



Dade County Transit Service Title VI Plan

Approved November 6, 2014



Title VI Plan - Table of Contents

Introduction	3
Notice to the Public - Process	3
Title VI Complaint Process and Procedures	3
List of Title VI Investigations, Complaints or Lawsuits	4
Public Participation	4
Summary of Outreach Efforts	5
Language Assistance Plan	5
Membership of Non-Elected Committees & Councils	6
Monitoring of Sub-recipients	6
Determination of Site or Location of Facilities	6
Resolution for Approval of Title VI Plan	6
Service Standards (for Systems Under 50 Vehicles)	6
Service Policies (for Systems Under 50 Vehicles)	7
TITLE VI APPENDIX A Title VI Notice to Public	8
TITLE VI APPENDIX B Title VI Complaint Form	10
TITLE VI APPENDIX C Language Assistance Plan	13
TITLE VI APPENDIX D Resolution by the Board	32

Introduction

As a direct recipient of Federal Transit Administration (FTA) funds, the Dade County Board of Commissioners (DCBOC) is required to submit a Title VI compliance report to the FTA Region 4 office every three years. This document highlights the DCBOC'S efforts with regards to Title VI compliance for its transit service. Annual updates are required FTA.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, creed, sex, age, or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. To address these federal requirements, the DCBOC has developed a Title VI Plan, a Limited English Proficiency Plan (LEP) and an Environmental Justice Plan. The following sections provide a summary of the DCBOC activities relating to those requirements.

Notice to the Public – Process

The DCBOC's goal is not to discriminate against any person with respect to any DCBOC transit program or service. This commitment is incorporated into all public outreach efforts to engage all segments of the population in the transportation planning process. The DCBOC actively provides information regarding its Title VI obligations to the public using a variety of methods. Information, such as reference to the FTA circulars and the DCBOC Title VI and LEP programs and complaint procedure is available upon request at the DCBOC office. Notice of the non-discrimination policy is included in all transit contracts, public meeting and bid advertisements. The DCBOC, as well as each sub grantee and transportation provider, as applicable, must certify each year that there have been no Title VI complaints or lawsuits.

As a policy, staff is educated on the Title VI requirements including how to assist a person who has limited English proficiency. The entire FTA non-discrimination clauses are included in all consultant contracts and sub-grantee agreements. The Title VI Notice is shown in Appendix A and posted at the Dade County government center, at the transit operator senior building, and on all County transit vehicles.

Title VI Complaint Process and Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Dade County Board of County Commissioners (hereinafter referred to as "the County") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix B). The County investigates complaints received no more than 180 days after the alleged incident. The County will process complaints that are complete. Once the complaint is received, the County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The County has 10 business days to investigate the complaint. If more information is needed to resolve the case, the County may contact the complainant. The complainant has 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 10 business days, the County can administratively close the case. A case can be administratively closed also 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. An 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 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

List of Title VI Investigations, Complaints or Lawsuits

The County maintains a file for Title VI complaints, investigations and lawsuits. Since the time of the last submission, there are no known investigations, complaints or lawsuits.

	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.				

Public Participation

The County seeks out and considers viewpoints of all persons including low-income, minority, elderly, disabled, Limited English Proficiency (LEP), ethnic and religious groups in the course of conducting public outreach and involvement activities in regards to transit activities. The County utilizes the approved Dade County MPO Public Participation Plan to achieve this objective.

Public outreach methods or activities include:

- The County can supply most documents, upon request, in a variety of alternative formats and the use of Google Translator enables multi-lingual options. Transit related documents are available on the website.

- **Public Meetings and Workshops:** The County's board meetings are broadcast live and are video archived on the Discover Dade website. The County hosts and participates in many public meetings and workshops to share information about the transit programs, activities and services and to collect information from users of these programs. Workshops and forums are located in various locations and at various times of the day in the County and are accessible from the transit system.
- **Surveys:** The County conducts surveys of riders on its transit system. Surveys request feedback from the public on how better to serve their needs. Staff considers the needs of those who cannot read or write and will verbally read the survey and record the respondent's comments. Surveys have also been made available in alternative formats such as large type and Spanish.

