

Warren County Transit



Title VI Plan

Date Adopted: September 14, 2021



Title VI Plan Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
10/10/14	Received Title VI Template	Porsha Johnson	
01/15/2015	Adopted by BOC	Porsha Johnson	
11/07/2018	First Draft Complete	Patricia Allen	
11/07/2018	First Draft Emailed to Mrs. Kristy Watkins With DOT for Review	Patricia Allen	
Pending	Adoption		Next BOC Meeting Will be held 11/13/18
11/14/18	Adopted	John R. Graham	Approved at BOC Meeting on 11/13/18
4/15/19	Title VI plan revised	Patricia Allen	
6/20/19	Received email that plan was deemed compliant	Michele Nystrom	
7/9/19	Adopted	John Graham	Approved at BOC meeting on 7/9/19
Pending	Adoption		Next BOC Meeting Will be held 9/14/2021
9/14/2021	Title VI plan adopted by BOC	John Graham	Approved by BOC 9/14/2021
11/4/2021	Received GDOT Concurrence Letter	Patricia Smith	Approved 11/4/2021

**Title VI Plan Activity Log
(Continued)**

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks

Table of Contents

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

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].

Warren County Transit assures the Georgia Department of Transportation that no person shall on the basis of race, color, national origin 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.

Warren County Transit 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 Warren County Transit.
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: JOHN R. GRAHAM

John R. Graham, Chairman/Signatory Authority, Warren County Transit, Date: 09/14/21

2.0 Introduction & Description of Services

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

Warren County Transit 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.

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

Title VI Liaison

John Graham, Chairman
Warren County Board of Commissioners
(706) 465-2171
P.O. Box 46 Warrenton, GA 30828

Alternate Title VI Contact

Patricia Allen
Warren County Transit
(706) 465-3539
P.O. Box 46 Warrenton, GA 30828

Warren County Transit 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 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, and 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.

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

Current and Pending FTA Funding

1. Agreement for Transit Operating Assistance Between Department of Transportation State of Georgia and Warren County, 09/22/2014, \$41,970.00 FTA 5311 Project ID –T005203 Current.

FTA Circular 4702.1B, Chapter III, and Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

2. Agreement for Capital Improvement Assistance Between Department of Transportation State of Georgia and Warren County, [Date], \$35,449.20 FTA 5311-Project ID- T005262 Current.

During the previous three years, GDOT did complete a Title VI compliance review of Warren County Transit. Warren County Transit has not been found to be in noncompliance with any civil rights requirements.

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.

Warren County Transit will remain in compliance with this requirement by annual submission of certifications and assurances as required by GDOT.

2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received GDOT concurrence on 11/4/2021. The Plan was approved and adopted by Warren County Transit's Board of Directors during a meeting held on 9/14/2021. A copy of the meeting minutes and GDOT concurrence letter will be included in Appendix C of this Plan.

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.

3.0 Title VI Notice to the Public

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. The notice should be translated into other languages, as necessary.

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of Warren 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 Warren County Transit's office(s) including the reception desk and meeting rooms, and on the Warren County Transit's website at www.warrencountyga.com. Additionally, Warren County Transit will post the notice on transit vehicles.



This notice is included in Appendix D of this Plan.

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 Warren County Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Warren County Transit investigates complaints received no more than 180 days after the alleged incident. Warren County Transit will process complaints that are complete.

Once the complaint is received, Warren 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.

Warren County Transit has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Warren 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, Warren 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 on Warren County Transit's website (www.warrencountygva.org).

4.2 Complaint Form

A copy of the complaint form in English and Spanish is provided in Appendix E and on Warren County Transit's website (www.warrencountygva.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. Warren 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

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

4.5 Sub recipients and Subcontractors

Warren 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. Warren 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 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.

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, Warren 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 Warren 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, Warren 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. Warren 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 Warren 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 Warren County Transit. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for Warren 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 Warren 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), Warren 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 Warren 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.

Warren 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
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
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 Warren 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 Warren 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 Warren 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

Warren 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 Warren County Transit's recent, current, and planned outreach activities.

- Handed out flyers.
- Flyers placed in laundry mats, on transit vans and in transit office.
- Information booth at next community event on 11/13/2021

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).

Warren County Transit operates a transit system within the Warren County area. The Language Assistance Plan (LAP) has been prepared to address Warren 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 Warren County Transit service area there are 25 residents or 0.50% who describe themselves as not able to communicate in English very well (Source: US Census, 2019). Warren 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. Warren 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.

Warren 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.

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

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, Warren County Transit will ensure the following:

1. Warren County Transit will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Warren County Transit will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, Warren County Transit will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If Warren County Transit determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Warren County Transit may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. Warren County Transit must demonstrate and document how both tests are met. Warren County Transit will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Warren County Transit has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, Warren County Transit does not have any Title VI Equity Analysis reports

to submit with this Plan. Warren 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.

Warren 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: WARREN COUNTY TRANSIT SERVICE AREA
APPENDIX I	DEMOGRAPHIC MAPS
APPENDIX J	TITLE VI EQUITY ANALYSIS

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

The following is a sample language which must be revised for your agency.

Current System Description

1. An overview of the organization including its mission, program goals and objectives.
Warren County Transit's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.
Warren County Transit is a non-profit 501(c)(3) organization. Our organization is made up of 2 full-time employees, 2 part-time employees, and 0 volunteers. Our Supervisor is responsible for all of the day-to-day operations of our organization and reports directly to our Board of County Commissioners (BCC). Our BCC is committed to this program and has, therefore, incorporated our service within the County's Public Transportation Program. Transportation services are provided in accordance with the BCC's approved Operations Manual/System Safety/Security Program and its Transportation Disadvantaged Service Plan (TDSP). Our agency staffing plan is outlined in our 2011 Transit Development Plan (page 201) and 2012 Operations Handbook (page 34). We will continue to operate at previous year (2011) service hours averaging 84 total fleet service hours per day or approximately 25,200 annual service hours (assuming 300 operating days).
3. Indicate if your agency is a government authority.
Warren County Transit operates as a non-profit 501(c)(3) with a CTC agreement with the BCC. We have an executed CTC agreement dated _____[date].
4. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?
Warren County Transit's supervisor is responsible for training and management of our transportation program. All safety sensitive employees are required to complete GDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete several trainings, which include riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securement devices. The Warren County 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.
5. Who provides vehicle maintenance and record keeping?
Maintenance on all agency vehicles is provided by a locally owned and operated business. 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 59 Gibson

Highway, Warrenton, GA 30828 and are maintained by the supervisor. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees

Our transportation department has a total of 4 employees that include: 1 full-time driver, 1 part-time driver, 1 administrator and 1 support staff.

7. 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.

8. A detailed description of service routes and ridership numbers

Transportation services provided through our program are available to customers living in the Warren County area. Our service incorporates on call services. We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation. Approximately 99% of the medical trips we provide are to medical facilities out of the county. Currently, we use two vehicles to provide passenger services. Our fleet includes vans, modified vans. Two of our vehicles are equipped for wheelchair service. We prioritize grouping trips and multi-loading to the maximum extent possible. We make several 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

Warren County Board of Commissioners adopted the plan at the September 14, 2021, at BOC meeting. The minutes are inserted below:

**Warren County Board of Commissioners
Regular Monthly Meeting
Tuesday, September 14, 2021
4:00 p.m.**

The Warren County Board of Commissioners met for their regular monthly meeting on Tuesday, September 14, 2021, at 4:00 p.m. This meeting was held in the Warren County Community Service Building located at 48 Warren Street.

