Providers. Note: All NCDOT subrecipients that provide fixed route public transportation services (e.g., local, express or commuter bus; bus rapid transit; commuter rail; passenger ferry) must complete this section. ➤ Not Applicable ☐ (Check this box if you do not provide fixed route services, and skip questions 17 and 18. This section does not apply to you if you only provide demand response services.)		
Requested Items (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)		Completed
17. Service standards (quantitative measures) developed for <i>each specific fixed route mode</i> that the recipient provides (standards may vary by mode) must be submitted for each of the following indicators:		
Vehicle load for each mode (Can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees.)	☐	
Vehicle headway for each mode (Measured in minutes (e.g., every 15 minutes), headway refers to the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Service frequency is measured in vehicles per hour (e.g., 4 buses per hour).)	☐	
On time performance for each mode (Expressed as a percentage, this is a measure of runs completed as scheduled. The recipient must define what is considered to be “on time.” Performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along a route.)	☐	
Service availability for each mode (Refers to a general measure of the distribution of routes within a transit provider’s service area, such as setting the maximum distance between bus stops or train stations, or requiring that a percentage of all residents in the service area be within a one-quarter mile walk of bus service.)	☐	
18. Service policies (system-wide policies) adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin, must be submitted for each of the following:		
Transit amenities for each mode (e.g., benches, shelters/canopies, printed materials, escalators/elevators, and waste receptacles. NOTE: Attach this information <u>only</u> if you have decision-making authority over siting transit amenities or you set policies to determine the siting of amenities.)	☐	
Vehicle assignment for each mode (Refers to the process by which transit vehicles are placed into service throughout a system. Policies for vehicle assignment may be based on the type or age of the vehicle, where age would be a proxy for condition, or on the type of service offered.)	☐	

MEMORANDUM

TO: Catawba County Board of Commissioners
FROM: Finance and Personnel Subcommittee
DATE: August 3, 2026
IN RE: Library Services Technology Act Grant

REQUEST

The Finance and Personnel Subcommittee requests the Board of Commissioners accept and appropriate grant funds in the amount of \$10,075 to the Catawba County Library from a Federal IMLS Library Services Technology Act (LSTA) EZ Grant.

BACKGROUND

In May 2021, the Board of Commissioners adopted the Catawba County Library Strategic Plan that lays out priorities for 2021 through 2025. The three major goals embedded in the strategic plan, which were driven by the results of a comprehensive community needs assessment and intensive input process, include:

- Connect: bringing people together with empowering high-quality resources.
- Explore: fostering the community's passions for discovery, knowledge, and personal growth.
- Grow: collaboratively addressing critical challenges facing the community by providing equitable access to the tools, resources, and spaces people need to succeed and thrive.

The need for this project stems from the growing shift from physical media to streaming-only content, leaving many library patrons without affordable access to popular educational, cultural, and entertainment resources. By providing Roku streaming devices and Wi-Fi hotspots for checkout, the library will help bridge the digital divide and ensure all residents can participate in today's increasingly digital media environment.

With this grant the library will establish a circulating collection of 135 Roku streaming devices and 33 additional Wi-Fi hotspots to expand equitable access to digital media for Catawba County residents. The collection will provide access to premium streaming services and educational content for individuals and families who may not be able to afford subscriptions, streaming equipment, or reliable internet service. Developed in response to the loss of Hoopla video streaming and the ongoing decline of DVD availability, the project will help promote digital inclusion by increasing access to news, weather, information, and entertainment.

This grant requires a 25 percent local match of \$3,359 to be facilitated through library reinventing funding.

RECOMMENDATION

The Finance and Personnel Subcommittee recommends the Board of Commissioners accept and appropriate grant funds in the amount of \$10,075 to the Catawba County Library from a Federal IMLS Library Services Technology Act (LSTA) EZ Grant.

Revenue

110-810050-631916	\$10,075	LSTA Grant Scholarship
-------------------	----------	------------------------

Expenditure

110-810050-841051	\$10,075	LSTA Grant Scholarship
-------------------	----------	------------------------

MEMORANDUM

TO: Catawba County Board of Commissioners
FROM: Mary S. Furtado, County Manager
DATE: August 3, 2026
IN RE: NC Department of Public Instruction Facility Needs Survey

REQUEST:

Staff requests the Board of Commissioners acknowledge receipt and review of Department of Public Instruction-required Facility Needs Surveys for each school system in the county.

This action does not endorse or commit to fund the proposed projects.

BACKGROUND:

The North Carolina Department of Public Instruction (DPI) requires each school system to perform a survey of school facility needs every five (5) years, pursuant to North Carolina G.S 115C-521(a). The survey reflects the capital construction needs for the next five-year period. Each of the 3 local school systems initiated these Facility Needs Surveys in 2025-26, and the studies are intended to cover the upcoming 5-year period spanning 2026 through 2031.

