

# Dawson County Board of Commissioners



## Title VI Plan



*Date Adopted: February 5, 2015*







## Table of Contents

<b>1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan .....</b>	<b>1-1</b>
<b>2.0 Introduction &amp; Description of Services .....</b>	<b>2-1</b>
2.1 First Time Applicant Requirements.....	2-2
2.2 Annual Certifications and Assurances.....	2-3
2.3 Title VI Plan Concurrence and Adoption .....	2-3
<b>3.0 Title VI Notice to the Public.....</b>	<b>3-1</b>
3.1 Notice to Public.....	3-1
3.2 Notice Posting Locations.....	3-1
<b>4.0 Title VI Procedures and Compliance .....</b>	<b>4-2</b>
4.1 Complaint Procedure .....	4-2
4.2 Complaint Form .....	4-2
4.3 Record Retention and Reporting Policy .....	4-3
4.4 Sub-recipient Assistance and Monitoring .....	4-3
4.5 Contractors and Subcontractors .....	4-3
<b>5.0 Title VI Investigations, Complaints, and Lawsuits.....</b>	<b>5-1</b>
<b>6.0 Public Participation Plan .....</b>	<b>6-2</b>
<b>7.0 Language Assistance Plan.....</b>	<b>7-3</b>
<b>8.0 Transit Planning and Advisory Bodies .....</b>	<b>8-4</b>
<b>9.0 Title VI Equity Analysis .....</b>	<b>9-1</b>
<b>10.0 System-Wide Service Standards and Service Policies .....</b>	<b>10-2</b>
10.1 Service Standards.....	<b>Error! Bookmark not defined.</b>
10.2 Service Policies.....	<b>Error! Bookmark not defined.</b>
<b>11.0 Appendices.....</b>	<b>11-3</b>

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	CURRENT SYSTEM DESCRIPTION
APPENDIX C	TITLE VI PLAN ADOPTION MEETING MINUTES AND GDOT CONCURRENCE LETTER
APPENDIX D	TITLE VI SAMPLE NOTICE TO PUBLIC
APPENDIX E	TITLE VI COMPLAINT FORM
APPENDIX F	PUBLIC PARTICIPATION PLAN
APPENDIX G	LANGUAGE ASSISTANCE PLAN
APPENDIX H	OPERATING AREA LANGUAGE DATA: DAWSON COUNTY SERVICE AREA
APPENDIX I	DEMOGRAPHIC MAPS
APPENDIX J	TITLE VI EQUITY ANALYSIS
APPENDIX K	TEXT FORMATTING PALETTE

## 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*

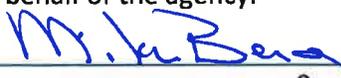
Dawson County assures the Georgia Department of Transportation that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, Federal Transit Laws, 49 CFR Part 21 Unlawful Discrimination, Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation and as per written guidance under FTA Circular 4702.1B, dated October 2012, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

Dawson County further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Dawson County.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by GDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the GDOT. (refer to Appendix A of this plan)

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature: \_\_\_\_\_



Printed Name: \_\_\_\_\_

Mike Berg, Dawson County Transit - 02/05/15  
Executive Director/Signatory Authority, Your Transit System, Date: Month/Day/Year

## 2.0 Introduction & Description of Services

This is a section of the plan which covers general information about the transit agency.

Dawson County submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

Dawson County is a sub-recipient of FTA funds and provides service in Dawson County. A description of the current Dawson County Transit is included in Appendix B.

### Title VI Liaison

Dawn Pruett- Dawson County Transit Director  
Dawson County Board of Commissioners  
706-344-3700  
201 Recreation Road  
Dawsonville, GA 30534

### Alternate Title VI Contact

Danielle Yarbrough- Director of Human Resources  
Dawson County Board of Commissioners  
706-344-3501  
25 Justice Way, Suite 2233  
Dawsonville, GA 30534

Dawson County must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by GDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

## 2.1 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.*

Dawson County Transit is not a first time applicant for FTA/GDOT funding. The following is a summary of Dawson County Transit's current and pending federal and state funding.