Summary of Outreach Efforts

The annual adoption of the Program of Projects (POP) and the annual progress reports for the Transit Development Plan includes public hearings providing an opportunity for the public to voice their opinions about transit activities.

Through the use of the County's public broadcasting media.

Language Assistance Plan

To provide meaningful access to the County's transit programs and services the County's Language Assistance Plan (LAP) is utilized to achieve this objective. It serves as a training tool and guide for staff on how to recognize a person who may need language assistance and how to provide that assistance. The LAP Plan was developed pursuant to the Department of Transportation's guidance and is attached as Appendix C.

Membership of Non-Elected Committees & Councils

Dade County has no transit-related committees. All decisions relating to the transit service are made by the Dade County Board of County Commissioners, an elected body. Planning recommendations are made by the MPO to the Board of County Commissioners.

Monitoring of Sub-recipients

Dade County does not have sub-recipients.

Should Dade County have sub-recipients, the following monitoring mechanisms would apply:

1. Yearly service surveys of riders/customers
2. Periodic unannounced inspections/visits of the system routes and facilities
3. A review of the contractors published Title VI policy.
4. Dade County will review any complaint made by a citizen against a sub-recipient to ensure necessary and appropriate action

To insure these tasked are completed a log is maintained and is available upon request.

Determination of Site or Location of Facilities

Dade County has not constructed any transit-related facilities with FTA funding.

Resolution for Approval of Title VI Plan

Attached as Appendix D is a copy of the executed resolution of the Dade County Board of County Commissioners for the Title VI Plan.

Service Standards (for Systems Under 50 Vehicles)

A. Vehicle Load Standards

The vehicle load for each of the vehicles utilized in the fixed-route with ADA complementary service is identified in the following chart.

Load for Peak & Off-Peak Vehicles for Each Mode						
Vehicle Type	Quantity	Number of Seats	Number of Wheel Chairs	Standees	Vehicle Load (F+G+H)/F	Mode
Goshen	4	10	4	0		

B. Vehicle Headway Standards

Transit service operates on four routes throughout the county on one hour- headways from 5:00 a.m. until 3:00 p.m., Monday-Friday. Motorbus service headways do not fluctuate. Demand response service operates based upon the scheduling of trips based upon rider need.

Scheduling involves consideration of a number of factors including: ridership, transit/ pedestrian friendly streets, density of transit-dependent population and activities.

C. On-time Performance Standards

For Dade County's demand response complementary service, a vehicle is considered on time if it departs a scheduled trip no more than 5 minutes late. The on-time performance objective for demand response is 90% or greater, however, a performance rate of 92-93% is nominally achieved.

For Dade County's Transit service, a vehicle is considered on time if it departs a scheduled time point no more than 5-10 minutes late. The on-time performance objective for Transit is 85% or greater. Monitoring of standards is performed through the monthly operations report prepared by the Transit Operator.

D. Service Availability Standards (for each mode)

Dade County's service availability for demand response service is determined by federal regulations for ADA complementary service standards; that is, $\frac{3}{4}$ mile radius of the-fixed route service. Additionally, areas completely surrounded by fixed-route service are also provided ADA complementary service.

Dade County will distribute its transit service so all of the residents in the existing service area are within walking distance of boarding transit.

Service Policies (for Systems Under 50 Vehicles)

A. Transit Amenities

Installation of transit amenities along routes will be based on the number of passenger boarding at stops along those routes and will be equitably distributed among minority and non-minority populations.

B. Vehicle Assignment for Each Mode

Dade County does not assign vehicles to routes or type of service based upon vehicle age or other factors. The assignment is made based upon ridership demands, spare ratio, and population densities. Demand response vehicles are assigned by the size of the vehicle for the services needed.

TITLE VI APPENDIX A

TITLE VI NOTICE TO THE PUBLIC

TITLE VI - NOTICE TO PUBLIC

Dade County operates its programs and services without regard to race, color, national origin, age, sex, religion, disability, familial or income status. Any person who believes he or she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with the Transit Coordinator as the Dade County Title VI Liaison.