Call Meeting to Order

Chairman Graham called the meeting to order.

Prayer

Chairman Graham led prayer.

Pledge of Allegiance

Roll Call:

County Clerk, Porsha Johnson did roll call. The following were present.

- ✓ John R. Graham, Chairman
- ✓ Richard Burley, Jr., Commissioner District 1
- ✓ Rita Johnson, Commissioner District 2

Staff Attending:

Patricia Allen-Brown, Senior Center / Transit Director
Porsha Johnson, County Clerk

Minutes Approval for August 2021:

Commissioner Burley made a motion to approve the August 2021 minutes and dispense with the reading of them. Commissioner Johnson seconded the motion. The vote was unanimous.

Finance Report for August 2021:

County Clerk, Porsha Johnson read the Finance Report for August 2021.

A copy of this report will be placed in the Attachments to the 2021 Minutes.

Citizens Comments

Rev. Randy Dunaway provided a letter to the commissioners stating that Little Briar Creek Church is flooding because of the drainpipe on Wright-Reese Road not being large enough, Mr. Dunaway believes that this is causing a drainage issue.

The board agreed to have the County Engineers to evaluate the situation and decide if any action should be taken.

Title VI

Chairman Graham introduced Patricia Allen-Brown, Senior Center / Transit Director and turned the floor over to her. Title VI is a plan that prohibits discrimination on basis of race, color, or

national origin, this is a yearly requirement requested by GDOT when receiving Federal Funds or any type of Federal Financial Assistance. Warren County Transit system receives Federal Financial Assistance; therefore, this Title VI plan will need to be adopted again with no changes made to the policy. As of today, the Warren County Transit System haven't received any complaints due to discrimination. The discrimination forms are posted on Warren County's website.

Commissioner Johnson made a motion to adopt the Title VI Plan. Commissioner Burley seconded the motion. The vote was unanimous.

A copy of the Title VI Plan will be placed in the Attachments to the 2021 minutes.

Board of Commissioners Millage Rate

Chairman Graham informed the board that it is now time to decide on the BOC Millage Rate. Chairman Graham stated the that tentative millage rate was set at 12.751 mils, which will generate \$2,286,987 taxes levied.

Commissioner Burley made a motion to approve the BOC Millage Rate at 12.751 mils. Commissioner Johnson seconded the motion. The vote was unanimous.

A copy of the Notice will be placed in the Attachments to the 2021 minutes.

Board of Education Millage Rate

Chairman Graham informed the board that reference to the BOE Millage Rate they set their own millage rate and we are not the deciding factor, but we must ratify what's stated. Warren County BOE set their tentative millage rate at 18.326 mils, which is a little decrease from last year's millage rate that was set at 18.361 mils.

Commissioner Johnson made a motion to ratify BOE Millage Rate at 18.326 mils. Commissioner Burley seconded the motion. The vote was unanimous.

A copy of the Notice will be placed in the Attachments to the 2021 minutes.

Tusa Consulting Services Agreement

Chairman Graham informed the board that it's time for an assessment to be completed on our radio equipment. Tusa is a consulting group that does radio assessments. Tusa would look at the equipment that we currently have, like the radios, towers, and the coverage area and complete an assessment. The 1st task would be to complete an investigation, 2nd onsite trip interviews, 3rd complete an on-site inspection, 4th create a report, including solutions and budgetary estimate and lastly present the findings, for a total cost of \$33,880.00. After checking with several other counties that used Tusa and were very pleased with their services, \$33,880.00 is a standard price. This assessment could take an estimated time of 60 to 90 days. Mrs. Patricia Walker, E911 Director is excited about moving forward with this project, if approved, because our radio system has never been assessed. The radio system must tie-in with the 911 system. If approved, this will be amended under the communications department budget and other revenues budget.

Chairman Graham stated that the Radio equipment used by Warren County has aged tremendously, he added that a Regional 911 System may be beneficial for Warren County soon,

Commissioner Burley made a motion to move forward and approve the Tusa Consulting Services Agreement. Commissioner Johnson seconded the motion. The vote was unanimous.

A copy of the Agreement will be placed in the Attachments to the 2021 minutes.

GDOT Right-of-Way Agreement Frontage Road Phase II

Chairman Graham informed the board that this is the second phase of the GDOT Right-of-way Agreement. Warren County must purchase right-a-ways from several individuals, just as we did during the first phase. Per Chairman Graham, County Attorney, Scott Kelly suggested that after reviewing the documents, there are a few adjustments that will need to take place before any action should be taken on this agreement, he suggested that we postpone.

Commissioner Johnson made a motion to postpone, and no action be taken at this time. Commissioner Burley seconded the motion. The vote was unanimous.

Budget Amendments FY 2020/2021

Chairman Graham advised the commissioners that the following amendments needed to be made to the budgets for 2020/2021 fiscal year.

Expenditures:

Voter Registration	from \$42,017	to \$ 48,910.00
Fees	from \$283,000	to \$428,000.00
Tax Commissioner	from \$147,567	to \$158,776.31
County Buildings	from \$189,684	to \$284,684.13
Public Defender	from \$10,800	to \$ 13,300.00
Coroner	from \$16,548	to \$ 30,987.70
B911	from \$316,439	to \$359,938.50
Solid Waste	from \$100,308	to \$138,407.80
Landfill	from \$97,477	to \$103,582.00
Health Dept	from \$25,000	to \$ 39,765.00
Transit	from \$110,570	to \$133,669.61
Extension Services	from \$57,673	to \$ 61,373.49
Code/ Planning Administration	from \$66,142	to \$ 73,297.00

Total Budget after amendments	from \$4,430,952	to \$4,839,314
-------------------------------	------------------	----------------

Revenue:

Fund Balance	from \$0	to \$408,362
Total Budget	from \$4,430,952	to \$4,839,314

Commissioner Burley made a motion to approve the budget amendments FY2020/2021. Commissioner Johnson seconded the motion. The vote was unanimous.

Credit Card bill was reviewed.

Meeting adjourned at 4:39 p.m.


John R. Graham, Chairman


Porsha Johnson, County Clerk



Russell R. McMurry, P.E., Commissioner
One Georgia Center
600 West Peachtree NW
Atlanta, GA 30308
(404) 631-1990 Main Office

November 4, 2021

Patricia Allen
Warren County Transit
521 Main Street
Warrenton, GA 30828

Dear Ms. Allen,

The Department has completed its review of your Title VI Plan and has determined that it meets the requirements established in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

Thank you for your ongoing cooperation and compliance of the FTA Civil Rights Program requirements. Should you need assistance or have any questions, please do not hesitate to contact Ashley Finch, Rail/Transit Planner directly at afinch@dot.ga.gov or (470) 432-1751.

