



**DOUGLAS COUNTY  
BOARD OF COUNTY COMMISSIONERS**

**Connect Douglas  
Title VI Plan**



Adopted: September 14, 2021

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## INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Douglas County Connect Douglas transportation services receives funds from the Federal Transit Administration. As such, Douglas County adheres to the U.S. Department of Transportation's Title VI regulations as specified in 49 CFR Part 21 and ensures federal transit dollars are used in a manner that is nondiscriminatory as required under Title VI. FTA recipients are provided guidelines for Title VI compliance in FTA Circular 4702.1A.

During the Obama Administration, the Federal Transit Administration ("FTA") placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency ("LEP").

This document details how Douglas County Board of County Commission transit services, Connect Douglas, incorporates nondiscrimination policies and practices in providing services to the public.

## TITLE VI PROGRAM REQUIREMENT NOTICE TO THE PUBLIC

### Title VI Public Notice

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. FTA requires that each grantee include the notice and where it is posted in the Title VI Program. The notice must include:

- A statement that the agency operates program without regard to race, color, and national origin
- A description of the procedures that members of the public should follow in order to request additional information on the grantee's non-discrimination obligations
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the grantee

The notice can be a separate document, such as a posted sign, a statement that is in another document, or a stand-alone document, such as a Title VI brochure.

At a minimum, Connect Douglas disseminates this information to the public by posting a copy on the website, administrative offices near the reception desk, both transit building meeting rooms and all federally funded vehicles. A copy of Connect Douglas's Title VI Notice to the Public that is placed on the buses and in the administrative office is attached as Appendix A.

## OVERVIEW OF TRANSPORTATION SERVICES

### *Vanpool*

The Vanpool program, formerly known as Rideshare, has been serving Douglas County commuters since 1986. Although Vanpool participation has been decreasing over the last several years, ridership, miles and hours remain high.

	UPT	VRM	VRH
<b>2020*</b>	13,576*	107,822*	2,862*
<b>2019</b>	67,360	531,509	14,357
<b>2018</b>	76,701	675,139	17,685
<b>2017</b>	80,767	682,666	18,040
<b>2016</b>	104,600	777,606	19,955

\* Service operated 3 months of 2020. UPT, VRM, & VRH impacted by Pandemic.

Vanpool service paused due to the Pandemic in late March 2020 and has yet to resume service. The County will resume service once it is deemed safe as passenger vans limit the ability for riders to socially distance.

### *Deviated Fixed Route*

Douglas County initiated deviated fixed route and paratransit service in 2019. Service officially kicked off on June 20<sup>th</sup>, 2019. Fixed route service offered four routes with 20 to 30-minute headways Monday thru Friday and 35 minutes to 70-minute headways on the Saturday routes. Fixed routes also offer deviation within one (1) miles of the bus route. During the inception year, from June 20<sup>th</sup> to December 31<sup>st</sup>, 2020, ridership increased from 1,137 in July to 3,038 in December for an average of 2,054 riders per month. Vehicle revenue miles and hours averaged 40,735 and 2,382 per month, respectively.

Before the pandemic, ridership had shown a steady increase. Although service never completely ceased during the pandemic, all routes moved to a limited-service Saturday schedule. This affected the total number of buses operating on each route as well as the operating hours. During this time, demand for transit services decreased drastically as businesses and the service industry closed.

### Fares

Fixed route bus fares are \$2.50 for a one-way ticket, \$25.00 for a 10-trip ticket and \$75.00 for a 31-day pass. Seniors (60 and older), individuals with disabilities, and currently enrolled students at any public or private school, college or university pays \$1.00 for one-way trips, \$10.00 for a 10-trip pass, and \$31.00 for a 31-day pass.

### ***ADA Paratransit***

ADA Demand Response services was initiated with fixed route service on June 20<sup>th</sup>, 2019. This is an eligibility-based program and individuals with disabilities must submit an application, a medical verification form signed by a medical professional and undergo an in-person mobility assessment.

During 2019, the service operated up to 3 vehicles in maximum service. The County, through its' third-party provider, operated over 1,164 vehicle revenue hours (VRH) and performed 1,282 unlinked passenger trips (UPT). Vehicle revenue miles in <6.5 months in 2019 was 11,751. In 2020, the county provided 5,420 UPT over 3,918 VRH and 38,610 VRM.