Surveys for each of the LEAs in Catawba County have been certified by its respective school board.

The cost summary for each LEA survey is based on a statewide methodology prescribed by DPI, to ensure uniformity in information submitted by all LEAs statewide in determining estimated costs for each project.

- Catawba County Schools: \$177.6M in facility needs over first 5-year period, with \$11.2M in additional needs over the following 5-year period, and \$5.9M in non-instructional facility needs, for a grand total of \$194.8M in needs over 10 years.
- Hickory City Schools: \$107.1M in facility needs over first 5-year period, with \$34.3M in additional needs over the following 5-year period, and \$7M in non-instructional facility needs, for a grand total of \$148.3M in needs over 10 years.
- Newton-Conover City Schools: **information forthcoming - tbd*

These Facility Needs Surveys will be incorporated into future analysis regarding county-wide school construction priorities, timing, and sequencing.

RECOMMENDATION:

Staff requests the Board of Commissioners acknowledge receipt and review of Department of Public Instruction-required Facility Needs Surveys for each school system in the county.

This action does not endorse or commit to fund the proposed projects.

2025-2026 Facility Needs Survey Catawba County Schools

Every five years the State of North Carolina requires school districts to estimate the dollars needed for new construction, additions, or renovations to existing facilities.

North Carolina G.S. 115C-521(a) "Local boards of education shall submit their long-range plans for meeting school facility needs to the State Board of Education by January 1, 1988, and every five years thereafter."

Catawba County Schools (CCS) contracted BAISCA LLC to assist with the organization of existing facilities data and completion of survey forms issued by the DPI School Planning Section. The attached reports are the results of the study. This binder, which is titled "BAISCA Workbook," contains the spreadsheets developed and utilized by BAISCA to compile, organize, and analyze the facilities information requested by DPI School Planning.

As of the completion of this report, the new web-based DPI Facility Needs Survey platform does not provide districts with the ability to generate comprehensive printed reports of the information entered into the state system. As a result, The BAISCA Workbook may serve as the most complete printed record of the data assembled and submitted on behalf of Catawba County Schools.

BAISCA was not contracted to conduct field assessments or provide cost estimates. All information used in the completion of the 2025-26 Facility Needs Survey is based upon documents provided to BAISCA by CCS and interviews held with maintenance, principals, and other appropriate district staff.

The chart below indicates the results of previous Facility Needs Surveys submitted by CCS to the state, including the results of the BAISCA 2025-26 study.

	2000-01 Survey	2005-06 Survey	2010-11 Survey	2015-16 Survey	2020-21 Survey	2025-26 Survey
New Facilities	\$ 49,850,549	\$ 24,547,722	\$ 13,294,999	\$ 17,517,819	\$ -	\$ -
Additions	\$ 17,388,581	\$ 37,129,828	\$ 21,468,540	\$ 12,370,186	\$ 68,892,327	\$ 111,020,988
Renovations	\$ 4,003,338	\$ 6,050,550	\$ 6,727,795	\$ -	\$ 29,419,995	\$ 64,778,025
Furniture/Equipment	\$ 6,390,714	\$ 6,004,955	\$ 5,581,046	\$ 2,877,020	\$ 8,618,237	\$ 1,802,500
Land	\$ 290,000	\$ -	\$ 615,000	\$ 400,000	\$ -	\$ -
Total	\$ 77,923,182	\$ 73,733,055	\$ 47,687,380	\$ 33,165,025	\$ 106,930,559	\$ 177,601,513

The state forms request facility needs data for the five-year period beginning in the 2025-26 school year. They also request facility needs data for an additional five-year period beginning in 2030. The attached reports indicate an additional **\$11,272,175** for that five-year period bringing the overall cost projections for a 10- year period to a grand total of **\$188,873,688**.

The state forms request information for instructional space only. The BAISCA study included facility needs for non-instructional facilities such as administrative offices, maintenance, transportation, and warehouse facilities. Although this information was not required for the state report, information received indicates an additional **\$5,887,425** in projected costs for these buildings over the next 10 years bringing the overall total to **194,761,113**.

Methodology

Data Collection

Upon receiving confirmation of the agreement with CCS, BAISCA began work by obtaining copies from CCS of existing facilities planning documents, capacity information for each school, and other facilities-related documents. The project schedule was confirmed with CCS staff, and a communications plan was developed, including contact information for staff members to be interviewed. Notices were sent by CCS to staff members indicating the background and purpose of the report and a proposed timeframe of the interview. Staff members were asked to bring lists, replacement schedules, and other pertinent documents to the interview. Staff interviews regarding current building conditions were conducted using remote video conferencing. Interviews were also conducted with school principals and site managers.