Any person who believes that he or she, has been subjected to discrimination or retaliation, from Dade County's administration of federally funded programs, may file a written complaint. Note: If the person filing a complaint believes he or she has been discriminated against by any other branch of the Dade County Government, they are directed to contact the Dade County Office of Health and Human Services at (706) 657-4625. All written complaints received by the County are referred immediately to the FDOT's District Seven Title VI Coordinator for processing in accordance with approved State procedures.

Written complaints or questions may be sent to:

Transit Coordinator
Dade County Commission
71 Case Avenue
P.O. Box 613
Trenton, GA 30752
Phone: (706) 657-4625
Fax: (706) 657-5116
Email: acash@dadecounty-ga.gov

If information is needed in another language or accessible in another required format, please contact us at the above phone number and assistance will be provided.

Si necesita información en otro idioma o accesibles en otro formato requerido, por favor contacte con nosotros en el número de teléfono arriba y se prestará asistencia.

TITLE VI APPENDIX B

COMPLAINT FORM (IN ENGLISH & SPANISH)

**TITLE VI PROGRAM AND RELATED STATUTES
DISCRIMINATION COMPLAINT AGAINST DADE COUNTY**

Name:		Telephone (home):	Telephone (work):
Address:		City, State, Zip Code:	
Name of COUNTY Staff Person that You Believe Discriminated Against You:			
Address:		City, State, Zip Code:	
Date of Alleged Incident:			
You were discriminated because of:			
Race	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Sex	<input type="checkbox"/> Familial Status
Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age	<input type="checkbox"/> Disability
	<input type="checkbox"/> Other (Language)		
<p>Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.</p>			
Signature:		Date:	

FORMULARIO DE QUEJA CONDADO DE DADE		
Nombre de la persona discriminada:	Número de Teléfono (residencia):	Número de Teléfono (trabajo):
Dirección de Residencia (Número y calle, número de departamento):	Ciudad, Estado y Código Postal de Residencia:	
Nombre de la persona que discriminó contra usted, y nombre de la dependencia (si lo sabes):		
Dirección de la persona o dependencia que discriminó contra usted:	Ciudad, Estado y Código Postal de la persona o dependencia que discriminó contra usted:	
Fecha del incidente discriminatorio:		
Causa de la discriminación:		
Raza	<input type="checkbox"/> Retaliación	<input type="checkbox"/> Sexo
Color de Piel	<input type="checkbox"/> Nacionalidad	<input type="checkbox"/> Edad
	<input type="checkbox"/> Impedimento Físico o Mental	<input type="checkbox"/> Estado Civil
		<input type="checkbox"/> Religión
		<input type="checkbox"/> Otro
<p>Explique claramente como sucedió la discriminación y quienes participaron en ella. Incluya en su explicación cualquier conocimiento que tenga de tratamiento diferente a otras personas. Adjunte cualquier otro escrito relacionado con su caso.</p>		
Firma:	Fecha:	

TITLE VI APPENDIX C

Language Assistance Plan

**Dade County
Board of County Commissioners**

Language Assistance Plan

Approved November 6, 2014



**Prepared by:
Dade County Commission
71 Case Avenue
P.O. Box 613
Trenton, GA 30752
Phone: (706) 657-4625
Fax: (706) 657-5116
www.dadecounty-ga.gov**

Table of Contents

Introduction.....	15
Executive Order 13166	15
Plan Summary	15
Four Factor Analysis	16
How to Identify an LEP Person who Needs Language Assistance.....	17
Language Assistance Measures	17
County Staff Training.....	18
Providing Notice of Available Language Service to LEP Persons.....	18
Monitoring and Updating the LEP Plan.....	18
Dissemination of the County’s LEP Plan.....	19
<u>LAP APPENDIX A</u> Population Maps	
<u>LAP APPENDIX B</u> List of Available Resources	
<u>LAP APPENDIX C</u> Dade County Discrimination Complaint Procedure (includes EJ Program Participants attachment)	
<u>LAP APPENDIX D</u> Notice to Dade County Grant and Program Sub-recipients	

Introduction

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

Executive Order 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964-- National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments such as the County, private and non-profit entities, and sub-recipients.