### Fares

The cost for individuals with disabilities to ride is \$1.00 one way, \$10 for a 10-trip ticket, and \$31.00 for a 31-day pass.

### ***Voucher Program***

Connect Douglas is the subrecipient of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities grant funds. The County utilizes these grant funds to offer a Voucher program for senior adults age 60 and over and for individuals with disabilities age 19 to 59. The Voucher program eligible participants buy "vouchers" to pay a private provider for a trip. There is no restriction on what type of trip can be taken. For seniors, there is an income restriction. Individuals with a disability must provide a doctor's certificate declaring they are not able to use standard transportation services.

## **POLICY STATEMENT**

### Title VI Policy Statement

Douglas County Board of County Commission is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Connect Douglas's Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations ("CFR") Part 200, and Title 49 CFR Part 21.

## **COMPLAINT PROCESS**

**REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM.**  
In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), Connect Douglas has established procedures for investigating and tracking Title VI complaints filed against them. Connect Douglas makes these procedures for filing a complaint available to members of the public. Connect Douglas has also developed a Title VI complaint form. The form and procedure for filing a complaint are available on the Douglas County Connect Douglas website, at the facility and via mail upon request.

Any individual may exercise his or her right to file a complaint with Connect Douglas if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

A copy of Connect Douglas's TITLE VI Complaint Procedures and Complaint Form is attached as Appendix B.

## **TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

During Fiscal Years 2019 to 2021, Connect Douglas did not receive any Title VI related complaints. All complaints are reviewed by the Transportation Coordinator and any complaints that includes allegations related to Title VI protections would be forwarded to the Title VI Coordinator for investigation and follow-up. The County also did not receive notice of or was the subject of any Title VI investigations or lawsuits.

## **Public Participation Policy**

It is the Policy of Douglas County to actively engage all citizens with special emphases on the LEP population, low income, and elderly and disabled communities. This policy puts in place practices to ensure compliance with USDOT and FTA regulations and list ways that Connect Douglas reaches out to those populations. The Public Participation Policy is found in Appendix C.

## **LIMITED ENGLISH PROFICIENCY (LEP)**

### **Purpose**

In accordance with Title VI of the Civil Rights Act of 1964, 42 USC 2000d, et seq., and Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, Connect Douglas has developed the following Limited English Proficiency (LEP) Plan. Title VI states that, “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Executive Order 13166 expands Title VI by indicating that differing treatment based upon a person’s inability to speak, read, write, or understand English is a type of national origin discrimination.

As a recipient of federal funds through the U.S. Department of Transportation Federal Transit Administration, the Douglas County Board of Commissioners transit system, Connect Douglas, must comply with these guidelines.

### **Plan Summary**

The goal of this Limited English Proficiency Plan is to identify the measures that will be taken by the Connect Douglas in order to ensure meaningful access to and participation in the transportation planning process for the LEP population within the Connect Douglas service Area. Based on the results of a “four factor analysis” (developed by the USDOT for the purpose of determining the appropriate language services to provide), specific procedures will be outlined to address the accommodation of LEP persons in the planning process. These procedures will cover interpretation services, staff training, plan monitoring and updating, and dissemination of the plan.

### **Four-Factor Analysis**

The “four factor analysis” was developed by the USDOT and outlined in the circular FTA C 4702.1B, titled Title VI Requirements and Guidelines for Federal Transit Administration Recipients. It is intended to be a guide for identifying the LEP population within a specific area as well as the

resources available to agencies within that area to accommodate LEP persons. The results of the “four factor analysis” performed by the Decatur MPO are detailed below:

1. *The number or proportion of LEP persons in the service area who may be served or are likely to encounter a MPO program, activity, or service.*

According to the 2018 American Community Survey 5-year Estimates from the U.S. Census Bureau, Douglas County population 5 years and older was 132,882. Of this total, approximately 95.9% or 127,407 of Douglas County population 5 years and over speaks only English or speaks English “very well” while approximately 4.5% (5,475) speak English less than “very well”.