Sincerely,

**Patricia
Smith**

Patricia Smith
Transit Program Manager
Division of Intermodal

Digitally signed by
Patricia Smith
Date: 2021.11.06
18:07:34 -04'00'

Notifying the Public of Rights under Title VI

Warren County Transit

- Warren 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 Warren County Transit.
- For more information on Warren County Transit's civil rights program, and the procedures to file a complaint, contact 706-465-3539, (TTY 706-465-3222); email wcsrcitizens@classicsouth.net; or visit our administrative office at 48 Warren Street, Warrenton, GA 30828. For more information, visit www.warrencountyga.com.
- If information is needed in another language, contact 706-465-3539
- 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

Notificar a la ciudadanía de sus derechos en virtud del Título VI

Warren County Tránsito

- Warren County Transit opera sus programas y servicios, sin importar la raza, color, origen nacional y de conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una compatible con Warren County Transit.
- Para obtener más información sobre Warren County Transit programa de derechos civiles, y los procedimientos para presentar una queja, comuníquese con 706 465-3539, o visite nuestra oficina administrativa 48 Warren Street, Warrenton, GA 30828. Para obtener más información, visite www.warrencountyga.org.
- Si se necesita información en otro idioma, contacto 706 465-3539.

- También puede presentar su queja directamente con el TLC en: Federal Transit Administration
Office of Civil Rights Atención: Título VI, Coordinador del Programa edificio este, 5ª planta - TCR
1200 New Jersey Ave., SE. Washington, DC 20590

Appendix E

Title VI Complaint Form

Warren County Transit

Title VI Complaint Form

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Electronic Mail Address:

Accessible Format
Requirements?

Large Print

TDD

Audio Tape

Other

Section II:

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom
you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved
party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race☐ Color☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

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

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Agency _____

☐ State Court _____

☐ Local Agency _____

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

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below

Signature

Date

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

Warren County Transit Title VI Liaison
P.O. Box 46
Warrenton, GA 30828

Warren County Transitó

Título VI denuncia forma

Sección I:				
Nombre:				
Dirección:				
Teléfono (casa):			Teléfono (trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato accesible?	Impresión de gran tamaño		Cinta de audio	
	TDD		Otros	
Sección II:				
¿Usted está presentando esta queja en su nombre?			Sí *	No
* Si usted respondió "Sí" a esta pregunta, ir a la sección III.				
Si no, por favor suministrar el nombre y la relación de la persona a quien usted se queja:				
Explique por qué ha presentado por un tercero: _____				
Por favor confirme que ha obtenido el permiso de la parte agraviada si radicara en nombre de un tercero.			Sí	No
Sección III:				
Creo que he experimentado la discriminación se basaba en (marque todas las que apliquen):				
<input type="checkbox"/> Carrera <input type="checkbox"/> Color <input type="checkbox"/> origen nacional				
Fecha de la supuesta discriminación (mes, día, año): _____				
Explicar lo más claramente posible lo que pasó y por qué usted cree que fueron discriminados. Describir a todas las personas que estuvieron involucradas. Incluir el nombre e información de contacto de la persona que discriminó (si lo conoce) así como nombres e información de contacto de testigos. Si se necesita más espacio, utilice el dorso de este formulario.				

Sección IV				
¿Anteriormente ha presentado una queja del título VI con esta agencia?			Sí	No

Sección V

¿Ha presentado esta queja con cualquier otro Federal, estatal o agencia local, o con cualquier Tribunal Federal o estatal?

☐ Sí ☐ No

Si es así, compruebe todas las que apliquen:

☐ Agencia Federal para el : _____

☐ Tribunal Federal : _____

☐ La agencia Estatal: _____

☐ Estado de corte: _____

☐ Agencia Local: _____

Sírvanse proporcionar información sobre una persona de contacto en la Agencia/corte donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de denuncia de la agencia es contra:

Persona de contacto:

Título:

Número de teléfono:

Usted puede conectar cualquier material escrito u otra información que crees que es pertinente a su queja.

Firma y fecha especificadas a continuación

Firma

fecha

Por favor, envíe este formulario en persona en la siguiente dirección, o envíe por correo este formulario para:

Warren County Transito título VI enlace
P.O. Box 46
Warrenton, GA 30828

Appendix F

Public Participation Plan (PPP)

Introduction

The Public Participation Plan (PPP) for Warren 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 Warren 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 Warren 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. Warren 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 Warren County Transit and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Warren County Transit will proactively reach out and engage low-income, minority, and LEP populations for the Warren 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:** Warren 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 Warren County Transit. Warren County Transit intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Warren 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 Warren County Transit website www.warrencountyga.org and all feedback on the site will be recorded and passed on to Warren County Transit management. The public will also be able to call the Warren County Transit office at 706-465-3539 during its hours of operation. Feedback collected over the phone will be recorded and passed on to Warren 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, Warren 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

Warren County Transit is not required to conduct LCB meetings.

Appendix G

Language Assistance Plan (LAP)

I. Introduction

Warren County Transit operates a transit system within the Warren county area. The Language Assistance Plan (LAP) has been prepared to address Warren 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 Warren County Transit service area there are 25 residents or 0.5% who describe themselves as not able to communicate in English "very well" (Source: US Census, 2019 Americans Community Survey). Warren 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. Warren 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 Warren County Transit be able to communicate effectively with all of its riders. When Warren 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. Warren 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 Warren 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 Warren 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 Warren 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 Warren County Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Warren County Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Warren County Transit to the LEP population.
4. The resources available to Warren County Transit and overall costs to provide LEP assistance

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

Of the 5,018 residents in the Warren County Transit service area 25 residents describe themselves as speaking English less than “very well”. People of Spanish or Spanish Creole descent are the primary LEP persons likely to utilize Warren County Transit services. For the Warren County Transit service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 99.5% speak English “very well”. For groups who speak English “less than very well”, 0.4% speak Spanish.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Warren 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.

Warren 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 there is not a prominent LEP group that meets the Safe Harbor standard of 5% or 1,000 residents. Over the past 3 years, Warren 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.

The Warren County Transit will rely on feedback from phone inquiries, staff surveys, dispatchers and drivers to determine the number of interactions with LEP persons and the languages they spoke. Warren County Transit currently has had no request for translated documents.

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

Warren County Transit assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: <http://translate.google.com/> which provides free basic translation of text; which can be reviewed and edited by native speakers. Warren County Transit provides a reasonable degree of services for LEP populations in its service area; and will be prepared to exceed the Safe Harbor requirements if ever needed.

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.

Warren 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, 99.5% of the service area population speaks English only. The largest non-English spoken language in the service area is Spanish or Spanish Creole (0.4%). Of those whose primary spoken language is Spanish or Spanish Creole, approximately 0.4% 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 0.5% of the service area population.

Warren 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.

Warren County Transit will take the following actions to improve access to information and services for LEP individuals:

1. Provide the Warren County Transit flyers in Spanish to be sure that the community is fully supported.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from qualified community volunteers.

Warren County Transit 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 Warren 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

Warren 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 Warren County Transit office lobby, on vans, and available as handouts. 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 Warren County Transit's financial resources are sufficient to fund language assistance resources needed

Warren 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. Warren County Transit is open to suggestions from all sources, including customers, Warren 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.