Plan Summary

The Dade County Board of County Commissioners (County) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to County programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details the procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the County's extent of obligation to provide LEP services, the County undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the County to be served or likely to encounter an County program, activity, or service; 2) the frequency with which LEP individuals come in contact with an County program; 3) the nature and importance of the program, activity or service provided by the County to the LEP population; and 4) the resources available to the County and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to encounter an County program, activity, or service.

The County examined the US Census Bureau's 2008-2012 American Community Survey (ACS) data and was able to determine that approximately 1% or 166 of the Dade County population age 5 and older spoke a language other than English at home.

As the ACS survey indicates, of the 166 persons who speak a language other than English, less than 0.4% speaks Spanish or Spanish Creole, less than 0.2% speaks other: German, Russian, Vietnamese languages.

Of the 0.4% of persons that speak Spanish or Spanish Creole, approximately 5% or speak English less than "very well."

2. The frequency with which LEP individuals come in contact with an County program, activity, or service.

The County assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees. Since the last update, the County has recorded zero requests for an interpreter in any language and zero requests for translated County documents.

Based on the above data from the ACS survey, the County will ensure that Spanish language brochures and transit schedules are available on the vehicles, at all County government offices; at transfer centers and other transit stops.

3. The nature and importance of the program, activity, or service provided by the County to LEP community.

While there is a relatively small concentration of Spanish-speaking persons in the County, the County will evaluate the need for any formal outreach efforts to identify those County programs would be of importance to a Spanish-speaking LEP person. The County's transit operator has translated brochures.

4. The resources available to the County and overall costs

The County assessed its available resources that could be used for providing LEP assistance is reflected in Appendix B.

The following are available resources and their associated current cost:

Language Line Interpreter Services for other than English and Spanish speaking individuals	\$1.80 per minute
Staff to Interpret for Spanish Speaking Individuals	No additional cost in operations budget.
Website translation	No additional cost in operations budget.
Reproduction of documents into another language	No additional cost in operations budget.

After analyzing the four factors; the County developed the plan outlined in the following section for assisting persons of limited English proficiency.

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When County sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee’s ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau’s “I Speak Cards” at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at a particular meeting, the cards can be an excellent tool to identify language needs for future meetings. Also, have the cards available at the County office reception area and Transportation Disadvantaged Program office’s walk-in counter; and;
- Post a notice of available language assistance at County reception area.

Language Assistance Measures

When an interpreter is needed, in person or on the telephone, first determine what language is required. County staff can currently provide only informal verbal interpretation. If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service, Language Line, at 1-800-752-6096 and this service is available 24 hours a day, 7 days a week.

Staff may be able to assist with written communications and County document translation requests from LEP persons.

The following County documents are currently available in Spanish: Transportation Disadvantaged Program brochure and application, THE Bus (fixed-route transit) routes and information, as well as the Title VI discrimination complaint form.

County Staff Training: Annette Cash-Transit Director, Mary Bailey- Human Resources

All County staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the County staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities;
- What language assistance services the County offers;
- Use of LEP “I Speak Cards;”
- How to access a staff interpreter;
- Documentation of language assistance requests;
- How to handle a complaint; and
- The importance of educating sub-recipients on the County’s LEP program responsibilities and their obligation to provide language assistance.

Providing Notice of Available Language Service to LEP Persons

- Post signs that language assistance is available in County buildings, transit vehicles and facilities, and other public areas.

Outreach Techniques:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Spanish.
- When running a general public meeting notice, staff should insert the clause “**Un traductor del idioma español estará disponible.**” This means, “A Spanish translator will be available.” Or if not sure of the need, staff should insert this clause, “**Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la** (insert staff name) **al teléfono (###-####), cuando menos 48 horas antes de la junta,**” which asks persons who need Spanish language assistance to make arrangements with the County within two days of the publication notice.
- As a rule, Spanish speaking staff or a hired interpreter should be on hand at public meetings intended for gathering public input.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the County will follow the Title VI Program update schedule for the LEP Plan. The next required Title VI Program update must be forwarded to the FTA by December 1, 2017.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Dade County?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified County programs? Are there other programs that should be included?
- Have the County's available resources, such as technology, staff, and financial costs changed?
- Has the County fulfilled the goals of the LEP Plan?
- Were any complaints received?