Use of Existing Facilities Information

To the extent information was available, CCS provided:

- Existing facilities reports prepared within the last five years
- List of all facilities detailing:
 - Current Use
 - Dates of Construction/Additions
 - Square Footage
 - Capacity
- Latest Capital Improvement Plan (CIP) or Master Plan
- 2024-2025 ADM Enrollment
- Schematic Drawings of Buildings/Sites

Reports

In addition to entering data into the web-based Facility Needs Survey supplied by DPI School Planning, all collected data has been organized in spreadsheet format, providing greater detail on a school-by-school basis. Printouts of these spreadsheets and an executive summary have been prepared for Catawba County Schools in hard copy as well as electronically. Cost estimates were received from CCS staff or, in some cases, were derived from unit costs and building area standards incorporated into the DPI facility needs survey system.

As part of our quality assurance process, BAISCA performed a series of data verification checks comparing summary tools contained within the BAISCA workbook to corresponding totals entered on to the DPI Facility Needs Survey. Based on these reviews the information contained in this workbook is consistent with the data submitted through the state reporting system. Due to the current reporting limitations of the DPI web-based platform, the BAISCA workbook may serve as the most complete printed record of the information submitted to the state.

Terminology

Capital Improvements

BAISCA refers to necessary repairs, restorations, or replacement of building systems as capital improvements to building systems that are part of or attached to the site or buildings at a school. These items would not include computers, instructional equipment, tools, vehicles, etc. Capital improvements are separate from operational or general maintenance expenses and generally include costs estimates exceeding \$5,000.

Facility Needs Survey

Although the Facility Needs Survey seeks to identify various building systems in schools that may need attention, the resulting documents should not be considered as a budget or a spending plan. It is a detailed list of items that need to be repaired, restored, or replaced. It can also include a need for new building system components or a need to upgrade existing systems.

Renovations

The DPI Facility Needs Survey forms refer to capital improvements as renovations. This is a term used throughout the survey forms as a category that includes repair, restoration, or replacement of single building systems such as pavement, roofing, boilers, windows, etc. School districts often use the term to describe a complete upgrade of a school that may include replacements of major building systems and finishes as an alternative to building a new facility.

Catawba County Schools Long Range Plan

Administrative Unit: Catawba County Schools (Unit 180)

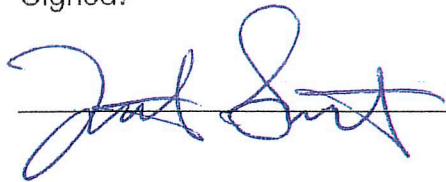
I. Certification of Board of Education

The Catawba County Schools Board of Education hereby submits this Facility Needs Survey identifying existing facilities, planned capital projects, facility improvements, and new facilities needed to accommodate projected enrollments through the 2030-31 school year, in order to provide safe, comfortable, and educationally-appropriate learning environments that support the curriculum and programs in our district.

We understand that baseline construction costs have been incorporated into the survey tool and are representative of statewide construction cost averages to provide uniform comparisons.

We certify that the information provided in this submission is an accurate representation of our current facility needs. Alternatives were considered in preparing this submission, and this plan provides the best balance between capital cost and educational benefit for our students.

Signed:



Chair

July 27, 2026 Date

II. Certification of Board of County Commissioners

The Catawba County Board of Commissioners has received and reviewed a copy of this Facility Needs Survey prior to submission to the State Board of Education. This acknowledgement does not constitute an endorsement of, or commitment to fund, the projects identified in this submission.

Signed:

_____ Chair

_____ Date



July 14, 2025

Mr. Robert Hoyle
Director of Construction and Maintenance
Catawba County Schools
2285 N Anderson Ave.
Newton, NC 28658

RE: 2025-2026 Facility Needs Survey

Dear Robert,

It has been a privilege assisting Catawba County Schools with the 2025–26 Facility Needs Survey. In addition to fulfilling the requirements of North Carolina's facility planning general statute, we hope the process and the resulting reports will serve as valuable resources for your district's long-range facility planning efforts. The reports included in this shipment reflect all revisions and updates discussed during our meetings with you and CCS leadership. These workbooks represent the final version of your survey documentation and match the information entered into the DPI database.

Please remember that the certification form must be signed by both the Chairman of the Board of Education and the Chairman of the Board of County Commissioners and submitted by **July 31, 2026**. We have enclosed a copy of the certification form with this shipment, and an additional copy is included at the front of each workbook. Once the certification form has been signed, please email a scanned copy to our office. We will upload the signed certification into the state's web-based Facility Needs Survey system and complete the final submission on your behalf. As we understand the current DPI process, this step officially closes the survey and prevents any further revisions from being made.

If you are concerned about obtaining the required signatures by the July 31 deadline due to board meeting schedules, review timelines, or other circumstances, please let us know as soon as possible. We will be happy to prepare a request to the Department of Public Instruction for an extension through August 31.