	Population	Percent of Population	Speak English Only or “Very Well”	Speak English Only “Very Well” Percentage	Speak English Less than “Very Well”	Speak English Less than “Very Well” Percentage
Spanish	10,795	8.1%	6,426	59.5%	4,368	40.5%
Other-Indo European	1,960	1.5%	1,435	73.2%	525	26.8%
Asian & Pacific Islanders	1,117	.8%	567	50.8%	550	49.2%
Other Languages	829	.6%	797	96%	32	3.9%

Source: 2018 American Community Survey 5-Year Estimates Subject Table (S1601)

2. *The frequency with which LEP persons come into contact with MPO programs, activities, or services.*

Connect Douglas staff has reviewed the past frequency with which it has come in contact with LEP persons. To date, transit staff has had no requests for interpreters and no requests for translated planning documents. The staff has had very little to no contact with LEP persons at Policy Board and other public meetings concerning the transportation planning process. However, the Title VI Notice is posted on the buses in both English and Spanish.

3. *The nature and importance of programs, activities, or services provided by Douglas County Board of Commissioners Connect Douglas to the LEP population.*

Public Transportation is an important public service to all populations including captive and discretionary users. The County’s public transit services includes fixed route, ADA paratransit, a Voucher Assistance Program for the elderly and disabled and a Vanpool Commuter services program. Although Connect Douglas has not had significant contact with and has not received

any LEP requests during the Plan period, it's rational to foresee that at some point, there will be a request for translation and/or interpretation services including in the public involvement process.

4. *The resources available to Connect Douglas and overall cost to provide LEP assistance.*

Connect Douglas strives to prevent language from being a barrier to any individual using or desire to use its transportation services. Connect Douglas currently publishes some of its critical public information documents in Spanish which is the most used language other than English in the County. Connect Douglas also publishes its fixed route Ride Guide in Spanish

Currently, Connect Douglas can access support services from Douglas County Communications and Community Relations and the Atlanta Regional Commission if needed.

**Interpretation Services**

Douglas County Board of Commissioners can make available a formal interpreter for all public meetings and for help in understanding any content of Connect Douglas's documents. This is available on an as-needed basis. A formal interpreter is not present at any meetings unless a LEP person requests in advance for interpretation services. Informal interpreters such as family members, friends, legal guardians, service representatives or advocates of the LEP person are allowed for all meetings. The County reserves the right to have a formal interpreter present in the cases where the LEP person prefers an informal interpreter.

**Staff Training**

Connect Douglas provides the following LEP training to its' staff:

- ❖ Information on Connect Douglas's responsibilities for LEP and Title VI policy
- ❖ Detailed descriptions of language assistance services provided to the public
- ❖ How to handle potential Title VI and LEP complaints
- ❖ How to document language assistance requests

**Plan Monitoring**

The Limited English Proficiency Plan will be reviewed on an annual basis and updated as needed or as required by law. Annual reviews will include a review of the following:

- ❖ Changes in census data estimates and statistics including the size of the LEP population within the Connect Douglas service area
- ❖ The number of encounters and requests (if any) between Connect Douglas and LEP persons
- ❖ Review of complaints submitted to Connect Douglas about LEP procedures

#### Dissemination of Connect Douglas' LEP Plan

After the adopt of the Plan by the Douglas County Board of Commissioners, the document will be posted on the department website at

[www.celebratedouglascounty.com/495/Connect-Douglas](http://www.celebratedouglascounty.com/495/Connect-Douglas) . Copies of the plan can be viewed at the Connect Douglas Administrative Building located at 8800 Dorris Road, Douglasville. A copy can also be requested by contacting Connect Douglas by mail, Connect Douglas 8800 Dorris Road, Douglasville, GA 30134; phone (770) 949-7665 or email [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us).

All printed or reproduced copies may be subject to a nominal fee.

#### **Subrecipients**

Douglas County Connect Douglas currently does not have any subrecipients of federal transit funds. Connect Douglas does not anticipate having any grant subrecipients for the next three fiscal years.