### Current and Pending FTA Funding

1. Urbanized Area Formula Funding (Combined 5307 & 5340), FY 2013, \$13,386.00, Current
2. Urbanized Area Formula Funding (Combined 5307 & 5340), FY 2014, \$14,188.00, Pending

### Current and Pending GDOT Funding

1. FY 2015 GDOT 5311 Program, 07/01/2014-06/30/2015, \$132,747.00, Current

### Current and Pending Federal Funding (non-FTA)

None

### Current and Pending State Funding (non-GDOT)

1. Georgia Mountains Regional Commission- FY 2015 Coordinated Transportation, 07/01/2014-06/30/2015, reimbursement basis (budgeted approximately \$35,000.00), Current

During the previous three years, Dawson County did not complete a Title VI compliance review of Dawson County Transit.

## 2.2 Annual Certifications and Assurances

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

Dawson County Transit will remain in compliance with this requirement by annual submission of certifications and assurances as required by the Georgia Department of Transportation.

## 2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received GDOT concurrence on **date**. The Plan was approved and adopted by the Dawson County Board of Commissioners during a meeting held on February 5, 2015. A copy of the meeting minutes and GDOT concurrence letter is included in Appendix C of this Plan.

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 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.*

#### 3.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

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

A sample of the notice is included in Appendix D of this Plan.

#### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of Dawson County Transit's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of Dawson County Transit's office(s) including the reception desk and meeting rooms, and on the Dawson County Government website at [www.dawsoncounty.org](http://www.dawsoncounty.org). Additionally, Dawson County Transit will post the notice at stations, stops and on transit vehicles.

A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

## 4.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 4.1 Complaint Procedure

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

Once the complaint is received, Dawson County Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Dawson County Transit has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Dawson County Transit may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, Dawson County Transit can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public the Dawson County Government website ([www.dawsoncounty.org](http://www.dawsoncounty.org)).

### 4.2 Complaint Form

A copy of the complaint form in English and Spanish is provided in Appendix E and on Dawson County Government's website ([www.dawsoncounty.org](http://www.dawsoncounty.org)).

### 4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients (GDOT) document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Dawson County Transit will submit Title VI Plans to GDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

### 4.4 Sub-recipient Assistance and Monitoring

Dawson County Transit does not have any sub-recipients to provide monitoring and assistance to. As a sub-recipient to GDOT, Dawson County Transit utilizes the sub-recipient assistance and monitoring provided by GDOT, as needed. In the future, if Dawson County Transit has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

### 4.5 Sub recipients and Subcontractors

Dawson County Transit is responsible for ensuring that subcontractors (TPOs) are in compliance with Title VI requirements. Sub recipients may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Dawson County Transit, subcontractors, and/or TPOs may not discriminate in their employment practices in connection with federally assisted projects. Subcontractors and TPOs are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

#### Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Georgia Department of Transportation and/or the Federal Transit Administration*, to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Georgia Department of Transportation*, and/or the *Federal Transit Administration*, as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Dawson County Transit shall impose contract sanctions as appropriate, including, but not limited to:
  - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
  - b. cancellation, termination or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Dawson County Transit, Georgia Department of Transportation, and/or the Federal Transit Administration, may direct as a means of enforcing such provisions including sanctions for noncompliance.

#### Disadvantaged Business Enterprise (DBE) Policy

As a condition of your agreement with GDOT, Dawson County Transit and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. Dawson County Transit and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of GDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

#### E-Verify

As a condition of your agreement with GDOT, vendors and contractors of Dawson County Transit shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with Dawson County Transit. Additionally, vendors and contractors shall expressly require any subcontractors performing work or

providing services pursuant to work for Dawson County Transit shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for Dawson County Transit.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations...; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), Dawson County Transit must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by Dawson County Transit in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to the Georgia Department of Transportation.

Dawson County Transit has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

**Table 1: Summary of Investigations, Lawsuits, and Complaints**

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for Dawson County Transit was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for Dawson County Transit. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Dawson County Transit services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

### Current Outreach Efforts

Dawson County Transit is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of Dawson County Transit's recent, current, and planned outreach activities.