Thank you again for the opportunity to work with you and your staff throughout this project. We appreciate your professionalism, cooperation, and the confidence you placed in BAISCA. It has been our pleasure to assist Catawba County Schools, and we look forward to working with you again in the future.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Andrew LaRowe".

Andrew LaRowe
President, BAISCA LLC

Catawba County Schools Long Range Plan

Administrative Unit: Catawba County Schools (Unit 180)

I. Certification of Board of Education

The Catawba County Schools Board of Education hereby submits this Facility Needs Survey identifying existing facilities, planned capital projects, facility improvements, and new facilities needed to accommodate projected enrollments through the 2030-31 school year, in order to provide safe, comfortable, and educationally-appropriate learning environments that support the curriculum and programs in our district.

We understand that baseline construction costs have been incorporated into the survey tool and are representative of statewide construction cost averages to provide uniform comparisons.

We certify that the information provided in this submission is an accurate representation of our current facility needs. Alternatives were considered in preparing this submission, and this plan provides the best balance between capital cost and educational benefit for our students.

Signed:

_____ Chair _____ Date

II. Certification of Board of County Commissioners

The Catawba County Board of Commissioners has received and reviewed a copy of this Facility Needs Survey prior to submission to the State Board of Education. This acknowledgement does not constitute an endorsement of, or commitment to fund, the projects identified in this submission.

Signed:

_____ Chair _____ Date

2025-26 Facility Needs Survey Hickory City Schools

Every five years the State of North Carolina requires school districts to estimate the dollars needed for new construction, additions, or renovations to existing facilities.

North Carolina G.S. 115C-521(a) "Local boards of education shall submit their long-range plans for meeting school facility needs to the State Board of Education by January 1, 1988, and every five years thereafter."

Hickory City Schools (HCS) contracted BAISCA LLC to assist with the organization of existing facilities data and completion of survey forms issued by the DPI School Planning Section. The attached reports are the results of the study. This binder, which is titled "BAISCA Workbook," contains the spreadsheets developed and utilized by BAISCA to compile, organize, and analyze the facilities information requested by DPI School Planning.

As of the completion of this report, the new web-based DPI Facility Needs Survey platform does not provide districts with the ability to generate comprehensive printed reports of the information entered into the state system. As a result, The BAISCA Workbook may serve as the most complete printed record of the data assembled and submitted on behalf of Hickory City Schools.

BAISCA was not contracted to conduct field assessments or provide cost estimates. All information used in the completion of the 2025-26 Facility Needs Survey is based upon documents provided to BAISCA by HCS and interviews held with maintenance, principals, and other appropriate district staff.

The chart below indicates the results of previous Facility Needs Surveys submitted by HCS to the state, including the results of the BAISCA 2025-26 study.

	2000-01 Survey	2005-06 Survey	2010-11 Survey	2015-16 Survey	2020-21 Survey	2025-26 Survey
New Facilities	\$ 20,109,262	\$ -	\$ 11,472,882	\$ -	\$ -	\$ -
Additions	\$ 5,588,702	\$ 2,749,219	\$ 2,219,481	\$ 3,484,628	\$ 17,468,437	\$ 25,401,163
Renovations	\$ 9,173,632	\$ 11,405,309	\$ 4,092,600	\$ 3,858,159	\$ 17,508,375	\$ 70,543,955
Furniture/Equipment	\$ 2,343,711	\$ 1,085,209	\$ 1,338,419	\$ 458,160	\$ 1,935,285	\$ 11,157,000
Land	\$ 1,181,647	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 38,396,954	\$ 15,239,737	\$ 19,123,382	\$ 7,800,947	\$ 36,912,097	\$ 107,102,118

The state forms request facility needs data for the five-year period beginning in the 2025-26 school year. They also request facility needs data for an additional five-year period beginning in 2030. The attached reports indicate an additional **\$34,271,077** for that five-year period, bringing the overall cost projections for a 10-year period to a grand total of **\$141,373,195**.

The state forms request information for instructional space only. The BAISCA study included facility needs for non-instructional facilities such as administrative offices, maintenance, transportation, and warehouse facilities. Although this information was not required for the state report, information received indicates an additional **\$6,989,723** in projected costs for these buildings over the next 10 years, bringing the overall total to **\$148,362,918**.

Methodology

Data Collection

Upon receiving confirmation of the agreement with HCS, BAISCA began work by obtaining copies from HCS of existing facilities planning documents, capacity information for each school, and other facilities-related documents. The project schedule was confirmed with HCS staff, and a communications plan was developed, including contact information for staff members to be interviewed. Notices were sent by HCS to staff members indicating the background and purpose of the report and a proposed timeframe of the interview. Staff members were asked to bring lists, replacement schedules, and other pertinent documents to the interview. Staff interviews regarding current building conditions were conducted using remote video conferencing. Interviews were also conducted with school principals and site managers.