#### **PERFORMANCE STANDARDS**

<b>FIXED ROUTE</b>	
<b><i>Performance Standard</i></b>	<b><i>Measure</i></b>
On-time Performance	90% from posted schedule times
Preventable Vehicle Collisions	1 preventable accident per 100,000 fixed route miles
Complaints	.005 (.05%) of total monthly trips
On-time departures	98% of monthly pull-outs

<b>PARATRANSIT</b>	
<b><i>Performance Standard</i></b>	<b><i>Measure</i></b>
On-time Performance	<u>85%</u> from scheduled times
Preventable vehicle collisions	1 preventable accident per 100,000 paratransit miles
Missed/late trips	No more than <u>5%</u> of late trips (pick-up and drop-offs) per month No more than <u>.75</u> missed trips per month
Complaints	.05% (.005) of total trips per month
Call answering time	75% of calls with hold times shorter than 2 minutes 25% of calls between 2 and 5 minutes (no call holds should exceed 5 minutes)
On-time departures	98% of departures should be on-time (based on Manifest)

## SERVICE STANDARDS

FTA requires fixed route transit providers to develop a policy for each of the following service indicators:

- **Distribution of transit amenities for each mode.** This is to ensure the equitable distribution of transit amenities across the system

*Policy: Transit amenities are distributed on a system-wide basis. Transit amenities will initially include shelters and benches. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements) with preference being given to areas with high boarding and alighting.*

- **Vehicle assignment for each mode** – Refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system

*Policy: Connect Douglas currently has one type of vehicle in its' fleet which are all 2017 Cut-aways. All buses have the same level of amenities (i.e. air conditioning, wheelchair lifts, automated stop announcements), available to riders. Buses are not assigned to specific communities within County's service area based on vehicle age. If the fleet type differs in the future, assignments will be based on specific routes that call for vehicles of differing lengths based on ridership levels and street limitations. Many of the routes serve multiple communities with diverse populations. Given the County's standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.*

### Title VI Performance Standards (required)

- ❖ Vehicle Load (12 seats – no standees)
- ❖ Vehicle headway of 30 minutes to 1 hour
- ❖ On-time performance – 90%

Other In-House performance standards monitored by Connect Douglas staff (in addition to the contractor's performance standards)

- ✚ Farebox recovery ratio
- ✚ Ridership trends
- ✚ Operating costs
- ✚ Passengers per hour
- ✚ Passengers per mile
- ✚ Passenger cost per hour
- ✚ Passenger cost per mile
- ✚ Trip Denials
- ✚ Revenue miles between preventable accidents
- ✚ Revenue miles between road calls
- ✚ Vehicle miles per gallons
- ✚ Maintenance costs trends
- ✚ # of incidents and accidents
- ✚ Unlinked Passenger trips
- ✚ Passenger Miles Traveled
- ✚ Vehicle Load

## **ATTACHMENT A: NOTICES**

TITLE VI NON-DISCRIMINATORY POLICY PUBLIC NOTICE (English & Spanish)

TITLE VI NOTICE PLACED ON BUSES (English & Spanish)

## DOUGLAS COUNTY MULTI-MODAL TRANSPORTATION SERVICES DIVISION

### NON-DISCRIMINATION POLICY

Douglas County Multi-Modal Transportation Services Division, Connect Douglas, operates its transit service subject to the non-discrimination requirements under Section 601 of Title VI of the Civil Rights Act of 1964 and applicable regulations from the U.S. Department of Transportation, U.S. Department of Justice and other applicable Federal laws and regulations.

Pursuant to its Title VI program, **Connect Douglas** ensures that no person in its service area shall, on the grounds of race, color, sex, age or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination. For more information on our non-discrimination obligations, complaint procedures or for a complaint form, please call 770-949-7665 or visit our web page for a copy of our current Title VI Plan at <http://www.celebratedouglascounty.com/intranet/index.html>.

Individuals who feel they have experienced discrimination may file a signed, written complaint within one hundred eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- ❖ Your name, mailing address, and contact information (i.e. telephone number, e-mail address, etc.)
- ❖ How, when, where, and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- ❖ Other information such as pictures, witness information or other media if appropriate.

File the written complaint with **Connect Douglas** Division Manager at the appropriate addresses listed below:  
Title VI Coordinator  
Douglas County Rideshare 8800 Dorris Road  
Douglasville, GA 30134  
Or via Email: [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us)

The Multi-Modal Division Manager will make every effort to respond to Title VI complaints within 60 working days of receipt of such complaints.

In addition to the complaint process described above, a complainant may file a Title VI complaint directly with the Federal Transit Administration at the address listed below.