- Dawson County Transit developed a brochure in both English and Spanish that described the system's policies, procedures, and fares.
- Dawson County Transit is working to rebrand its buses in operation. This will include renaming the fleet and adding a logo, along with a new color scheme. Publicity will also be a priority for the rebranding and we will use all means of social media available to us for advertising.

## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

Dawson County Transit operates a transit system within Dawson County. The Language Assistance Plan (LAP) has been prepared to address Dawson County Transit's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In Dawson County Transit's service area there are 503 residents or 0.024% who describe themselves as not able to communicate in English very well (Source: US Census). Dawson County Transit is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Dawson County Transit has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

Dawson County Transit does not have a transit-related committee or board, therefore this requirement does not apply.

## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

Dawson County Transit has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, Dawson County Transit does not have any Title VI Equity Analysis reports to submit with this Plan. Dawson County Transit will utilize the demographic maps included in Appendix I for future Title VI analysis.

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Dawson County Transit is not a fixed route service provider.

## 11.0 Appendices

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	CURRENT SYSTEM DESCRIPTION
APPENDIX C	TITLE VI PLAN ADOPTION MEETING MINUTES AND GDOT CONCURRENCE LETTER
APPENDIX D	TITLE VI SAMPLE NOTICE TO PUBLIC
APPENDIX E	TITLE VI COMPLAINT FORM
APPENDIX F	PUBLIC PARTICIPATION PLAN
APPENDIX G	LANGUAGE ASSISTANCE PLAN
APPENDIX H	OPERATING AREA LANGUAGE DATA: DAWSON COUNTY TRANSIT SERVICE AREA
APPENDIX I	DEMOGRAPHIC MAPS
APPENDIX J	TITLE VI EQUITY ANALYSIS
APPENDIX K	TEXT FORMATTING PALETTE

# **Appendix A**

## **FTA Circular 4702.1B Reporting Requirements for Transit Providers**

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### **General Requirements**

*All recipients must submit:*

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- 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
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.**
- 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. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

### **Requirements of Transit Providers**

*All Fixed Route Transit Providers must submit:*

- All requirements set out in Chapter III (General Requirements)
- Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

# **Appendix B**

## **Current System Description**

### Current System Description

1. An overview of the organization including its mission, program goals and objectives.  
Dawson County Transit's main goal is to provide public transportation and make sure that each Dawson County Transit Client is served in a timely manner and receives a professional experience. Our department strives to be one of the best coordinated transportation systems in our area.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.  
Dawson County Transit is a government agency. Our organization is made up of 5 full-time employees and 3 part-time employees. Our Transit Coordinator is responsible to all of the day-to-day operations of our organization and reports directly to the Transit Director. The Transit Director reports to the County Manager who then reports to the Board of Commissioners. The service hours of operation of the system are Monday through Friday, 8:00 a.m. to 4:00 p.m.
3. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?  
Dawson County's Transit Director and Coordinator are responsible for training and management of our transportation program. All safety sensitive employees are required to complete a GDOT approved safety and security training course as part of their new hire orientation. All new employees are required to complete the GDOT PASS training. Dawson County's Board of Commissioners is responsible for annual renewal of all liability insurance for both GDOT and agency owned vehicles, as well as vehicle registration renewal. It is the Transit Director's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.
4. Who provides vehicle maintenance and record keeping?  
Maintenance on all agency vehicles is provided by Dawson County Fleet Maintenance, Chestatee Ford, Hamby's Garage, and National Bus Sales. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the GDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at 201 Recreation Road or at the Dawson County Human Resources Office in the Dawson County Government Center.
5. Number of current transportation related employees  
Our transportation department has a total of 8 employees that include 5 full-time drivers and 3 part-time drivers. Our safety sensitive maintenance employees include 2 full-time individuals that are assigned to Fleet Maintenance.
6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?  
Only transportation employees that have completed all of the required safety and drivers training requirements will be allowed to drive the agency vehicles. All of our drivers have completed GDOT Pass Training.