Warren County Transit service area does not have LEP populations which qualify for the Safe Harbor Provision. As shown in Appendix H, Warren County Transit does not have LEP groups which speak English less than “very well” which exceed either 5.0% or 1,000 person.

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. Warren 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:

Warren County Transit Service Area

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Total	5,018	
Speak only English	4951	
Spanish or Spanish Creole	41	
Speak English "very well"	16	
Speak English less than "very well"	25	
French (incl. Patois, Cajun)	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
French Creole	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Italian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Portuguese or Portuguese Creole	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
German	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Yiddish	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other West Germanic languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Scandinavian languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Greek	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Russian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Polish	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Serbo-Croatian	0	
Speak English "very well"	0	

Language	County	Percent of Population
Speak English less than "very well"	0	
Other Slavic Languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Armenian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Persian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Gujarati	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hindi	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Urdu	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Indic languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Indo-European Languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Chinese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Japanese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Korean	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Mon-Khmer, Cambodian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hmong	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Thai	0	

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Speak English "very well"	0	
Speak English less than "very well"	0	
Laotian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Vietnamese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Asian languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Tagalog	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Pacific Island languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Navajo	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Native American languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hungarian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Arabic	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hebrew	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
African languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other and unspecified languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	

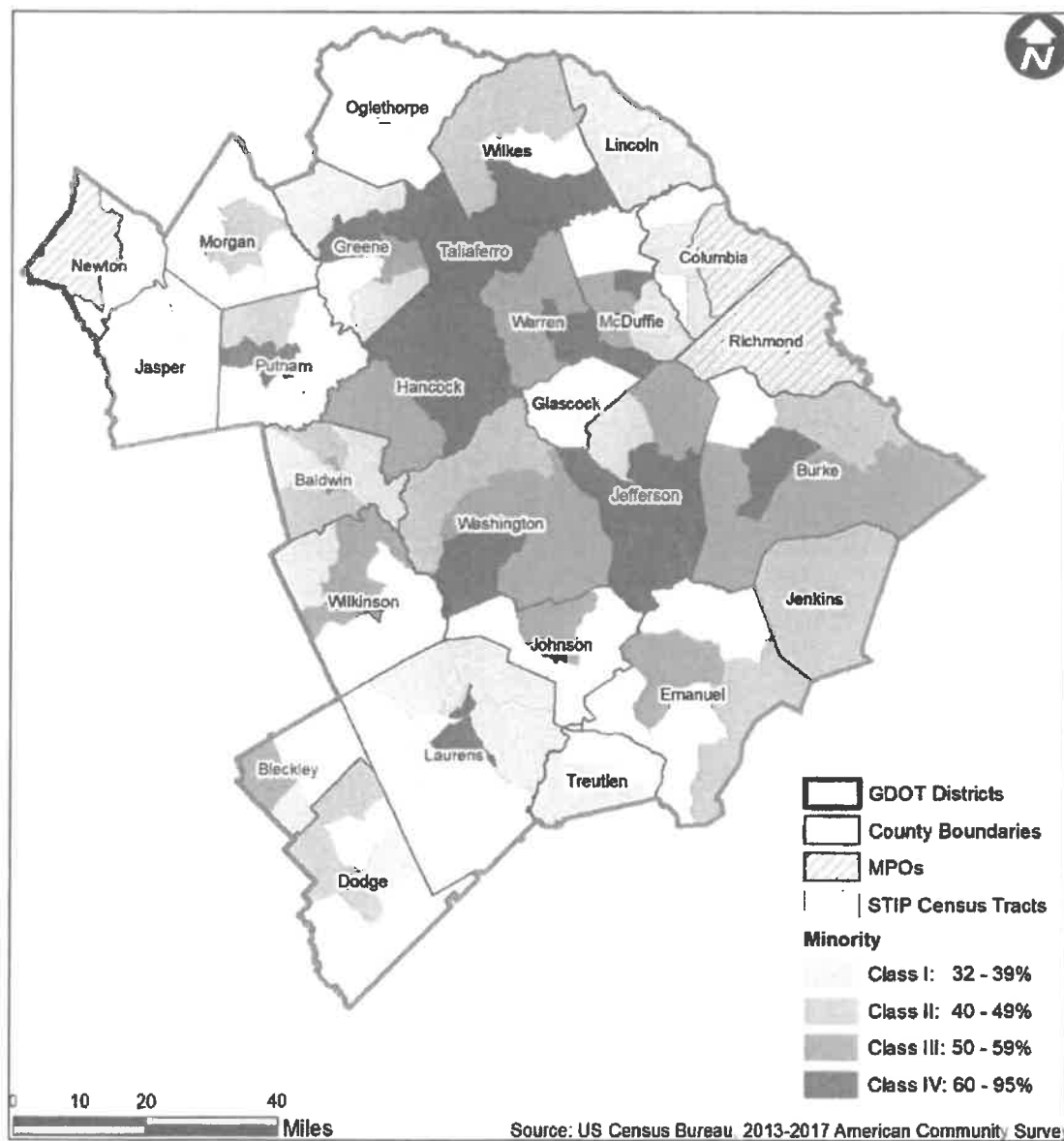
Appendix I

Demographic Maps

5.2.1 Minority EJ Population

Figure 15 is a map of the minority EJ population located in District 2. Within District 2, 63 percent of the tracts have a minority population above the minority EJ threshold. The analysis shows 19 Class IV tracts located in the following counties: Baldwin, Burke, Greene, Hancock, Jefferson, Laurens, McDuffie, Putnam, Taliaferro, Warren, Washington and Wilkes. The analysis also shows 19 Class III tracts, 14 Class II tracts, and 18 Class I tracts. Tract locations can be found in Figure 15.