Office of Civil Rights  
Title VI Program Coordinator  
Federal Transit Administration  
East Building, 5<sup>th</sup> Floor – TCR 1200  
New Jersey, Ave., SE  
Washington, D.C. 20590

## **Política de No Discriminación de la División de Servicios de Transporte Multimodal del Condado de Douglas**

La División de Servicios de Transporte Multimodelo del Condado de Douglas opera su servicio de tránsito sujeto a los requisitos de no discriminación bajo la Sección 601 del Título VI de la Ley de Derechos Civiles de 1964 y las regulaciones aplicables del Departamento de los Estados Unidos Transporte, el Departamento de Justicia de los Estados Unidos y otras leyes y regulaciones federales aplicables.

De conformidad con su programa Título VI, Connect Douglas se asegura de que ninguna persona en su área de servicio, por motivos de raza, color, sexo, edad u origen nacional, sea excluida de la participación, se le nieguen los beneficios o se les someta a discriminación. Para obtener más información sobre nuestras obligaciones de no discriminación, procedimientos de quejas o un formulario de queja, llame al 770-949-7665 o visite nuestra página web para obtener una copia de nuestro Plan de Título VI actual en <http://www.celebratedouglascounty.com/intranet/index.html>

Las personas que sientan que han sufrido discriminación pueden presentar una queja firmada y por escrito dentro de los ciento ochenta (180) días a partir de la fecha de la supuesta discriminación. La queja debe incluir la siguiente información:

- Su nombre, dirección postal e información de contacto (es decir, número de teléfono, dirección de correo electrónico, etc.)
- Cómo, cuándo, dónde y por qué cree que fue discriminado. Incluya la ubicación, los nombres y la información de contacto de los testigos.
- Otra información, como imágenes, información de testigos u otros medios, si procede.

Presente la queja por escrito con Connect Douglas Division Manager en las direcciones apropiadas que se enumeran a continuación:

Gerente de División Multimodal  
Douglas County Rideshare  
8800 Dorris Road  
Douglasville, GA 30134  
Correo electrónico: [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us)

El Gerente de la División Multimodal hará todo lo posible para responder a las quejas del Título VI dentro de los 60 días hábiles siguientes a la recepción de dichas quejas.

Además del proceso de queja descrito anteriormente, un reclamante puede presentar una queja de Título VI ante la Administración Federal de Tránsito en la dirección que se indica a continuación.

Oficina de Derechos Civiles  
Coordinador del Programa Título VI  
Administración Federal de Tránsito  
Edificio Este, 5o Piso – TCR  
1200 Nueva Jersey, Ave., SE  
Washington, D.C. 20590



## TITLE VI PUBLIC NOTICE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI 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" (42 U.S.C. Section 2000d).

Douglas County's Connect Douglas is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

If you need further information or feel you are being denied participation in or being denied benefits of the transit services provided by Connect Douglas or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, please contact:

Name: Title VI Liaison  
Agency Name: Connect Douglas  
Address: 8800 Dorris Road  
City, State Zip: Douglasville, GA 30134  
Phone: (770) 949-7665  
Email address: [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us)

For a copy of Connect Douglas's Title VI Plan, for information on how to file a complaint, or for a complaint form, please visit the Connect Douglas website at [www.connectdouglas.com](http://www.connectdouglas.com) or contact the Title VI liaison listed above. Title VI complaints must be filed within 180 days of the alleged discriminatory event or practice. Complaints must be filed using the Connect Douglas Title VI Complaint Form and mailed, emailed or delivered in person.

## AVISO PÚBLICO DEL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades que reciben asistencia financiera federal. Específicamente, el Título VI establece que "ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se les negarán los beneficios de, o será objeto de discriminación bajo cualquier programa o actividad que reciba Asistencia financiera federal" (42 U.S.C. Sección 2000d).

Connect Douglas del Condado de Douglas se compromete a garantizar que ninguna persona participación en, o negó los beneficios de sus servicios de transporte sobre la base de la raza, color u origen nacional, protegido por el Título VI de la Administración Federal de Tránsito (TLC) Circular 4702.1B.