7. A detailed description of service routes and ridership numbers

Transportation services provided through our program are available to all Dawson County residents. We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation. Approximately 25% of the medical trips we provide are to medical facilities out of the county; therefore, our out-of-county services are directed to the nearby highway corridors that surround this community for optimum efficiency of trip duration and the most convenient route. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes 4-10 passenger buses with lift capability. Four of our vehicles are equipped for wheelchair service. We prioritize grouping trips and multi-loading to the maximum extent possible. We make approximately 50 passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage.

## **Appendix C**

# **Title VI Plan Adoption Meeting Minutes and GDOT Concurrence Letter**

**DAWSON COUNTY BOARD OF COMMISSIONERS**  
**VOTING SESSION MINUTES – FEBRUARY 5, 2015**  
**DAWSON COUNTY GOVERNMENT CENTER ASSEMBLY ROOM**  
**25 JUSTICE WAY, DAWSONVILLE**  
**6:00PM**

---

**ROLL CALL:** Those present were Chairman Berg; Commissioner Fausett, District 1; Commissioner Swafford, District 2; Commissioner Hamby, District 3; Commissioner Nix, District 4; County Manager Campbell; County Attorney Homans; Director of Administration David McKee filling in for County Clerk Yarbrough and interested citizens of Dawson County.

**OPENING PRESENTATION:**

Frank Riley – Chestatee/Chattahoochee RC & D Council

**INVOCATION:** Chairman Berg

**PLEDGE OF ALLEGIANCE:** Chairman Berg

**ANNOUNCEMENTS:**

Chairman Berg announced that traffic would be delayed on GA 400 Saturday from 7:00 a.m. to 12:00 p.m. due to continuous flow intersection photography and site evaluation.

Chairman Berg also announced that there is a lot of debate and miscommunication occurring regarding Transportation Funding Bill HB 170. This bill involves how excise and fuel taxes are collected and there is discussion on how it would impact the county. Chairman Berg said he would recommend waiting until the bill goes to the senate before the Board of Commissioners decides upon what action to take, in terms of a possible referendum.

Commissioner Swafford announced that Dawson County Parks and Recreation would be hosting Pre-District Tournaments this weekend with visitors coming from many different counties.

**APPROVAL OF MINUTES:**

Motion passed unanimously to approve the minutes from the Voting Session held on January 15, 2015. Nix/Hamby

**APPROVAL OF THE AGENDA:**

Motion passed unanimously to approve the agenda as written with the addition of the following agenda item as Item #5:

- Discussion of Annexation Petition #14-008

Swafford/Fausett

**PUBLIC COMMENT:**

None

**ALCOHOL LICENSE HEARING:**

None

**ZONING**

None

**PUBLIC HEARINGS:**

None

**UNFINISHED BUSINESS:**

None

**NEW BUSINESS:**

*Approval of the Title VI Plan for Dawson County Transit*

Motion passed unanimously to approve the Title VI Plan for Dawson County Transit. Swafford/Hamby

*Approval of the Board of Commissioners 2014 Expenses*

Motion passed unanimously to approve the Board of Commissioners 2014 Expenses. Nix/Fausett

*Approval of the Use of Office Space within County Building Contract*

Motion passed unanimously to approve the Use of Office Space within County Building Contract. Swafford/Nix

*Approval of Board Appointments*

Motion passed unanimously to approve the following board appointments:

- **Development Authority**
  - Clint Bearden (Term: January 2015 through December 2018)
  - Sherry Weeks (Term: January 2015 through December 2018)
  - Charlie Tarver (Term: January 2015 through December 2018)
- **Industrial Building Authority**
  - Tom Alexander (Term: January 2015 through December 2018)
  - Charlie Tarver Alternate (Term: January 2015 through December 2018)
  - Sherry Weeks- (Term: January 2015 through December 2018)
- **Joint Development Authority**
  - Mary Simmons (Term: January 2015 through December 2018)
  - John Drew (Term: January 2015 through December 2018)

Nix/Swafford

*Discussion of Annexation Petition #14-008*

Motion passed unanimously to approve Annexation Petition #14-008. Hamby/Nix

**ADJOURNMENT:**

**PUBLIC COMMENT:**

None

APPROVE:

  
\_\_\_\_\_  
Mike Berg, Chairman

ATTEST:

  
\_\_\_\_\_  
Danielle Yarbrough, County Clerk

Insert a copy of the Title VI Plan adoption meeting minutes and the GDOT concurrence letter.