Dissemination of the County Limited English Proficiency Plan

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal Internet service, all Dade County libraries offer free Internet access. Copies of the LEP Plan will be provided to the Dade County Office of Health and Human Resources, the Dade County Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and any person or agency requesting a copy. Each County sub-recipient and program participants will be provided a copy and will be educated on the importance of providing language assistance. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the County Title VI Specialist:

Transit Coordinator
Dade County Commission
71Case Avenue
P.O. Box 613
Trenton, GA 30752
Phone: (706) 657-4625
Fax: (706) 657-5116
Email: acash@dadecounty-ga.gov

LAP APPENDIX A – POPULATION MAPS

LAP APPENDIX B

List of Available Resources

Informal Staff Translation and Interpretation:

Spanish

If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service.

Formal Interpreter and Translation Service:

The County will utilize the Language Line Interpreter Services at 1-800-752-6096.

LAP APPENDIX C

Dade County Discrimination Complaint Procedure

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Dade County Board of County Commissioners has in place a Title VI complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, from the Dade County Board of County Commissioners administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the County are referred immediately by the County's Title VI Specialist, to the FTA's Title VI Coordinator for processing in accordance with approved procedures.

Written complaints may be sent to:

Transit Coordinator
Dade County Commission
71 Case Avenue
P.O. Box 613
Trenton, GA 30752
Phone: (706) 657-4625
Email: acash@dadecounty-ga.gov

2. The County's Title VI Specialist shall resolve verbal and non-written complaints received by the County informally. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be referred to the FTA's Title VI Coordinator for processing in accordance with approved procedures.
3. The County's Title VI Specialist will advise the FTA's Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FTA's Title VI Coordinator:
 - (a) Name, address, and phone number of the Complainant;
 - (b) Name and address of the County;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date of alleged discriminatory act(s);
 - (e) Date complaint received by the County;
 - (f) A statement of the complaint;
 - (g) Other agencies (state, local or Federal) where the complaint has been filed; and
 - (h) An explanation of the actions the County has taken or proposed to resolve the allegation(s) rose in the complaint.

4. Within ten (10) calendar days, the County's Title VI Specialist will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FTA's Equal Opportunity Office (EOO).
5. Within sixty (60) calendar days, the recipient's County Title VI Specialist will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the County's Executive Director.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the County's Executive Director will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FTA's EOO if they are dissatisfied with the final decision rendered by the County. The County's Title VI Specialist will also provide the FTA's Title VI Coordinator with a copy of this decision and summary of findings.
7. The County's Title VI Specialist will maintain a log of all verbal and non-written complaints received by the recipient. The log will include the following information:
 - (a) Name of Complainant;
 - (b) Name of Respondent;
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
 - (d) Date verbal or non-written complaint was received by the recipient;
 - (e) Date recipient notified the FTA's Title VI Coordinator of the verbal or non-written complaint; and
 - (f) Explanation of the actions the County has taken or proposed to resolve the issue rose in the complaint.

**TITLE VI PROGRAM AND RELATED STATUTES
DISCRIMINATION COMPLAINT AGAINST THE DADE COUNTY**

Name:		Telephone (home):	Telephone (work):
Address:		City, State, Zip Code:	
Name of COUNTY Staff Person that You Believe Discriminated Against You:			
Address:		City, State, Zip Code:	
Date of Alleged Incident:			
You were discriminated because of:			
Race	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Sex	<input type="checkbox"/> Familial Status
Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age	<input type="checkbox"/> Disability
		<input type="checkbox"/> Other(Language)	<input type="checkbox"/> Religion
<p>Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.</p>			
Signature:		Date:	