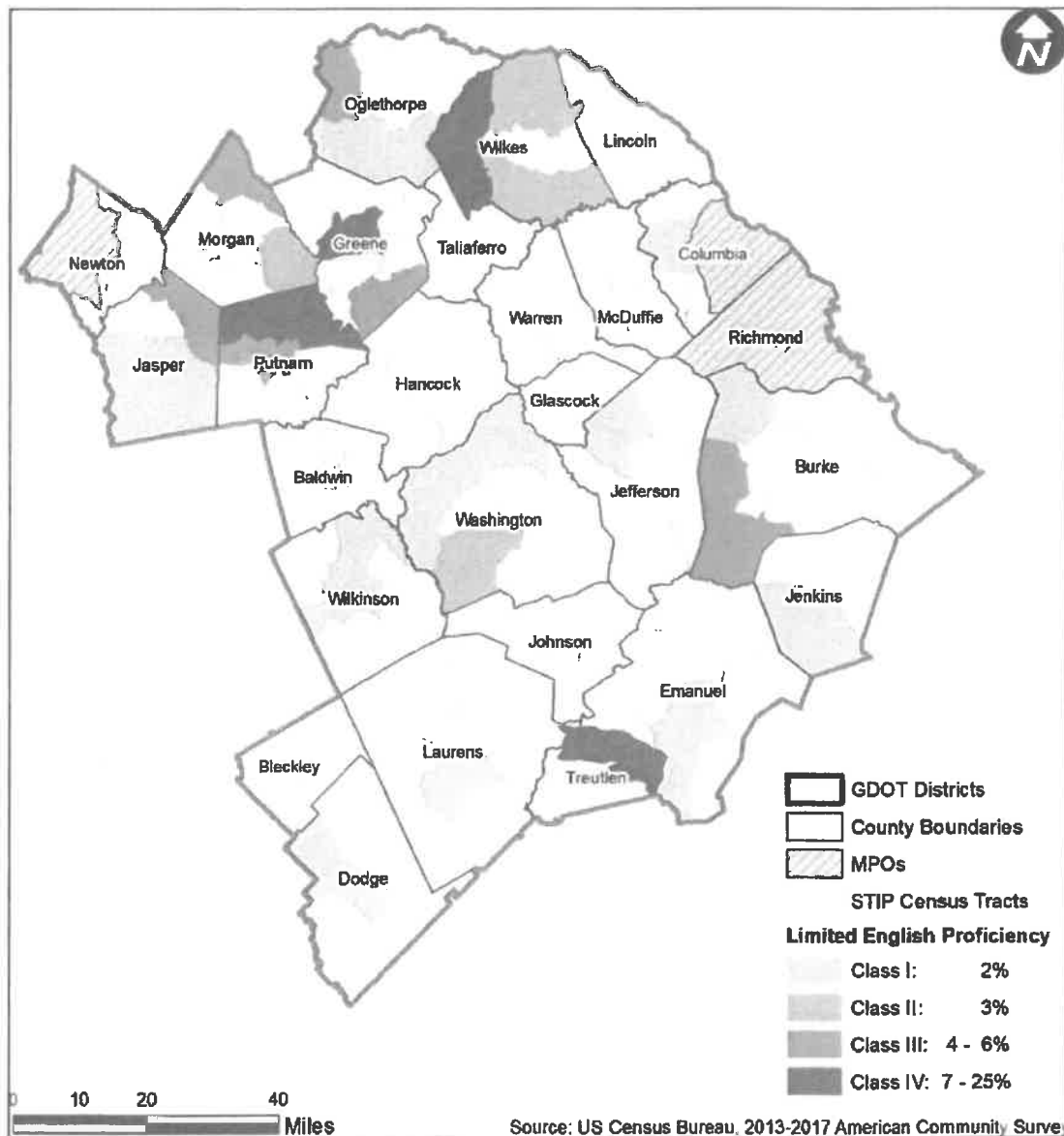
Figure 15: District 2 Minority EJ Population



5.2.4 LEP EJ Population

Figure 18 is a map of the LEP EJ population located in District 2. Within District 2, 23 percent of the tracts have a LEP population above the LEP EJ threshold. The analysis shows 5 Class IV tracts located in the following counties: Greene, Putnam, Treutlen, and Wilkes. The analysis also shows 6 Class III tracts, 4 Class II tracts, and 11 Class I tracts. Tract locations can be found in Figure 18.

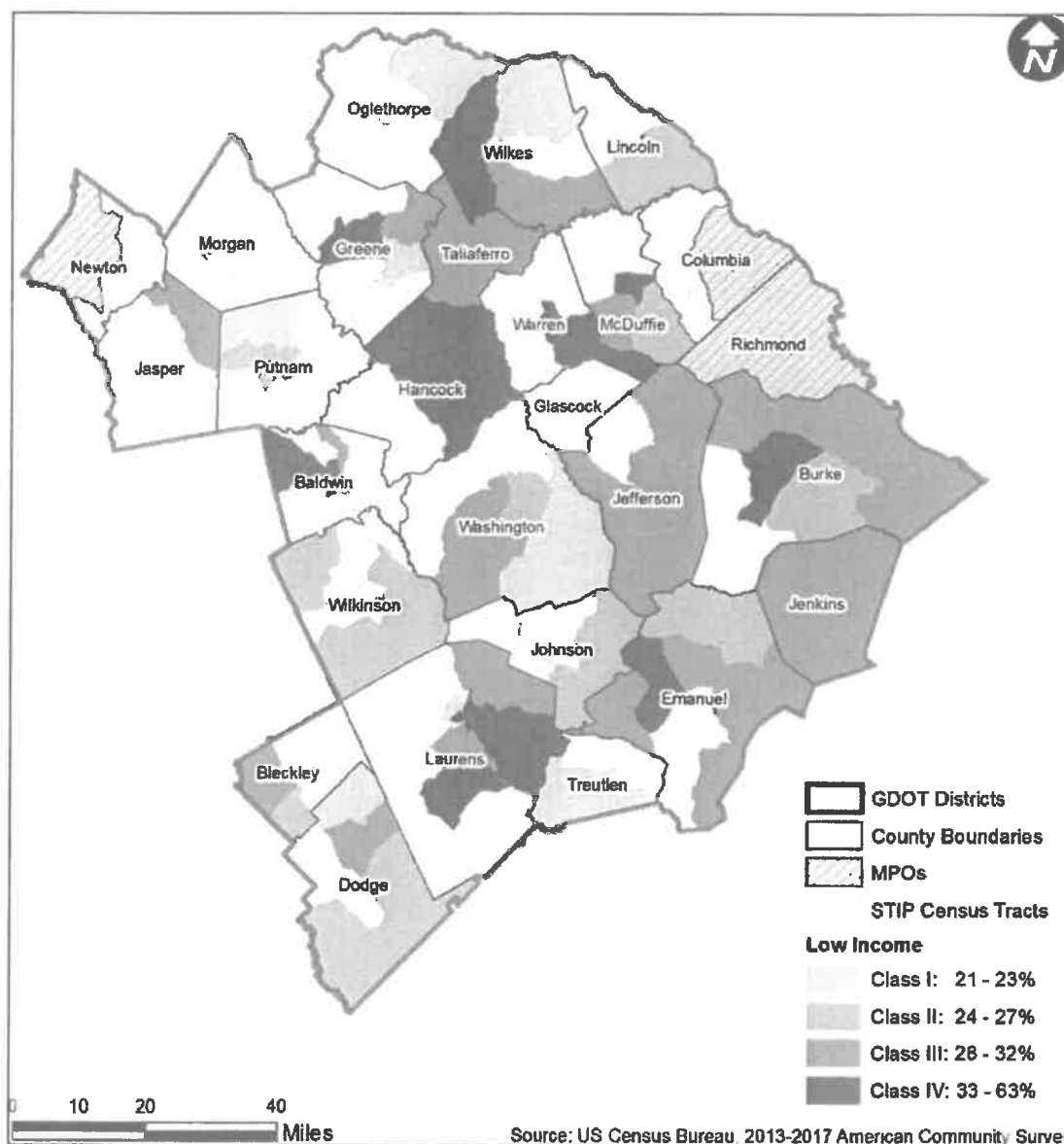
Figure 18: District 2 LEP EJ Population



5.2.2 Low-income EJ Population

Figure 16 is a map of the low-income EJ population located in District 2. Within District 2, 55 percent of the tracts have a low-income population above the minority EJ threshold. The analysis shows 16 Class IV tracts located in the following counties: Baldwin, Burke, Emmanuel, Greene, Hancock, Laurens, McDuffie, Warren, and Wilkes. The analysis also shows 23 Class III tracts, 15 Class II tracts, and 8 Class I tracts. Tract locations can be found in Figure 16.