## Appendix D

# Dawson County Transit Title VI Sample Notice to Public

As a recipient of federal financial assistance under the Georgia Department of Transportation (GDOT), the Dawson County Board of Commissioners hereby gives public notice that it is our policy to assure compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statutes and regulations in all programs and activities.

Any person who believes they have been subject to unlawful discriminatory practices under Title VI has the right to file a formal complaint. For more information regarding Title VI select the appropriate link below.

[http://dawsoncounty.org/uploads/files/boardofcommissioners/Title\\_VI\\_Brochure\\_English.pdf](http://dawsoncounty.org/uploads/files/boardofcommissioners/Title_VI_Brochure_English.pdf)

**Notifying the Public of Rights Under Title VI****Dawson County Transit**

- Dawson County Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Dawson County Transit.
- For more information on Dawson County Transit's civil rights program, and the procedures to file a complaint, contact 706-344-3700, email [dpruett@dawsoncounty.org](mailto:dpruett@dawsoncounty.org) or visit our administrative office at 25 Justice Way, Dawsonville, 30534. For more information, visit [www.dawsoncounty.org](http://www.dawsoncounty.org).
- If information is needed in another language, contact 706-344-3501
- Si se necesita información en otro idioma, comuníquese con 706-344-3501 (Spanish)
- You may also file your complaint directly with the FTA at: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR 1200 New Jersey Ave., SE, Washington, DC 20590

# **Appendix E**

## **Title VI Complaint Form**

# Dawson County Transit

## Title VI Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
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	<input type="checkbox"/> Age	
<input type="checkbox"/> Disability	<input type="checkbox"/> Family or Religious Status	<input type="checkbox"/> Other (explain) _____		
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

**Section V**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court \_\_\_\_\_

State Agency \_\_\_\_\_

State Court \_\_\_\_\_

Local Agency \_\_\_\_\_

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

Name:

Title:

Agency:

Address:

Telephone:

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below

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

Please submit this form in person at the address below, or mail this form to:

Dawson County Transit  
25 Justice Way, Suite 2233  
Dawsonville, GA 30534

# **Appendix F**

## **Public Participation Plan (PPP)**

## Introduction

The Public Participation Plan (PPP) for Dawson County Transit was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for Dawson County Transit. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Dawson County Transit services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Dawson County Transit also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

## Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about Dawson County Transit and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Dawson County Transit will proactively reach out and engage low-income, minority, and LEP populations for the Dawson County Transit service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** Dawson County Transit will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

## Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of Dawson County Transit. Dawson County Transit intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Dawson County Transit will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Dawson County website ([www.dawsoncounty.org](http://www.dawsoncounty.org)) and all feedback on the site will be recorded and passed on to Dawson County Transit management. The public will also be able to call the Dawson County Transit office at 706-344-3700 during its hours of operation. Feedback collected over the phone will be recorded and passed on to Dawson County Transit management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, Dawson County Transit will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

#### Public Hearing

Our agency is not required to hold public hearings.

LEP Meetings

Dawson County Transit will conduct LEP meetings as appropriate with passengers, employers, organizations, and committees as needed. Included in these meetings will be discussion and public input on service quality, the distribution of information, and any proposed changes. The public will be asked to provide feedback to Dawson County Transit on ways to improve communication problems and public awareness. Any meetings will be held at a facility that is accessible for persons with disabilities and served by Dawson County Transit.

# **Appendix G**

## **Language Assistance Plan (LAP)**

## I. Introduction

Dawson County operates a transit system within Dawson County, Georgia. The Language Assistance Plan (LAP) has been prepared to address Dawson County Transit's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In Dawson County Transit's service area there are 503 residents or 0.024% who describe themselves as not able to communicate in English "very well" (Source: US Census). Dawson County Transit is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Dawson County Transit has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four factor analysis to develop its LAP.