Use of Existing Facilities Information

To the extent information was available, HCS provided:

- Existing facilities reports prepared within the last five years
- List of all facilities detailing:
 - Current Use
 - Dates of Construction/Additions
 - Square Footage
 - Capacity
- Latest Capital Improvement Plan (CIP) or Master Plan
- 2024-2025 ADM Enrollment
- Schematic Drawings of Buildings/Sites

Reports

In addition to entering data into the web-based Facility Needs Survey supplied by DPI School Planning, all collected data has been organized in spreadsheet format, providing greater detail on a school-by-school basis. Printouts of these spreadsheets and an executive summary have been prepared for Hickory City Schools in hard copy as well as electronically. Cost estimates were received from HCS staff or, in some cases, were derived from unit costs and building area standards incorporated into the DPI facility needs survey system.

As part of our quality assurance process, BAISCA performed a series of data verification checks comparing summary tools contained within the BAISCA workbook to corresponding totals entered on to the DPI Facility Needs Survey. Based on these reviews the information contained in this workbook is consistent with the data submitted through the state reporting system. Due to the current reporting limitations of the DPI web-based platform, the BAISCA workbook may serve as the most complete printed record of the information submitted to the state.

Terminology

Capital Improvements

BAISCA refers to necessary repairs, restorations, or replacement of building systems as capital improvements to building systems that are part of or attached to the site or buildings at a school. These items would not include computers, instructional equipment, tools, vehicles, etc. Capital improvements are separate from operational or general maintenance expenses and generally include costs estimates exceeding \$5,000.

Facility Needs Survey

Although the Facility Needs Survey seeks to identify various building systems in schools that may need attention, the resulting documents should not be considered as a budget or a spending plan. It is a detailed list of items that need to be repaired, restored, or replaced. It can also include a need for new building system components or a need to upgrade existing systems.

Renovations

The DPI Facility Needs Survey forms refer to capital improvements as renovations. This is a term used throughout the survey forms as a category that includes repair, restoration, or replacement of single building systems such as pavement, roofing, boilers, windows, etc. School districts often use the term to describe a complete upgrade of a school that may include replacements of major building systems and finishes as an alternative to building a new facility.

Hickory City Schools Long Range Plan

Administrative Unit: Hickory City Schools (Unit 181)

I. Certification of Board of Education

The Hickory City Schools Board of Education hereby submits this Facility Needs Survey identifying existing facilities, planned capital projects, facility improvements, and new facilities needed to accommodate projected enrollments through the 2030-31 school year, in order to provide safe, comfortable, and educationally-appropriate learning environments that support the curriculum and programs in our district.

We understand that baseline construction costs have been incorporated into the survey tool and are representative of statewide construction cost averages to provide uniform comparisons.

We certify that the information provided in this submission is an accurate representation of our current facility needs. Alternatives were considered in preparing this submission, and this plan provides the best balance between capital cost and educational benefit for our students.

Signed:

_____ Chair

_____ Date

II. Certification of Board of County Commissioners

The Catawba County Board of Commissioners has received and reviewed a copy of this Facility Needs Survey prior to submission to the State Board of Education. This acknowledgement does not constitute an endorsement of, or commitment to fund, the projects identified in this submission.

Signed:

_____ Chair

_____ Date

MEMORANDUM

TO: Catawba County Board of Commissioners
FROM: Ronald Kaylor, General Manager, Catawba County ABC Board and Mary Morrison, Chief Finance Officer
DATE: August 3, 2026
SUBJECT: Catawba County ABC Board
Capital Improvement Fund Resolution

REQUEST

The Catawba County ABC Board ("ABC Board") requests the Board of Commissioners adopt the attached Resolution authorizing the ABC Board to retain \$860,000 in gross receipts from Fiscal Year 2025/2026 to supplement its Capital Improvement Fund for construction of a new Hickory store.

BACKGROUND

The ABC Board has initiated a project to replace the downtown Hickory store located at 312 1st Ave SW. The total project cost is currently estimated at roughly \$3.6 million, including property acquisition. The Board has entered a purchase contract for a lot in the Hickory Village Shopping Center for \$825,000 to serve as the replacement store location. The architect for the project is currently working on the store design and plans to have an RFP out this month, but current estimates are around \$2.8M. The ABC Board has \$1,602,225 in a Capital Improvement Fund, which will decrease to \$777,225 after property purchase. The ABC Board will then receive \$575,000 in revenue from sale of the store being replaced, as there is commitment on the property, leaving an estimated Capital Improvement Fund balance of \$1,352,225. The ABC Board intends to continue to add to the Capital Improvement Fund for the new store as the project moves forward, versus the alternative of using debt to finance the project.