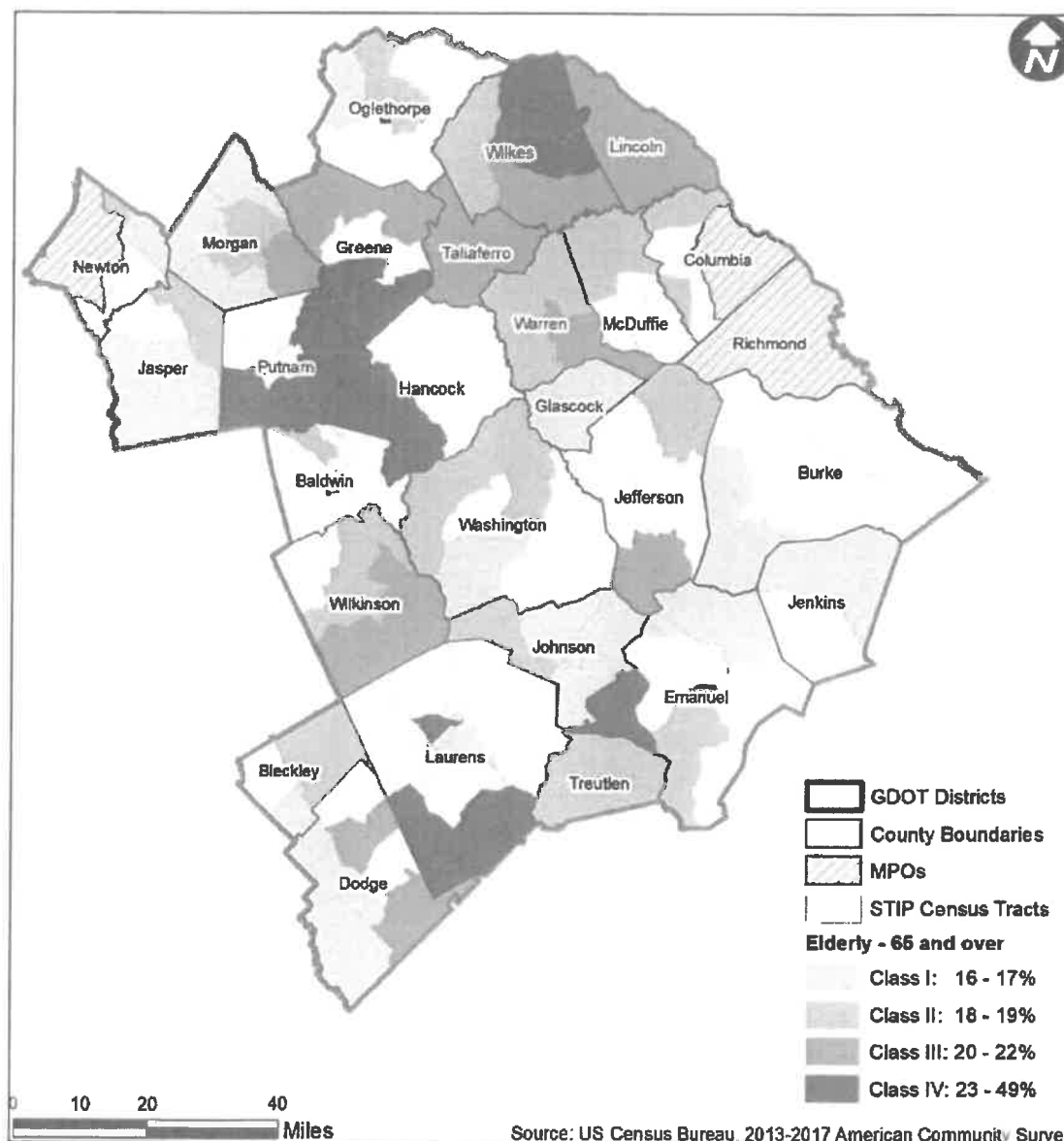
Figure 16: District 2 Low-income EJ Population



5.2.3 Elderly EJ Population

Figure 17 is a map of the minority EJ population located in District 2. Within District 2, 56 percent of the tracts have an elderly population above the elderly EJ threshold. The analysis shows 12 Class IV tracts located in the following counties: Emanuel, Greene, Hancock, Laurens, Putnam and Wilkes. The analysis also shows 12 Class III tracts, 21 Class II tracts, and 18 Class I tracts. Tract locations can be found in Figure 17.

Figure 17: District 2 Elderly EJ Population



Appendix J

Title VI Equity Analysis

Warren County Transit has not performed Title VI Equity Analysis.

Appendix J

Title VI Equity Analysis

Warren County Transit has not performed Title VI Equity Analysis.