The U.S. Department of Transportation Handbook, titled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007) " (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important for Dawson County Transit to be able to communicate effectively with all of its riders. When Dawson County Transit is able to communicate effectively with all of its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. Dawson County Transit is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that Dawson County Transit undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services

- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying Dawson County Transit staff to assist LEP customers
- Training: Providing training on LAP to responsible employees.

## II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use Dawson County Transit services and identify needs for language assistance. This analysis is based on the “Four Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Dawson County Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Dawson County Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Dawson County Transit to the LEP population.
4. The resources available to Dawson County Transit and overall costs to provide LEP assistance

a. **Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population**

Of the 21,153 residents in the Dawson County Transit service area 503 residents describe themselves as speaking English less than “very well”. People of Hispanic or Latino descent are the primary LEP persons likely to utilize Dawson County Transit services. For the Dawson County Transit service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 99.9% speak English “very well”. For groups who speak English “less than very well”, 0.015% speak Spanish and 0.002% speak Vietnamese.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Dawson County Transit service area.

b. **Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

Dawson County Transit has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff

survey. As discussed above, Census data indicates that the Dawson County Transit Service Area has a lack of a prominent LEP group. Spanish and Vietnamese are the prominent LEP groups. Phone inquiries and staff survey feedback indicated that Dawson County Transit dispatchers and drivers interact infrequently with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke Spanish. Over the past 7 years, Dawson County Transit has had 0 requests for translated documents.

**c. Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives**

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's *Policy Guidance Concerning Recipient's Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person's inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

**d. Factor 4: The Resources Available to the Recipient and Costs**

Dawson County Transit assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations, and determined that there are no longer assistance resources available to Dawson County at this time.

### **III. Language Assistance Plan**

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

**a. Element 1: Identifying LEP Individuals Who Need Language Assistance**

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

Dawson County Transit has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 98.12% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish (565). Of those whose primary spoken language is Spanish, approximately 0.015% identify themselves as speaking less than "very well". Those residents whose primary language is not English or Spanish and who identify themselves as speaking English less than "very well" account for 0.008% of the service area population.

Dawson County Transit may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

**b. Element 2: Language Assistance Measures**

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

Dawson County Transit has undertaken the following actions to improve access to information and services for LEP individuals:

1. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
2. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

Your Transit System will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

**c. Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of Dawson County Transit, the most important staff training is for Customer Service Representatives and transit drivers.

The following training will be provided to Customer Service Representative:

1. Information on Title VI Procedures and LEP responsibilities
2. Documentation of language assistance requests
3. How to handle a potential Title VI/LEP complaint

**d. Element 4: Providing Note to LEP Persons**

Dawson County Transit will make Title VI information available in English and Spanish on the Agency's website. Key documents are written in English and Spanish. Notices are also posted in Dawson County Transit's office lobby, and buses. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

**e. Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether Dawson County Transit's financial resources are sufficient to fund language assistance resources needed

Dawson County Transit understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. Dawson County Transit is open to suggestions from all sources, including customers, Dawson County Transit staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

**IV. Safe Harbor Provision**

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Dawson County Transit's service area does not have LEP populations which qualify for the Safe Harbor Provision.

The Safe Harbor Provision applies to the translation of written documents only. They 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. Dawson County Transit may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

# **Appendix H**

## **Operating Area Language Data: Dawson County Transit Service Area**

Language	County	Percent of Population
Total	21,153	
Speak only English	20,135	0.95
Spanish or Spanish Creole	565	0.03
Speak English "very well"	238	0.01
Speak English less than "very well"	327	0.01
French (incl. Patois, Cajun)		
Speak English "very well"		
Speak English less than "very well"		
French Creole		
Speak English "very well"	3	0.0001
Speak English less than "very well"		
Italian		
Speak English "very well"		
Speak English less than "very well"		
Portuguese or Portuguese Creole		
Speak English "very well"		
Speak English less than "very well"		
German	124	0.006
Speak English "very well"	92	0.004
Speak English less than "very well"	32	0.002
Yiddish		
Speak English "very well"		
Speak English less than "very well"		
Other West Germanic languages		
Speak English "very well"		
Speak English less than "very well"		
Scandinavian languages	11	0.0005
Speak English "very well"	11	0.0005
Speak English less than "very well"		
Greek		
Speak English "very well"		
Speak English less than "very well"		
Russian		
Speak English "very well"		
Speak English less than "very well"		
Polish		
Speak English "very well"		
Speak English less than "very well"		
Serbo-Croatian		
Speak English "very well"		