When distributing revenue, the ABC Board must comply with NCGS §18B-805, which requires the ABC Board to first pay all ABC Store operational costs and then make specified tax, alcohol treatment, and law enforcement distributions before setting aside a working capital cash fund. The required distributions to Catawba County include funds from the mixed beverage surcharge (also referred to as the ABC Bottle Tax), which in FY26 was budgeted at \$75,000, and 7% of gross receipts after all other required distributions, which was budgeted at \$105,000. These funds support eligible activities in Partners Health Management and the Sheriff's Office.

After those distributions have been fully accounted for, the local ABC Board is then required to distribute any remaining revenue to Catawba County. However, with BOC authorization, the statute authorizes the local ABC Board to retain gross receipts beyond required distributions in a fund for specific capital improvements. This is the request being presented to the BOC for consideration, and the request is specific to the recently completed Fiscal Year 2025/26 Budget period. Discussions between the ABC Board and County staff focused on finding a path forward that meets the ABC Board's needs without creating a revenue hole in the County's current year FY2026/27 Budget.

The recommendation being brought forward is for the Board of Commissioners to authorize the \$860,000 in gross receipts for FY26 already received by the County be refunded to the ABC Board. While these funds were anticipated budgeted to support General Fund expenses, the variance will not be problematic due to revenue overcollections and departmental underspending in other areas of the budget. This approach would support the ABC Board's objective of maximizing the cash put towards the store replacement project while not creating a revenue shortfall potentially impacting services in Catawba County in the FY2027 Budget.

This revenue evaluation could be revisited later in Fiscal Year 2026/27 to determine whether the same strategy being recommended for Fiscal Year 2025/26 revenues could be repeated, in order to get the project closer to fully funded.

RECOMMENDATION

The ABC Board recommends the Board of Commissioners adopt the attached Resolution authorizing the ABC Board to retain \$860,000 in gross receipts from Fiscal Year 2025/2026 to supplement its Capital Improvement Fund for construction of a new Hickory store.

MEMORANDUM

TO: Catawba County Board of Commissioners
FROM: Ronald Kaylor, General Manager, Catawba County ABC Board
Mary Morrison, Chief Finance Officer
DATE: August 3, 2026
SUBJECT: Catawba County ABC Board
Capital Improvement Fund Resolution

REQUEST

The Catawba County ABC Board ("ABC Board") requests the Board of Commissioners adopt the attached Resolution authorizing the ABC Board to retain \$860,000 in gross receipts from Fiscal Year 2025/2026 to supplement its Capital Improvement Fund for construction of a new Hickory store.

BACKGROUND

The ABC Board has initiated a project to replace the downtown Hickory store located at 312 1st Ave SW. The total project cost is currently estimated at roughly \$3.6 million, including property acquisition. The Board has entered a purchase contract for a lot in the Hickory Village Shopping Center for \$825,000 to serve as the replacement store location. The architect for the project is currently working on the store design and plans to have an RFP out this month, but current estimates are around \$2.8M. The ABC Board has \$1,602,225 in a Capital Improvement Fund, which will decrease to \$777,225 after property purchase. The ABC Board will then receive \$575,000 in revenue from sale of the store being replaced, as there is commitment on the property, leaving an estimated Capital Improvement Fund balance of \$1,352,225. The ABC Board intends to continue to add to the Capital Improvement Fund for the new store as the project moves forward, versus the alternative of using debt to finance the project.

When distributing revenue, the ABC Board must comply with NCGS §18B-805, which requires the ABC Board to first pay all ABC Store operational costs and then make specified tax, alcohol treatment, and law enforcement distributions before setting aside a working capital cash fund. The required distributions to Catawba County include funds from the mixed beverage surcharge (also referred to as the ABC Bottle Tax), which in FY26 was budgeted at \$75,000, and 7% of gross receipts after all other required distributions, which was budgeted at \$105,000. These funds support eligible activities in Partners Health Management and the Sheriff's Office.

After those distributions have been fully accounted for, the local ABC Board is then required to distribute any remaining revenue to Catawba County. However, with BOC authorization, the statute authorizes the local ABC Board to retain gross receipts beyond required distributions in a fund for specific capital improvements. This is the request being presented to the BOC for consideration, and the request is specific to the recently completed Fiscal Year 2025/26 Budget period. Discussions between the ABC Board and County staff focused on finding a path forward that meets the ABC Board's needs without creating a revenue hole in the County's current year FY2026/27 Budget.

The recommendation being brought forward is for the Board of Commissioners to authorize refund of \$860,000 in FY26 gross receipts already received by the County to the ABC Board. While these funds were budgeted to support General Fund expenses, the variance will not be problematic due to revenue overcollections and departmental underspending in other areas of the budget. This approach would support the ABC Board's objective of maximizing the cash put towards the store replacement project while not creating a revenue shortfall potentially impacting services in Catawba County in the FY2027 Budget.