Si necesita más información o siente que se le niega la participación o se le niegan los beneficios de los servicios de tránsito proporcionados por Connect Douglas o que de otro modo es discriminado debido a su raza, color, origen nacional, género, edad o discapacidad, por favor póngase en contacto con:

Nombre: Title VI Liaison  
Nombre de la Agencia: Connect Douglas  
Dirección: 8800 Dorris Road  
Ciudad, Estado Zip: Douglasville, GA 30134  
Teléfono: (770) 949-7665  
Dirección de correo electrónico:  
[connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us)

Para obtener una copia del Plan Título VI de Connect Douglas, para obtener información sobre cómo presentar una queja o para un formulario de queja, visite el sitio web de Connect Douglas en [www.connectdouglas.com](http://www.connectdouglas.com) o póngase en contacto con el enlace del Título VI mencionado anteriormente. Las reclamaciones del Título VI deben presentarse dentro de los 180 días posteriores al supuesto evento o práctica discriminatoria. Las quejas deben presentarse utilizando el Formulario de Queja del Título VI de Connect Douglas y enviarse, enviarse por correo electrónico o entregarse en persona.

**ATTACHMENT B:**

TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

## CONNECT DOUGLAS TITLE VI COMPLAINT PROCEDURE

### Filing a Discrimination Complaint

Any individual or group claiming discrimination by Douglas County Connect Douglas in the performance of its transportation and mobility services can file an official complaint by completing the Complaint Form or submitting a letter of complaint.

Complaints should be filed no later than 180 days after the alleged discrimination. Complaints should be in writing, rather than verbal, and should include an original signature of the complainant(s).

Complaints should include:

- A description of the alleged discrimination
- The time and location of the alleged discrimination
- The individual(s) who are alleging the discrimination
- Suggested remedy for the alleged discrimination

Complaints should be addressed to the Title VI Coordinator and dropped off at or mailed to

Attn: Title VI Coordinator  
Connect Douglas  
8800 Dorris Road  
Douglasville, GA 30134

Complaints can also be emailed to [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us).

Complaints received by Connect Douglas will be assigned to the Title VI Coordinator for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, the Title VI Coordinator will respond to the complainant and, take appropriate action. Connect Douglas, as the designated recipient of federal funds is responsible for monitoring this process. Connect Douglas will investigate and respond to the complainant(s) within 60 days. If more information is needed to resolve the case, Connect Douglas may contact the complainant.

Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what the corrective action will be taken to remedy the situation. A complainant can appeal the decision within 45 days of receiving the letter. All appeals will be

reviewed by a Committee to include but not limited to the Division Manager, the Director of Transportation, the County Administrator, and the County Attorney. The Committee will issue an appeals' finding within 45 days.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200, New Jersey Avenue SE, Washington, DC 20590.

**Douglas County Board of Commissioners**  
**CONNECT DOUGLAS**  
**TITLE VI COMPLAINT INSTRUCTIONS and FORM**

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Any person who believes that they have been subjected to discrimination may file a written complaint with Connect Douglas. The complaint must be filed no later than one-hundred eighty (180) days after the alleged incident.

The complainant may submit a written statement or complete the Title VI Complaint Form on the Connect Douglas website. The complaint should include the following information:

The complainant's name, mailing address, telephone number, email address, etc.

Describe how, when, where, and why the complainant believes he or she was discriminated against. Include the location, names, and contact information of any witnesses.

Include any additional information the complainant considers relevant to the complaint.

The complainant's must sign and date their Complaint form or written statement.

The complaint may be mailed to:

Connect Douglas  
Attn: Title VI Coordinator  
8800 Dorris Road  
Douglasville, GA 30134

The complaint may also be emailed to [connectdouglas@co.douglas.ga.us](mailto:connectdouglas@co.douglas.ga.us).

**Douglas County Board of Commissioners  
Connect Douglas Title VI Complaint Form**

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

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No

<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
[ ] Yes	[ ] No	

If yes, check all that apply:		
[ ] Federal Agency: _____		
[ ] Federal Court _____	[ ] State Agency _____	
[ ] State Court _____	[ ] Local Agency _____	

Please provide information about a contact person at the agency/court where the complaint was filed.

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Agency:** \_\_\_\_\_

**Address:**  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below:

---

Signature \_\_\_\_\_ Date \_\_\_\_\_

**ATTACHMENT C:**

Connect Douglas Public Participation Policy

## DOUGLAS COUNTY CONNECT DOUGLAS TITLE VI PUBLIC OUTREACH AWARENESS POLICY

The purpose of the Public Outreach Awareness Policy is to put in place practices to ensure compliance with USDOT and FTA regulations and to reach certain populations in Douglas County.