FORMULARIO DE QUEJA CONDADO DE DADE		
Nombre de la persona discriminada:	Número de Teléfono (residencia):	Número de Teléfono (trabajo):
Dirección de Residencia (Número y calle, número de departamento):	Ciudad, Estado y Código Postal de Residencia:	
Nombre de la persona que discriminó contra usted, y nombre de la dependencia (si lo sabes):		
Dirección de la persona o dependencia que discriminó contra usted:	Ciudad, Estado y Código Postal de la persona o dependencia que discriminó contra usted:	
Fecha del incidente discriminatorio:		
Causa de la discriminación:		
Raza	<input type="checkbox"/> Retaliación	<input type="checkbox"/> Sexo
Color de Piel	<input type="checkbox"/> Nacionalidad	<input type="checkbox"/> Edad
		<input type="checkbox"/> Estado Civil
		<input type="checkbox"/> Impedimento Físico o Mental
		<input type="checkbox"/> Religión
		<input type="checkbox"/> Otro
<p>Explique claramente como sucedió la discriminación y quienes participaron en ella. Incluya en su explicación cualquier conocimiento que tenga de tratamiento diferente a otras personas. Adjunte cualquier otro escrito relacionado con su caso.</p>		
Firma:	Fecha:	

LAP APPENDIX D

Notice to County Grant and Program Participants

All programs and operations of entities that receive assistance from the federal government, including the County and its participants, must comply to the fullest reasonable extent for improving access to services for Limited English Proficient (LEP) persons.

Participants are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of Dade County's Limited English Proficiency Plan has been provided to our organization and I have read the contents and fully understand the LAP Plan obligations and responsibilities.

Signature

Date

Organization :Dade County Transportation

LIST OF ENVIRONMENTAL JUSTICE PROGRAM PARTICIPANTS

Agency	Contact	Agency	Contact
		Georgia Lions Lighthouse Foundation	5582 Peachtree Rd, Atlanta, GA 30341 404.325.3630 gallions@lionslighthouse.org
Dept. of Family and Children Services (DFCS)	Kathy Regan, Executive Director P.O. Box 159, 71 Case Avenue Trenton, GA 30752 706.657.7511	City of Trenton	12882 N Main St. Trenton, GA 30752 706.657.4167
Board of Education	52 Tradition Lane P.O. Box 188 Trenton GA 30752 706.657.4361	Georgia Dept. of Community Affairs	Saralyn Stafford 60 Executive Park South, NE, Atlanta, GA 30329 404.679.3154
Area Agency On Aging	Northwest Georgia Regional Commission 1 Jackson Hill Drive P.O. Box 1798 Rome GA, 30162 Ph: 706.802.5506	Hutcheson Hospice	100 Mitchell Road Fort Oglethorpe, GA 30742 Patty Nethery
Chattanooga Goodwill Industries, Inc.	Lindsay Liner, 3500 Dodds Avenue Chattanooga, TN 37403 Operator will Direct 423.629.2501	Public Health Dept.	P.O. Box 446 71 Case Avenue Suite H100 Trenton, GA 30752 706.657.7803
Family Crisis Center	P.O. Box 252 LaFayette, GA 30728 Ph: 706.375.7630 www.fccwdcc.org	Salvation Army Chattanooga Chapter	Gordon Bethune 800-822 McCallie Ave. Chattanooga, TN 37403 423.756.1023
Georgia Dept. of Veteran Services	Wesley Phipps 108-E Villanow Street LaFayette, GA 30728 706.638.5544		
Catholic Charities Counseling Services Attn: Marie Monahan	859 McCallie Ave. Chattanooga TN 37403 423.267.1297 www.divorcecare.org--faith-based		
Georgia Dept. of Labor LaFayette	P.O. Box 947 200 West Villanow Street LaFayette, GA 30728 706.638.5525 Johnnie Lewis		
Better Business Bureau of Chattanooga	508 N Market St. Chattanooga, TN 37405 423.266.6144		

APPENDIX D

RESOLUTION OF THE BOARD

(insert current copy of board resolution passed)