This revenue evaluation could be revisited later in Fiscal Year 2026/27 to determine whether the same strategy being recommended for Fiscal Year 2025/26 revenues could be repeated, in order to get the project closer to fully funded.

RECOMMENDATION

The ABC Board recommends the Board of Commissioners adopt the attached Resolution authorizing the ABC Board to retain \$860,000 in gross receipts from Fiscal Year 2025/2026 to supplement its Capital Improvement Fund for construction of a new Hickory store.

Resolution # 2026-__

**ABC Board Request to Retain Quarterly Distributions to support
Capital Improvement Fund**

WHEREAS, the Catawba County ABC Board (the “ABC Board”) has engaged in a planning process with the goal of finding the best way to support operational needs and goals of the ABC Board; and

WHEREAS, the ABC Board concluded revenue should be transferred to the Capital Improvement Fund for the construction of the new Hickory store; and

WHEREAS, when distributing revenue, the ABC Board must comply with the statutory guidance found in NCGS §18B-805; and

WHEREAS, pursuant to this statutory guidance, the ABC Board must first pay all operational costs and make specified tax, alcohol treatment, and law enforcement distributions before setting aside, within limits set by the North Carolina ABC Commission, a working capital cash fund and distribute the remaining revenue to Catawba County (“County”); and

WHEREAS, in pertinent part, NCGS §18B-805(d) provides as follows: “With the approval of the appointing authority for the Board, the local Board may also set aside a portion of the remaining gross receipts as a fund for specific capital improvements;” and

WHEREAS, based on its analysis of sales and revenue, the ABC Board has concluded that it can direct \$860,000 of fiscal year 2025/2026 revenues into the ABC Board Capital Improvement Fund to help fund real property acquisition and construction of the new store with an estimated total project cost of \$3,600,000.00; and

WHEREAS, the ABC Board has requested approval from the Catawba County Board of Commissioners to reserve \$860,000 from fiscal year 2025/2026 gross receipts to supplement the Capital Improvement Fund.

NOW, THEREFORE, BE IT RESOLVED by the Catawba County Board of Commissioners approval is hereby granted to the ABC Board to reserve \$860,000.00 from fiscal year 2025/2026 gross receipts to supplement the ABC Board’s Capital Improvement Fund.

This Resolution was adopted in open session of a regular meeting of the Catawba County Board of Commissioners held on the 3rd day of August, 2026.

C. Randall Isenhower, Chair
Catawba County Board of Commissioners

**MUTUAL TERMINATION AND RELEASE AGREEMENT
(for Economic Development Agreement)**

This **MUTUAL TERMINATION AND RELEASE AGREEMENT** (this “Agreement”) is made as of _____, 2026 (the “Effective Date”), by and between **CATAWBA COUNTY** (“County”), a North Carolina body politic corporate in nature and **MICROSOFT CORPORATION**, a Washington state corporation (“Company”) (together, the “Parties”, and each a “Party”).

RECITALS

WHEREAS, North Carolina General Statute (“NCGS”) §158-7.1 authorizes each county and city in the State to make appropriations for economic development purposes, including for the purpose of aiding and encouraging the location of business enterprises and industrial and commercial facilities in or near its boundaries; and

WHEREAS, Company is engaged in developing technology-based facilities and intends to continue developing technology-based facilities in Catawba County; and

WHEREAS, the Parties entered into an Economic Development Agreement (the “EDA”) dated November 9, 2022, wherein Company agreed to create jobs and make improvements to property located in Catawba County in return for certain economic incentives offered by the County; and

WHEREAS, Company has not requested and County has not paid any incentives pursuant to the terms of the EDA (including any incentives under Section 5 of the EDA for the annual economic development incentives grant); and

WHEREAS, subsequent to the EDA, Company approved its Community-First AI Infrastructure Plan, and in furtherance thereof, Company now desires to forego the incentives that would otherwise have been available to the Company under the EDA; and

WHEREAS, the Parties now desire to mutually terminate the EDA, subject to the following terms and conditions, and have reached a mutual understanding and agreement of all things and matters in controversy arising out of or concerning the EDA and the termination thereof.

NOW, THEREFORE, with the foregoing recitals being incorporated herein by reference thereto, in consideration of the mutual promises and agreements set forth herein, the receipt and sufficiency of which are hereby acknowledged, and intending to be legally bound hereby, the Parties agree as follows:

1. **Recitals.** The foregoing recitals are incorporated herein by reference.
2. **Termination of Agreement.** Upon the Effective Date of this Agreement, the EDA shall be terminated and shall be of no further force or effect, with County and Company each being completely and finally released from any obligation of performance, past, present or future, under the EDA.