### Outreach to Community Organizations

To determine the location and needs Douglas County LEP populations, Douglas County stays in contact with and collaborates with the following organizations:

1. The Douglas County Board of Education
2. Communications and Community Relations Department of the Douglas County Government
3. Georgia Hispanic Chamber of Commerce
4. Local Churches with congregations of Hispanic and other nationalities.
5. Law Enforcement agencies
6. Local restaurants and Hispanic businesses
7. Douglas County GIS and Mapping departments

Connect Douglas reaches out to relevant organizations including some listed above to ensure that the Hispanic community is aware of meetings, public notices and other Connect Douglas events. Further, rider brochures are distributed to churches, stores and shops that are operated and/or frequented by residents and visitors that might be of the LEP population.

For individuals of other national origins and languages, there is access to translators through the Douglas County Sheriff's Department and the Douglasville Police Department.

Douglas County recognizes the importance of keeping the public, especially the local minority and LEP populations, aware and up to date on mobility services and policies and takes a multi-faceted approach to reaching these populations.

Douglas County's public awareness strategy involves utilizing the following opportunities:

- PRINT MEDIA: Advertisements, announcements and articles in local newspapers and magazines
- ELECTRONIC MEDIA: Schedules, important documents and announcements on the County's website, [www.celebratedouglascounty.com](http://www.celebratedouglascounty.com) and [www.mygacommuteoptions.com](http://www.mygacommuteoptions.com)
- NEWSLETTERS AND OTHER PUBLICATIONS: This includes Georgia Commute Options through the Georgia Department of Transportation and Chamber Happenings through the Douglas County Chamber of Commerce

- **RADIO AND TELEVISION:** Due to expense, Douglas County does not regularly utilize this option. The TV sources available are DCTV 23, the official public access channel of the Douglas County Government and Citi TV, the official public access channel of the City of Douglasville.
- **PUBLIC EVENTS:** Douglas County actively participates in numerous events and promotes LEP persons participation. These events include but are not limited to:
  - County Government Week at Arbor Place Mall
  - September Saturdays at the Douglas County Courthouse
  - Douglasville Fourth of July Parade
  - Town Hall meetings presented by the Douglas County Commissioners
  - The Douglasville Christmas Parade
  - Promotional campaigns with Georgia Commute Options
  - Villa Rica Gold Rush Festival
  - A Taste of Douglasville
  - Juneteenth Celebration
- **COMMUNITY INVOLVEMENT:** Douglas County participates in causes that focus on low income and minority citizens including the Boys and Girls Club of Douglas County and The United Way.

**ATTACHMENT D:**

Douglas County Board of Commissioners (BOC)

Douglas County Transportation Committee Members

## 2021 Douglas County Board of Commissioners

Dr. Ramona Jackson Jones

Henry Mitchell III

Kelly Robinson

Tarenia Carthan

Ann Jones Guider

### Legislative Commission Meeting

#### Schedule

- Legislative Meeting on first Tuesday of the month at 10 am
- Joint Meeting with the Planning and Zoning Commission on the first Tuesday of the quarter at 6 pm
- Legislative Meeting on the third Tuesday of the month at 6 pm

#### Work Sessions

- 1st and 3rd Monday on first Monday of the month (Note: last day of the month if the 1st falls on Tuesday) at 10 am

## Douglas County Transportation Committee Members

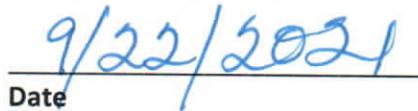
NAME	TITLE	DEMOGRAPHICS
Commissioner Kelly Robinson	Chairman	Black Male
BOC Chairman Romona Jackson-Jones	Committee Vice-Chair	Black Female
Sharon D. Subadan	County Administrator	Black Female
Miguel Valentin	Transportation Director	Hispanic Male
Vacant		

## PLAN APPROVAL

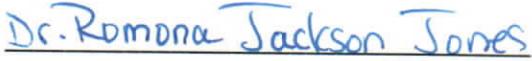
I hereby acknowledge the receipt of the Douglas County Board of County Commissioners Title VI Implementation 2022-2024. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of Connect Douglas transportation services on the basis of race, color, or national origin, as protected by Title VI according to FTA Circular 4702.1B, Title VI requirements and guidelines for Federal Transit Administration sub-recipients.

  
Dr. Romona Jackson Jones

Signature of Authorizing Official

  
9/22/2021

Date

  
Dr. Romona Jackson Jones

Name

  
Chairman

Title

  
Douglas County BOC

Agency Name