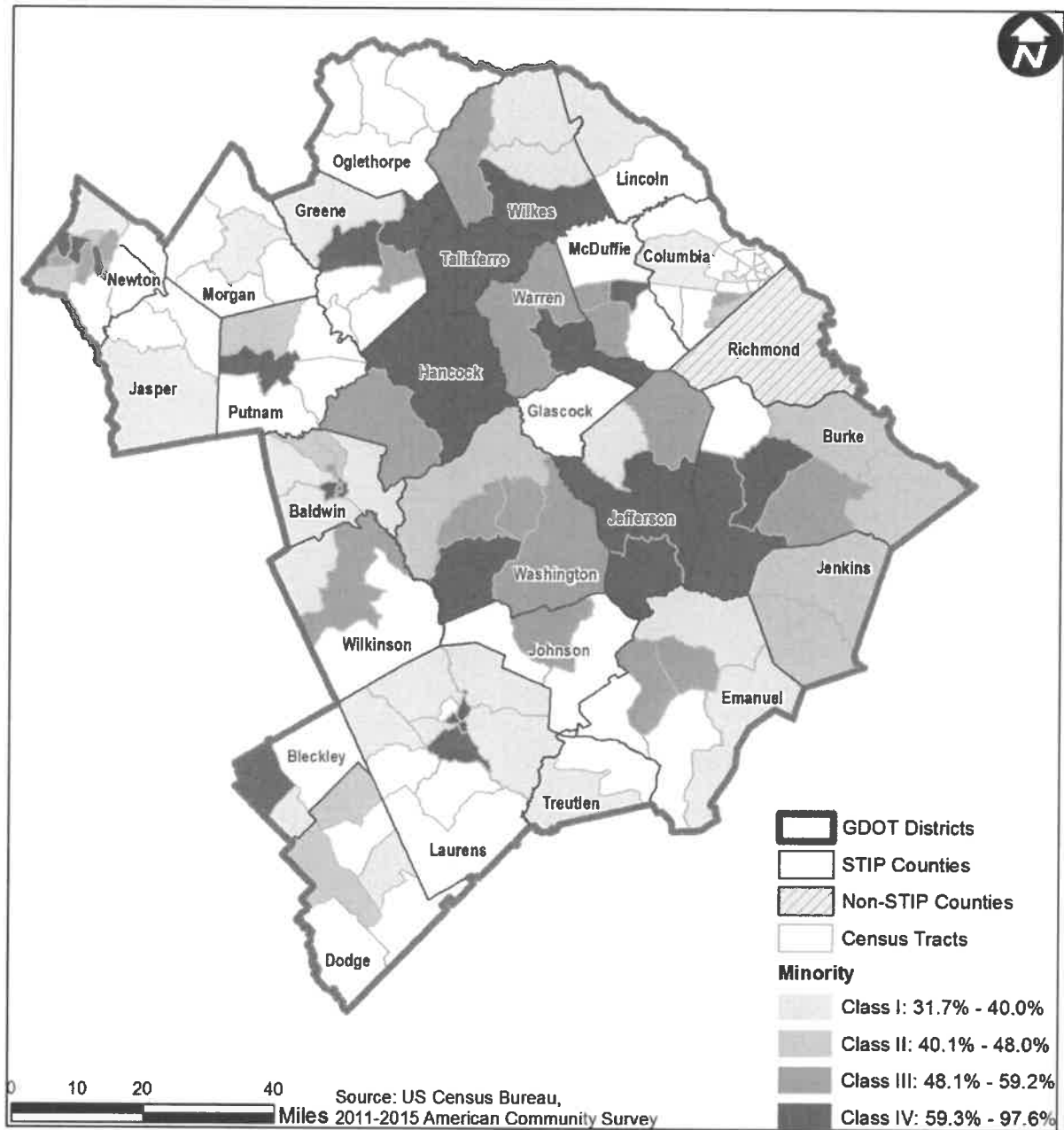


Figure 15: District 2 Minority EJ Population

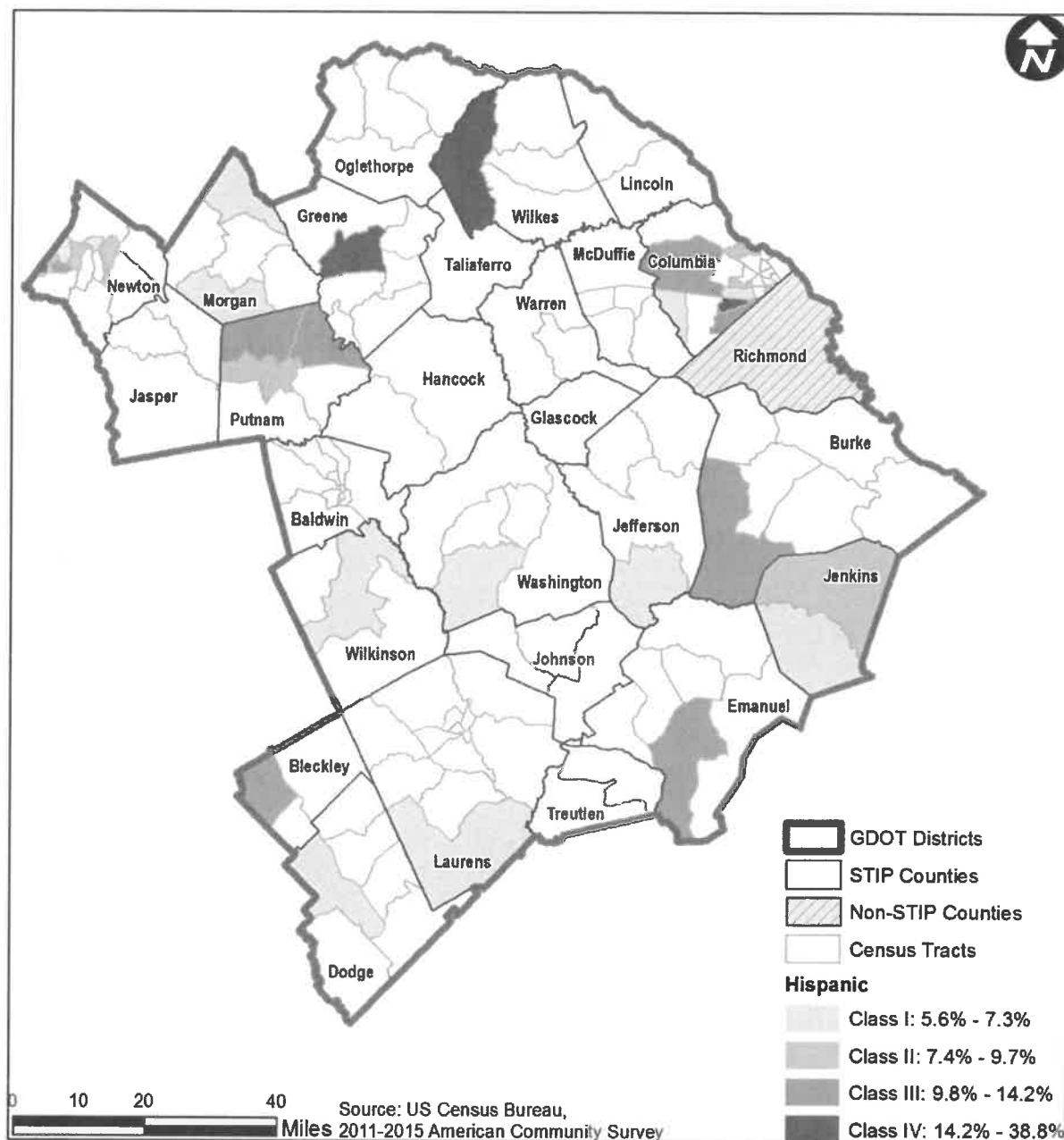


Figure 16: District 2 Hispanic EJ Population

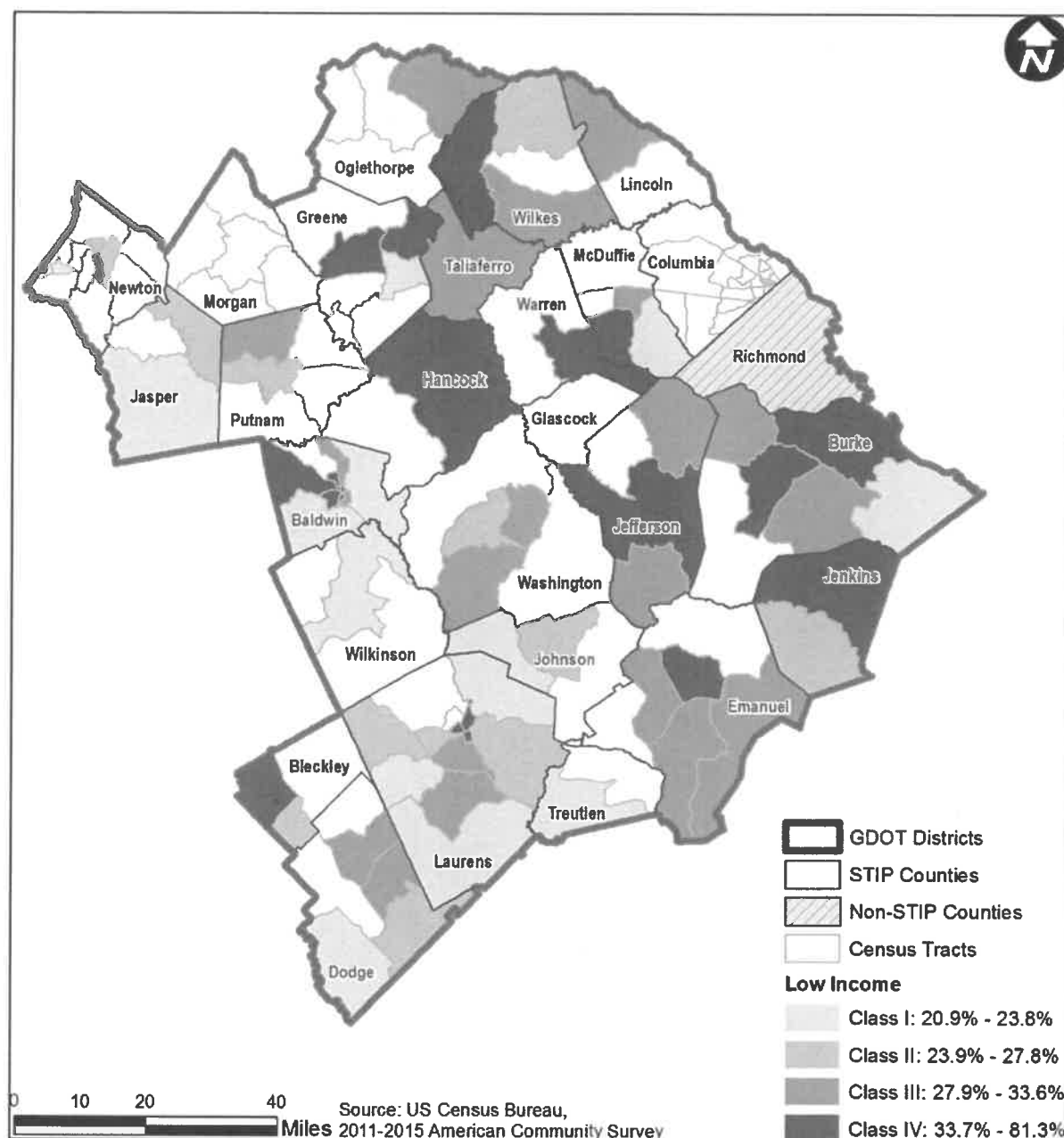


Figure 17: District 2 Low-income EJ Population

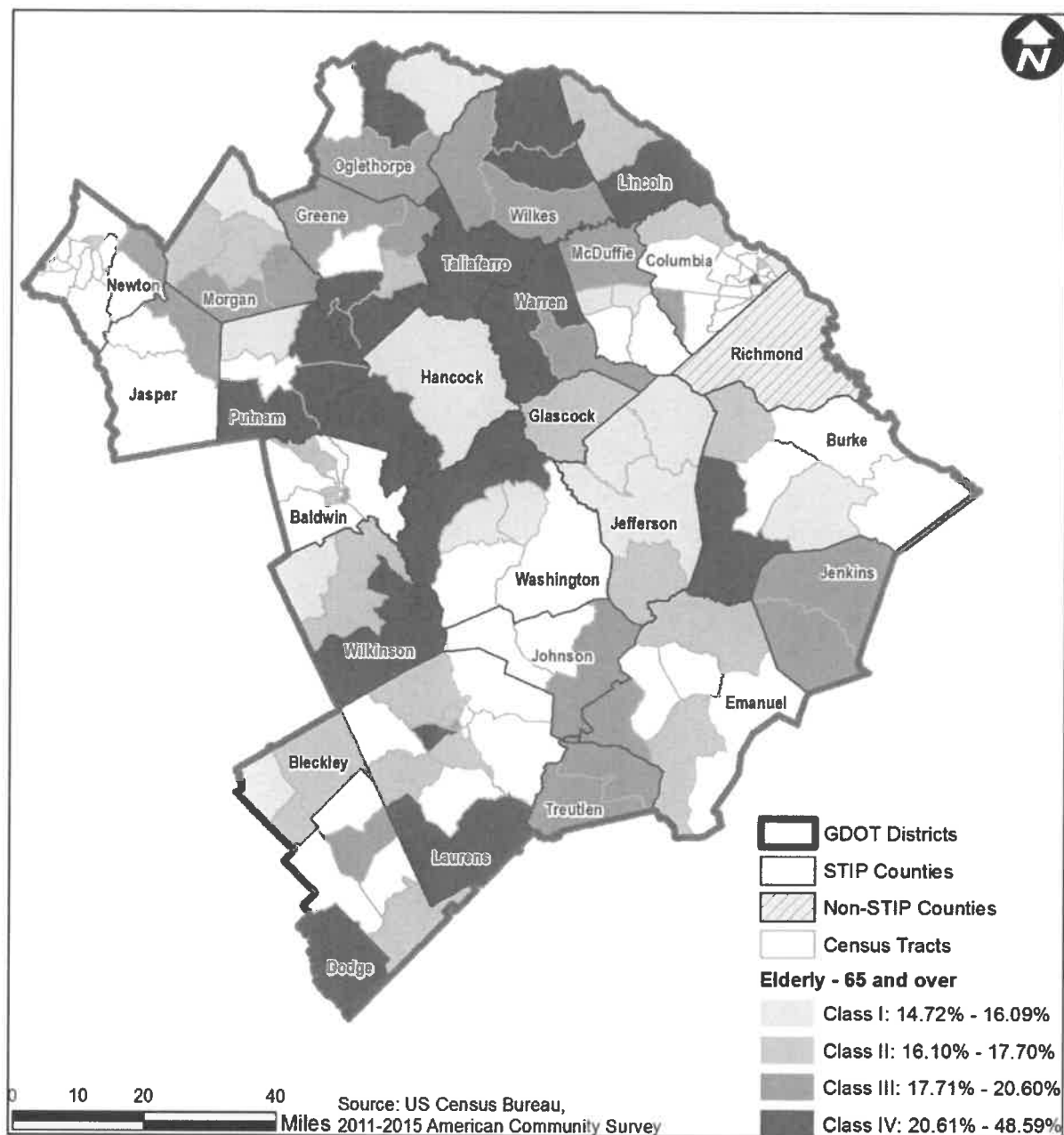


Figure 18: District 2 Elderly EJ Population

Appendix H

Operating Area Language Data:

Warren County Transit Service Area

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
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Speak English less than "very well"	0	
French Creole	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Italian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Portuguese or Portuguese Creole	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
German	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Yiddish	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other West Germanic languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Scandinavian languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Greek	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Russian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Polish	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Serbo-Croatian	0	
Speak English "very well"	0	

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Speak English less than "very well"	0	
Other Slavic Languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Armenian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Persian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Gujarati	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hindi	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Urdu	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Indic languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Indo-European Languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Chinese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Japanese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Korean	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Mon-Khmer, Cambodian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hmong	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Thai	0	

Language	County	Percent of Population
Speak English "very well"	0	
Speak English less than "very well"	0	
Laotian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Vietnamese	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Asian languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Tagalog	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Pacific Island languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Navajo	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other Native American languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hungarian	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Arabic	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Hebrew	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
African languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	
Other and unspecified languages	0	
Speak English "very well"	0	
Speak English less than "very well"	0	