Language	County	Percent of Population
Speak English less than "very well"		
Other Slavic Languages	78	0.004
Speak English "very well"		
Speak English less than "very well"	78	0.004
Armenian		
Speak English "very well"		
Speak English less than "very well"		
Persian		
Speak English "very well"		
Speak English less than "very well"		
Gujarati		
Speak English "very well"		
Speak English less than "very well"		
Hindi		
Speak English "very well"		
Speak English less than "very well"		
Urdu		
Speak English "very well"		
Speak English less than "very well"		
Other Indic languages		
Speak English "very well"		
Speak English less than "very well"		
Other Indo-European Languages	62	0.003
Speak English "very well"	49	0.002
Speak English less than "very well"	13	0.0006
Chinese		
Speak English "very well"		
Speak English less than "very well"		
Japanese		
Speak English "very well"		
Speak English less than "very well"		
Korean	58	0.003
Speak English "very well"	13	0.0006
Speak English less than "very well"	45	0.002
Mon-Khmer, Cambodian		
Speak English "very well"		
Speak English less than "very well"		
Hmong		
Speak English "very well"		
Speak English less than "very well"		
Thai		

Language	County	Percent of Population
Speak English "very well"		
Speak English less than "very well"		
Laotian		
Speak English "very well"		
Speak English less than "very well"		
Vietnamese	80	0.004
Speak English "very well"	40	0.002
Speak English less than "very well"	40	0.002
Other Asian languages	32	0.002
Speak English "very well"	32	0.002
Speak English less than "very well"		
Tagalog	5	0.0002
Speak English "very well"	5	0.0002
Speak English less than "very well"		
Other Pacific Island languages		
Speak English "very well"		
Speak English less than "very well"		
Navajo		
Speak English "very well"		
Speak English less than "very well"		
Other Native American languages		
Speak English "very well"		
Speak English less than "very well"		
Hungarian		
Speak English "very well"		
Speak English less than "very well"		
Arabic		
Speak English "very well"		
Speak English less than "very well"		
Hebrew		
Speak English "very well"		
Speak English less than "very well"		
African languages		
Speak English "very well"		
Speak English less than "very well"		
Other and unspecified languages		
Speak English "very well"		
Speak English less than "very well"		



# Appendix I

## Demographic Maps

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service.

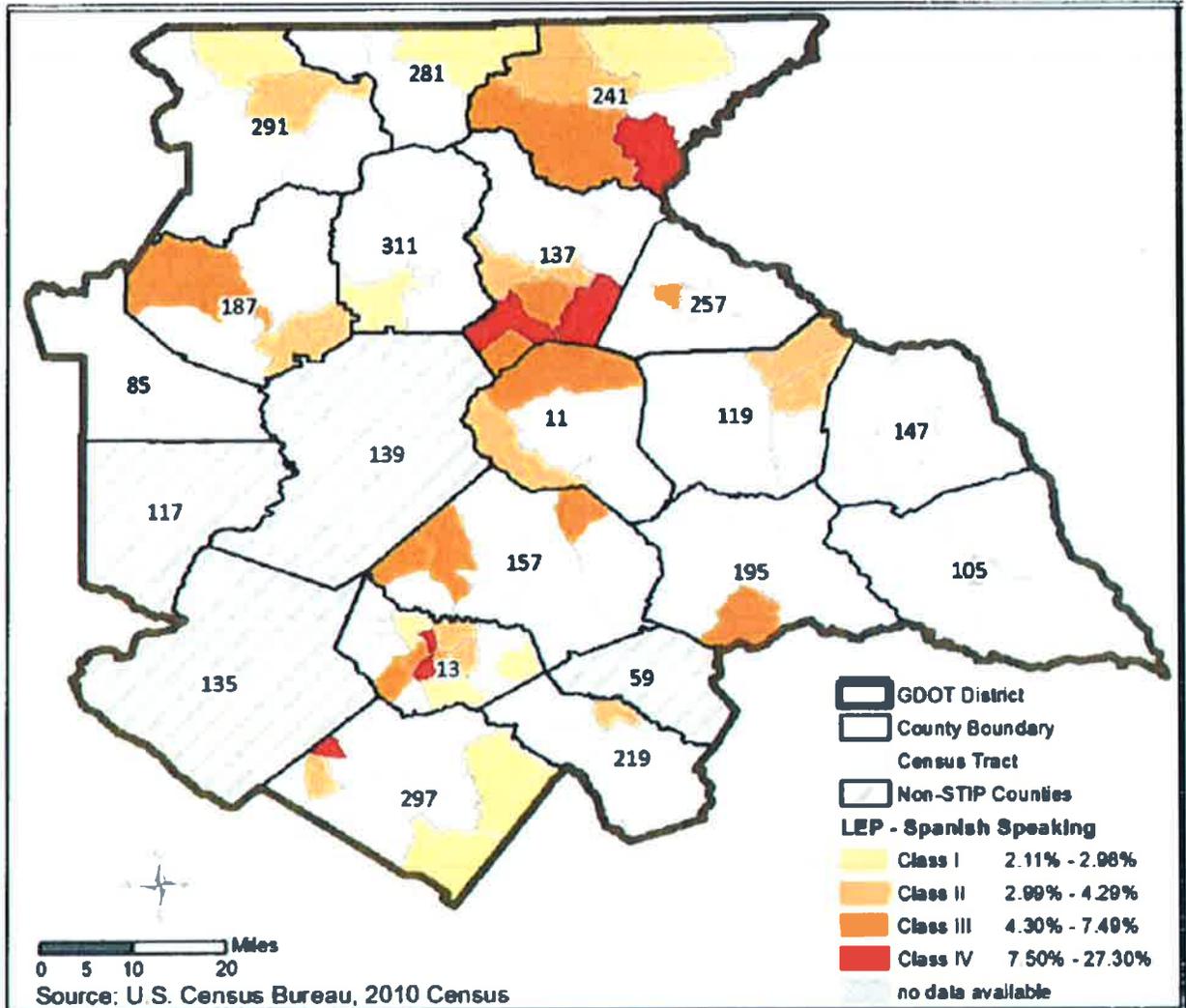
Dawson County Transit serves the majority of its service to the elderly population which based on the EJ population data includes two census tracts (US Census Bureau, 2010 Census) one of which is a class III and one being a Class I. Of the population served Dawson County has a limited Hispanic population with the two northern census tracts classified as a class I of 2.29% and below and the southernmost census tract being a class II based on the EJ population (US Census Bureau, 2010 Census). Dawson County transit does not have a LEP community based on the LEP EJ population standards as such Dawson is less likely to use the current NENA language service line, however the NENA language service line is available to all personnel.

2. The frequency with which LEP individuals come in contact with the program.

The US census data states that 7.8% of the Georgia general population is Spanish speaking LEP persons. Dawson County is far below the state average and below 2.11%. Based upon current inquiries, staff feedback and available data the program currently serves less than 1% of the services within the Dawson County population as LEP's.

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

Dawson County transit has determined that based on the EJ population data there is a minimal contact with LEP's. However, the possibility is of importance to the program and the NENA language is used within the program when a need arises.



### County FIPS Code - County Name

11 - Banks	119 - Franklin	187 - Lumpkin	291 - Union
13 - Barrow	135 - Gwinnett	195 - Madison	297 - Walton
59 - Clarke	137 - Habersham	219 - Oconee	311 - White
85 - Dawson	139 - Hall	241 - Rabun	
105 - Elbert	147 - Hart	257 - Stephens	
117 - Forsyth	157 - Jackson	281 - Towns	