3. **Releases.** In consideration of the covenants, agreements, and undertakings of the Parties under this Agreement, effective upon the execution of this Agreement, the Parties, on behalf of themselves, their present and former parents, subsidiaries, affiliates, predecessors, successors, assigns, and other related persons or entities (collectively, "Releasors"), hereby release, waive, and forever discharge each other and each other's respective present and former, direct and indirect, parents, subsidiaries, affiliates, predecessors, successors, assigns, and other related persons or entities (collectively, "Releasees") of and from any and all claims, demands, actions, causes of action, judgments, rights, fees, damages, debts, obligations, liabilities, and expenses (inclusive of attorneys' fees) of any kind whatsoever, whether known or unknown, that Releasors may have or have ever had against the Releasees, for, upon, or by reason of any matter, cause, or thing whatsoever from the beginning of time through the date of this release arising out of or relating to the EDA, except for any obligations and/or claims relating to rights and obligations preserved by, created by, or otherwise arising out of this Agreement.

4. **Acknowledgment of General Release.** The Parties acknowledge that the releases set forth above are general releases. Each Party acknowledges that it may have claims which exist as of the Effective Date about which the Party is unaware, whether through ignorance, oversight, error, negligence, or otherwise, and that such claims, if known, would materially affect the Party's decision to enter this Agreement. Notwithstanding the foregoing, each Party acknowledges that it intends to fully and finally release the other Party of and from any such claims, except for any obligations and/or claims relating to rights and obligations preserved by, created by, or otherwise arising out of this Agreement.

5. **Effect on Other Agreements.** Except for the termination of the EDA as set forth herein, nothing in this Agreement modifies or amends any other agreement between the Parties.

6. **Amendments.** The provisions of this Agreement may be modified or amended only by written instrument signed by the Parties.

7. **Headings.** The headings contained in this Agreement are for convenience only and shall in no way expand or limit the scope of meaning of the various sections and paragraphs hereof.

8. **Waiver.** A Party's waiver of any covenant or condition contained in this Agreement shall not be construed as a waiver of a subsequent breach hereof. The consent or approval by a Party to or of any act by the other Party requiring such consent or approval shall not be deemed to render unnecessary the consenting Party's consent or approval to or of any subsequent act. No breach of a covenant or condition of this Agreement shall be deemed to have been waived unless such waiver is in writing and signed by the waiving Party.

9. **Severability.** If any provision of this Agreement or the application thereof to any person or circumstance shall, to any extent, be declared invalid or unenforceable by a court of competent jurisdiction, the remainder of this Agreement shall not be affected thereby and each provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

10. **Counterparts and Electronic Signatures.** This Agreement may be executed in two or more counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument. A scanned, photocopy, or electronic signature on this Agreement (such as DocuSign), any amendment hereto or any notice delivered hereunder shall have the same legal effect as an original signature.

11. **Authority.** Each Party hereby represents and warrants to the other Party that it has obtained any and all consents or approvals necessary for it to enter into this Agreement, and that the individual(s) executing this Agreement on such Party's behalf are authorized to do so and to bind such Party to the terms and conditions hereof.

12. **Governing Law/Forum Selection/Construction.** This Agreement shall be governed by and construed in accordance with the laws of the State of North Carolina, without reference to its choice of law provisions. If legal action is brought by either Party in connection with this Agreement, either the appropriate state court serving Catawba County, North Carolina, or the United States District Court for the Western District of North Carolina shall have the sole and exclusive jurisdiction over the proceeding. This Agreement is entirely the product of the collective joint drafting efforts of the Parties hereto and their counsel. In the event of a dispute concerning the meaning, construction, or interpretation of this Agreement, should any Party assert any claim of ambiguity, this Agreement shall not be construed against any Party as a result of the Parties', or any Party's, particular contribution to this joint drafting effort.

13. **Relationship of the Parties.** Nothing in this Agreement shall be deemed or construed to create the relationship of principal and agent, or of limited or general partners, or of joint venturers or of any other association between the Parties.

14. **Entire Agreement.** Except as provided herein, this Agreement supersedes all prior agreements and understandings between the Parties relating to the subject matter hereof.

This Space was Intentionally Left Blank. Signatures and Acknowledgments Appear on the Following Pages

IN WITNESS WHEREOF, the Parties hereto have executed, or caused this Agreement to be executed, to be effective as of the Effective Date.

CATAWBA COUNTY,
a North Carolina Body Politic

ATTEST:
(SEAL)

By: _____ (Seal)
C. Randall Isenhower, Chair
Catawba County Board of Commissioners

Dale R. Stiles, Clerk

THIS INSTRUMENT has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act as amended.

Date: _____
Mary Morrison, Chief Financial Officer

Approved as to form on behalf of Catawba County only:

Date: _____
Jodi Stewart, County Attorney

MICROSOFT CORPORATION
a Washington State Corporation

By: _____
Its: