

Policy and Procedures

sgirc | REGIONAL TRANSIT

Title VI Policy

GDOT/RLS Approved 08.21.24
SGRC Council Approved 08.22.24

**RESOLUTION BY
THE COUNCIL OF THE
SOUTHERN GEORGIA REGIONAL COMMISSION
TO Adopt the Title VI Compliance Plan for Southern Georgia Regional Commission Transit**

WHEREAS, the Southern Georgia Regional Commission is a recipient of federal funding and as required in accordance 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 and other related statutes, Executive Orders and regulations to develop a Title VI Compliance Plan and Limited-English Proficiency Plan; and

WHEREAS, the Southern Georgia Regional Commission SGRC Transit is a sub-recipient of FTA funds and provides service in Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware Counties; and

WHEREAS, the Southern Georgia Regional Commission agrees to the responsibilities with respect to its programs and activities as identified in Section 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan;

WHEREAS, the Southern Georgia Regional Commission's Council adopted this Title VI Plan including a Limited-English Proficiency Plan as required by FTA Circular 4702.1B, Chapter III, Paragraph 9, and other related statutes, Executive Orders and regulations on March 25, 2021.

NOW, THEREFORE BE IT RESOLVED, the Southern Georgia Regional Commission's Council adopts this Title VI Plan in accordance with the revisions that were required by the Georgia Department of Transportation.

CERTIFICATION

I hereby certify that the above is a true and correct copy of a Resolution adopted by the Southern Georgia Regional Commission Council at a meeting held on August 22, 2024.

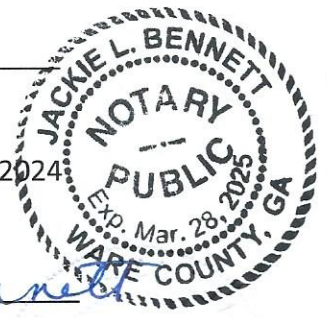
Passed this 22nd day of August, 2024.

[Signature]
Board Chairman

Signed, sealed and delivered this 22nd day of August, 2024
in the presence of:

[Signature]
Witness

[Signature]
Notary Public - Notary Seal



**Title VI of the Civil Rights Act of 1964
(42 U.S.C. 2000d)**

for

Southern Georgia Regional Transit

Title VI Coordinator

Megan Fowler, Transit Director
1937 Carlton Adams Drive, Valdosta, GA 31601

Phone Number: 229-333-5277
Email Address: mfowler@sgrc.us

Southern Georgia Regional Transit Title VI Plan

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Section I: Introduction/Overview

The purpose of the Southern Georgia Regional Transit (SGRT) Title VI Plan is to provide guidance for filing and resolving complaints/grievances alleging violations under Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d). SGRT, operating as a public transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Georgia Department of Transportation (GDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the US Department of Transportation implementing federal regulations, FTA Circular 4702.1B and GDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. SGRT operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 provides that no person in the United States, shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Applicability

This policy applies to all transit system employees, services, facilities, and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

Designation of Title VI Coordinator


Megan Fowler, Transit Director is the designated Title VI Coordinator for SGRT. The Title VI Coordinator serves as the local level point of contact for taking and handling any Title VI complaints.

Section II: Title VI Notice to the Public

The SGRT Title VI Notice to the Public (Attachment A: Title VI Public Notice-English and Attachment B: Public Notice-Spanish) is posted in both English and Spanish at the following locations:

1. Southern Georgia Regional Commission Office (Valdosta and Waycross locations);
2. Regional Transit Vehicles operated within the eighteen (18) county service area; and
3. Southern Georgia Regional Commission website at:
<https://www.sgrc.us/publi-transit-services.html>

Attachment A

 **SOUTHERN GEORGIA**
REGIONAL COMMISSION

Notifying the Public of Rights Under Title VI

Southern Georgia Regional Transit

Southern Georgia Regional 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 the Southern Georgia Regional Transit.

For more information on Southern Georgia Regional Transit's civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact:

Megan Fowler, Title VI Coordinator
229-333-5277

Email: mfowler@sgrc.us

Or visit our administrative office at
1937 Carlton Adams Dr.
Valdosta, GA 31601
For more information, visit www.sgrc.us


For transportation-related Title VI matters, a complaint may also be filed directly with GDOT's Equal Employment Opportunity Office: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, GA 30308; via phone: 404-631-1972; TTY: 711 or email: civilrights@dot.ga.gov

or to

Federal Transit Administration,
Office of Civil Rights, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC, 20590.

If information is needed in another language, contact 229-333-5277.
Si se necesita información en otro idioma, comuníquese con 229-333-5277.

Attachment B

 **SOUTHERN GEORGIA**
REGIONAL COMMISSION

Southern Georgia Regional Transit

Notificación al Público de Derechos Bajo el Título VI

Southern Georgia Regional Transit opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con Southern Georgia Regional Transit.

Para obtener más información sobre el programa de derechos civiles o los obligaciones Título VI de Southern Georgia Regional Transit, o para obtener más información sobre los procedimientos para, o a presentar una queja, se pone en contacto con:

Megan Fowler, Coordinador del Título VI
229-333-5277

Correo electrónico: mfowler@sgrc.us

O visite a nuestra oficina administrativa en:

1937 Carlton Adams Dr.
Valdosta, GA, 31601
Para más información, visite a: www.sgrc.us

Para asuntos de transporte relacionados con el Título VI, también se puede presentar una queja directamente ante la Oficina de Igualdad de Oportunidades en el Empleo (Oficina de EEO, en Inglés,) del GDOT: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, Georgia 30308; via telefónica: 404-631-1972; TTY: 711 o correo electrónico: civilrights@dot.ga.gov

o, a:

Administración Federal de Tránsito (FTA)

Oficina de Derechos Civiles
(Office of Civil Rights) Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC, 20590.

Si se necesita información en otro idioma, comuníquese con 229-333-5277.

Section III: Title VI Complaint Procedures

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by Southern Georgia Regional Transit (hereinafter referred to as “SGRT” may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form (Attachment C: Title VI Complaint Form-English and Attachment D: Title VI Complaint Form-Spanish).

Attachment C

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ADA/TITLE VI COMPLAINT FORM

Background
This form is used for both Title VI and Americans with Disabilities Act (ADA) complaints.

The Civil Rights of 1964 (Title VI) identifies the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination. If any of the Limited English Proficient (LEP) populations in our service area meet the Safe Harbor threshold, then the procedure will be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

The Americans with Disabilities Act of 1990 (ADA), provides protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, service, or activity.

Southern Georgia Regional Transit is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (Title VII) as well as providing protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination as stated in the Americans with Disabilities Act of 1990 (ADA).

If you feel that you have been discriminated against, please provide the following necessary information to facilitate the processing of your complaint. If assistance is required to complete the form, or if you have questions, please do not hesitate to call the ADA/Title VI Coordinator at 229-333-5277. Once completed, return a signed and dated copy to:

Megan Fowler, Transit Director
1937 Carlton Adams Drive, Valdosta, GA 31601

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please call 229-333-5277.

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ADA/TÍTULO VI/FORMULARIO DE QUEJA DE DERECHOS CIVILES

Fondo
Este formulario se utiliza tanto para el Título VI como para las quejas de la Ley de Estadounidenses con Discapacidades (ADA).

Los Derechos Civiles de 1964 (Título VI) identifican las tres clases protegidas por el Título VI (raza, color y origen nacional) y permiten al demandante seleccionar una o más de esas clases protegidas como base/bases para la discriminación. Si alguna de las poblaciones con dominio limitado del inglés (LEP) en nuestra área de servicio cumple con el umbral de puerto seguro , entonces el procedimiento se proporcionará en inglés y en cualquier otro idioma hablado por las poblaciones LEP que cumplan con el umbral de puerto seguro.

La Ley de Estadounidenses con Discapacidades de 1990 (ADA, por sus siglas en inglés) proporciona protección de que ninguna persona con una discapacidad podrá, por motivos de discapacidad, ser excluida de la participación, se le negarán los beneficios o será objeto de discriminación bajo cualquier programa, servicio o actividad financiado por el gobierno federal.

Southern Georgia Regional Transit se compromete a proporcionar un servicio no discriminatorio para garantizar que ninguna persona sea excluida de la participación en, o se le nieguen los beneficios de, o sea objeto de discriminación en la recepción de sus servicios por motivos de raza, color u origen nacional protegidos por el Título VI de la Ley de Derechos Civiles de 1964 (Título VII), así como a proporcionar protección que ninguna persona con discapacidad deberá, ser excluido de la participación, se le niegan los beneficios de, o ser objeto de discriminación como se establece en la Ley de Estadounidenses con Discapacidades de 1990 (ADA).

Si considera que ha sido discriminado, proporcione la siguiente información necesaria para facilitar el procesamiento de nuestra queja. Si se requiere ayuda para completar el formulario, o si tiene preguntas, no dude en llamar al Coordinador de ADA/Título VI al 229-333-5277. Una vez completado, devuelva una copia firmada y fechada a:

Megan Fowler, Coordinador del Título VI
1937 Carlton Adams Drive, Valdosta, GA 31601

Note: La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, llame al 229-333-5277.

The complainant or griever has the right to file their discrimination-based complaint to any of the following agencies (contact information can be found on Attachment E: Contact Information):

- Southern Georgia Regional Transit
- Georgia Department of Transportation, Equal Opportunity Office, Title VI Liaison
- Federal Transit Administration, Office of Civil Rights Director

Attachment E: Contact Information

1. Southern Georgia Regional Transit (SGRT)
Southern Georgia Regional Commission
Megan Fowler, Title VI Coordinator
1937 Carlton Adams Drive
Valdosta, GA 31601
229 333 5277
TTY: 711
Email: gdmsr@sg|rc.ga.gov
2. Georgia Department of Transportation (GDOT)
Equal Opportunity Office, Title VI Liaison
400 West Peachtree Street, NW
Atlanta, GA 30308
(404) 635-5972
TTY: 711
Email: gdvinfo@dot.ga.gov
3. Federal Transit Administration
Office of Civil Rights Director
East Building, 9F Floor TCR
1200 New Jersey Ave. SE
Washington, DC 20590

If the complainant is unable to reduce the complaint to writing, SGRT will provide assistance to any complainant, including those complainants filing a complaint against SGRT. Assistance may include, but shall not be limited, to providing instructions on how to file a complaint; providing reasonable

accommodations to complainants with disabilities in accordance with federal law; providing relevant copies of documents such as regulations, local rules, contracts, etc.; and providing clarifications on the relevant provisions.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

All Title VI discrimination complaints must be filed within one hundred and eighty (180) days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of conduct.

Once the complaint is received, SGRT will review it to determine if it has jurisdiction over the complaint. A copy of each Title VI complaint received will be forwarded to the agency's Title VI Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

SGRT has sixty (60) days to investigate the complaint. If more information is needed to resolve the case, the SGRT may contact the complainant requesting further information. The complainant has thirty (30) business days from the date of the letter to respond with the requested information to the investigator assigned to the case. If the SGRT investigator is not contacted by the complainant or does not receive the additional requested information within thirty (30) business days, SGRT can administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After the Title VI Coordinator reviews the complaint, SGRT will issue one (1) of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

Closure Letter

A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

Letter of Finding (LOF)

A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member(s), or other action will occur.

If the complainant wishes to appeal the decision, the appeal must be made within thirty (30) days after receipt of the Letter of Finding.

The appeal will be investigated and decided by a separate party than the Title VI Coordinator (or other official who issued the initial decision). If the complainant wishes to appeal the decision it must direct the appeal back to the agency.

Process Flow for Title VI Complaints

1. Submitting a Complaint

All Title VI discrimination complaints must be submitted in writing utilizing the XX form found at [insert link here](#) or standard letter format. The complaint must be signed by the complainant.

2. Required Elements of a Complaint

Each complaint filed must be filed in writing, either electronically or in hard copy, and must contain the following information:

- a) The complainant's name, mailing address, and if available, email address (or another means of contacting the complainant).
- b) The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- c) A description of the complainant's allegations. This description must include enough detail to allow the recipient to decide whether:
 - i. The recipient has jurisdiction over the complaint;
 - ii. The complaint was filed in time; and
 - iii. The complaint has apparent merit; in other words, whether the complainant's allegations, if true, would indicate noncompliance with any of the Title VI provisions.
- d) The written or electronic signature of the complainant or the written or electronic signature of the complainant's representative.

3. Amending a Complaint

A complaint may be amended to correct a technical deficiency at any time up until the date of resolution or the date of hearing, if a hearing is requested in writing prior to the issuance of a resolution. Complaints may be withdrawn by the complainant at any time prior to the issuance of a resolution.

4. Lack of Required Information

In the event a complaint is received which does not contain enough information to enable the Title VI Coordinator to resolve the issue, the coordinator shall make reasonable efforts to contact the complainant and gather additional, necessary information. The complainant has thirty (30) business days from the date of the letter to respond with the requested information to the investigator assigned to the case. If the SGRT investigator is not contacted by the complainant or does not receive the additional requested information within thirty (30) business days, SGRT can administratively close the case.

5. Notice of Receipt (Initial Written Notice)

The Title V Coordinator must prepare a written letter of acknowledging receipt of the complaint. Notice of Receipt may be mailed by registered mail, certified mail or hand delivered with signatures indicating receipt of the notice. The following elements must be included in the Initial Written Notice:

- a) An acknowledgement that the recipient has received the complaint; and
- b) Notice that the complainant has the right to be represented in the complaint process; and
- c) Notice that the complainant has the right to request and receive, at not cost, auxiliary aids and services, language assistance services, and that the notice will be translated into non-English language as required.

6. Written Statement of Issues

A written statement of issue(s) will be provided to the complainant, that includes the following:

- a) A list of issues raised in the complaint; and
- b) For each issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for the rejection.

7. Lack of Jurisdiction

If a recipient determines that it does not have jurisdiction over a complaint, it must notify the complainant, in writing within five (5) business days of making such determination. This Notice of Lack of Jurisdiction must include:

^{This}

- a) A statement of the reason for that determination; and
- b) Notice that the complainant has the right to file a complaint with GDOT or FTA within thirty (30) days of the date on which the complainant receives the notice.

8. Complaint Log

SGRT will record all complaints in the SGRT Title VI Complaint Log. The following information will be entered:

- a) Complainant's name and contact information;
- b) The date the complaint was filed;
- c) The date a formal or informal resolution was issued; and
- d) A brief description of the complaint.

SGRT shall take every step necessary to ensure the information contained in the log is protected and only made available to staff or management authorized to view it.

9. Informal Resolution Attempts/Fact Finding

As soon as the complaint is filed, the Title VI Coordinator and the Southern Georgia EEO officer will begin an investigation within forty-eight (48) hours, and will inform the Executive Director immediately. All parties will gather information and attempt to negotiate a resolution, which is acceptable to both parties.

10. Notice of Final Action

SGRT will issue a written Notice of Final Action within sixty (60) days of the date on which the complaint was filed. This notice will be in the form of one of the following:

- a) **Closure Letter** – the closure letter will summarize the allegations and will state there was not a Title VI violation and the case will be closed. The letter will include an explanation of the reasons underlying the decision.
- b) **Letter of Finding** – the letter of finding will summarize the allegations and the interviews regarding the alleged incident. It will include the recipient's decision on the issue and an explanation of the reason's underlying the decision; or a description of the way the parties resolved the issue.

Both letters will include a notice that the complainant has the right to file an appeal with SGRT within thirty (30) days of the date on which the Notice of Final Action is received if the complainant is dissatisfied with the recipient's final action on the complaint. The appeal will be investigated and

decided by a separate party than the Title VI Coordinator (or other official who issued the initial decision). The complainant also has a right to file their appeal with FTA or GDOT.

Section IV: List of Title VI Investigations, Complaints and Lawsuits

SGRT maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to transit-related activities.

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

Section V: Public Participant Plan

SGRT welcomes and values public involvement. GDOT and its recipients believe that well-designed, proactive public involvement improves its planning and policy efforts and ultimately leads to better decisions, better projects, and maximized, long-term public benefits. Creating long-term, sustainable systems requires our agency to embrace outside skills and knowledge, including input from the public. Advantages of enhanced public involvement include:

- Increased public collaboration. Citizen collaboration on projects benefits our agency's processes and outcomes, promoting public participation and respectful, productive dialogue.
- Decisions that better reflect diverse interests. Consulting with all identifiable interests helps Southern Georgia Regional Transit better understand and reflect the full range of community values and livability standards.
- Efficient transportation decision implementation. Early public involvement fosters better decision making and reduces costly project plan revisions and change orders.
- Enhanced agency credibility. Increased public involvement results in more meaningful and better interactions between Department personnel and customers. This interaction aids everyone. The agency better understands public concerns, and customers gain an appreciation of the agency and its responsibilities.
- SGRT proactively involves the public in addressing transportation issues. The agency communicates its mission and goals to the widest audience possible and considers feedback received from transportation stakeholders and the public.

The agency embraces several specific goals:

- Provide for open and continuous communication to incorporate public input into decision-making and inform the public of planning, program functions, project activities, designs, and construction.
- Implement a public involvement strategy to identify and use agency resources to inform the public of our activities and receive public input. The strategy will establish levels (based on the nature and complexity of the activity) for communicating with transportation stakeholders and the public.
- Consult with local governments in identifying transportation needs, coordinating projects, and selecting viable solutions.
- Respond quickly and transparently to concerns expressed about agency activities and educate the public about transportation programs and issues.
- Review and update the public involvement strategy and process as needed, continuously evaluate public outreach activity effectiveness, and use the results to improve the program.
- Ensure minorities and low-income populations have opportunities to participate in the public involvement process.
- Foster internal communication and training to promote public involvement process understanding and implementation.

Strategies and Desired Outcomes

To promote inclusive public participation, SGRT will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement

In addition to these general strategies, SGRT has also employed these specific strategies or activities:

- Multilingual flyer and brochure distribution to community-based organizations, particularly those that target LEP population
- Communications to relevant elected officials
- In-vehicle advertisement
- Regional Transportation Planning Meeting attendance

Public Outreach Activities

The public outreach and involvement activities conducted by SGRC since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

Event Date	SGRT Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
Annually	Transit Department	Distribution of agency flyers & brochures to 18 counties within the SGRC region.	Flyers and Brochures	The information is distributed annually during the rural transit grant application process.
Monthly	Transit Department	Informing Regional Commission Council of Transit updates in the public meeting.	Transit Division Report (presented in the RC Council agenda packet). Council meeting dates are posted on the SGRC website and monthly Newsletter.	RC Council consists of Mayors, Chairmen and representatives from other agencies. All 18 counties are represented.
Daily	Transit Department	Posting nondiscrimination notices in vehicles and lobbies of the SGRC offices.	Title VI poster and public notices	All notices are available in English and Spanish and are located on the SGRC website also.
Monthly	Transit Department	Contacted the Valdosta Latino Association to distribute the brochures and flyers in English and Spanish.	Attend the monthly meeting to distribute brochures and flyers.	Will attend a monthly meeting.

Section VI: Four Factor Analysis and LEP Data

What does it mean to be Limited English Proficient (LEP)?

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

Background

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "Improving Access to Services by Persons with Limited English Proficiency," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

Framework for Deciding when Language Services are Needed

SGRT will take the following steps to ensure meaningful access to its programs, services, and activities for LEP individuals in a manner that balances the following four factors.

FOUR-FACTOR ANALYSIS

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the agency;
2. The frequency with which LEP persons come into contact with the agency's services and programs;
3. The nature and importance of the agency's services and programs in people's lives; and
4. The resources available to the agency for LEP outreach, as well as the costs associated with that outreach.

Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by SGRT

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter our agency's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, the agency evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for the state were the ACS 2018-2022 five-year estimates.

Service Area Overview

SGRT service area encompasses Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner and Ware Counties (Note: rural public

transit services (5311) are currently not provided in Clinch, Echols or Lanier Counties, however, SGRC Transit does provide services in these counties through the GA Department of Human Services Coordinated Transportation and other programs). The Southern Georgia Region is home to 389,367 people spread over 7,927 square miles, the service area’s population speaks 13 different language groups. However, the overall numbers of residents who speak English ‘less than very well’ are very low. Of the total service area population of 389,367, 11,272, or 2.89% of the population of residents, report speaking English less than very well. A breakdown of the language groups, and those speaking English less than very well, are shown below.

	Atkinson County, Georgia	Bacon County, Georgia	Ben Hill County, Georgia	Berrien County, Georgia	Brantley County, Georgia	Brooks County, Georgia	Charlton County, Georgia	Clinch County, Georgia	Coffee County, Georgia	Cook County, Georgia	Echols County, Georgia	Irwin County, Georgia	Lanier County, Georgia	Lowndes County, Georgia	Pierce County, Georgia	Tift County, Georgia	Turner County, Georgia	Ware County, Georgia	Total in Service Area	Percentage	
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	
Total:	7,753	10,359	16,143	17,049	17,028	15,377	11,972	6,281	40,174	16,128	3,439	9,046	9,331	110,346	18,560	38,492	8,290	33,599	389,367		
Speak only English	5,847	9,663	15,267	16,316	16,593	14,992	11,455	5,874	35,350	15,323	2,778	8,564	8,469	103,433	18,045	33,780	7,762	32,093	361,604	92.87%	
Speak Spanish, and English less than "very well"	1,183	107	247	52	141	165	302	340	2,171	368	134	67	250	1,447	214	1,199	284	488	9,159	2.35%	
Speak English and French, Haitian, or Cajun, less than "very well"	0	0	47	3	0	0	0	0	0	0	0	0	0	0	0	12	22	0	84	0.02%	
Speak English and German or other West Germanic languages less than "very well"	0	0	0	0	0	0	0	0	5	0	0	0	24	4	0	18	5	0	56	0.01%	
Speak English and Russian, Polish or other Slavic languages less than "very well"	0	0	0	0	0	0	0	0	17	0	0	0	0	16	0	0	0	0	33	0.01%	
Speak English and Other Indo-European languages less than "very well"	0	25	20	0	0	0	7	0	95	49	0	0	0	449	0	5	0	118	768	0.20%	
Speak English and Korean, less than "very well"	0	0	9	13	0	6	13	0	13	0	20	0	82	67	0	10	0	0	233	0.06%	
Speak English and Chinese (incl. Mandarin, Cantonese) less than "very well"	0	0	14	0	0	0	0	0	0	0	0	0	0	11	0	29	0	0	54	0.01%	
Speak English and Vietnamese less than "very well"	0	0	0	0	0	0	0	3	40	0	0	0	0	6	0	76	0	0	125	0.03%	
Speak English and Tagalog (incl. Filipino) less than "very well"	0	21	0	0	0	0	0	0	0	0	0	0	0	108	0	0	0	0	49	178	0.05%
Speak English and Other Asian and Pacific Island languages less than "very well"	0	0	0	122	0	0	0	0	0	0	0	0	0	182	0	0	0	0	43	347	0.09%
Speak English and Arabic, less than "very well"	0	0	0	0	0	0	0	11	0	0	0	0	0	23	0	37	0	0	71	0.02%	
Speak English and Other and unspecified languages less than "very well"	0	19	0	0	0	0	0	0	0	0	0	0	2	139	0	4	0	0	164	0.04%	

<https://data.census.gov/cedsci> Table C16001

The Safe Harbor Provision

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice’s Safe Harbor Provision. This provision outlines circumstances that can provide a “safe harbor” for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if a recipient provides written translation of vital documents for each LEP group that constitutes the lesser of 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient’s written translation obligations.

The Safe Harbor Provision only applies to the translation of written documents. It does not affect the agency’s requirement to provide meaningful access to LEP individuals through oral language services.

A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Designation of Vital Documents

Based on the limited population of Spanish speakers who also speak English less than very well, SGRT designates the following as Vital Documents which are translated to the Spanish language. Title VI Notice

Factor Three: The Importance of the Agency's Service to People's Lives

SGRT services likely affect every community member in some way. Our transit services are used daily by people who do not have access to their own transportation. Our services allow riders access to grocery stores, medical appointments (including dialysis and chemotherapy), work, social service agencies, social activities, and a variety of other essential destinations. Some LEP persons are immigrants with no legal way to access a driver's license at this time.

Finally, SGRT's planning process relies on input from the public. The agency's services are therefore important to LEP person's lives, and must be accessible to everyone, regardless of ability to speak English.

Factor Four: Resources and Costs for LEP Outreach

Given that SGRT has a very limited number of LEP citizens, we can meet the needs of its LEP population through relatively simple means. In the event assistance in a rare language is needed, SGRT can utilize free resources including the use of Google Translate or other technology-based translation services. Our agency can utilize Google Translate to interpret simple comments or messages left on our social media or in real time if necessary to communicate without advance warning an interpreter is needed.

SGRT recognizes there will be times when professional interpretation or translation services are needed. In those cases where a citizen needs to communicate with us in another language, our agency employees have access to a telephonic interpretation service called Georgia Relay. Anyone can make a Georgia Relay call simply by dialing 7-1-1. Since Georgia Relay is a public service, you pay no setup charges or fees for local calls and there is no limit on the number or length of calls you may place or receive.

Finally, SGRT will pay for document translation services when needed, which generally costs about \$25-\$35 per page. For example, the Spanish translation of vital documents included in this Program were completed by a paid professional.

These resources give our agency the ability to perform outreach with the LEP population at a reasonable cost.

Section VII: Language Assistance Plan

As a recipient of federal US DOT funding, SGRT is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **Southern Georgia Regional Transit’s** Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Results: LEP Populations Served

Item #1 – Four Factor Analysis Results: LEP Populations Served

The data above shows that just one language meets the Safe Harbor threshold—Spanish. The Southern Georgia Region is home to 389,367 people (2.35% of the population) who speak Spanish, and speak English less than very well. The number of people who speak other languages and English less than very well all comprise under 0.54% of the population each.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

SGRT has identified, developed, and uses the following:

If Based on the limited population of Spanish speakers who also speak English less than very well, SGRT designates the following as Vital Documents which be translated to the Spanish language: Title VI Notice to the Public, Title VI Complaint Form, Title VI Complaint Procedures, ADA Complaint Form, Reasonable Modification Request Form.

- a) Based on the limited population of Spanish speakers who also speak English less than very well, SGRT designates the following as Vital Documents which be translated to the Spanish language. Title VI Notice to the Public, Title VI Complaint Form, Title VI Complaint Procedures, ADA Complaint Form, Reasonable Modification Request Form.
- b) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as needed (Attachment H: “I Speak” Language Card).

I Speak Statements

<input type="checkbox"/> Unë flas shqip (Albanian)	<input type="checkbox"/> N a po Kɔ̀lɔ̀ Wɔ̀n. (Kru)
<input type="checkbox"/> አማርኛ ቋንቋ (Amharic)	<input type="checkbox"/> ພາສາລາວ (Lao)
<input type="checkbox"/> أنا أتكلم اللغة العربية (Arabic)	<input type="checkbox"/> Yie gongyu Mienh waac. (Mien)
<input type="checkbox"/> Ես խոսում եմ հայերեն (Armenian)	<input type="checkbox"/> म म नेपाली बोल्छु (Nepali)
<input type="checkbox"/> আমি বাংলা জানি। (Bengali)	<input type="checkbox"/> Mówię po polsku. (Polish)
<input type="checkbox"/> Ja govorim bosanski jezik (Bosnian)	<input type="checkbox"/> Eu falo Portugês. (Portuguese)
<input type="checkbox"/> ငါတို့က မြန်မာစကားပြောတယ် (Burmese)	<input type="checkbox"/> Ի քի քի քի քի (Punjabi)
<input type="checkbox"/> 我说中文 (Chinese Simplified)	<input type="checkbox"/> Cunosc limba Română. (Romanian)
<input type="checkbox"/> 我説中文 (Chinese Traditional)	<input type="checkbox"/> Я говорю по-русски. (Russian)
<input type="checkbox"/> Ja govorim hrvatski. (Croatian)	<input type="checkbox"/> Ou te tautala faaSamoa. (Samoan)
<input type="checkbox"/> ایشیادان به زبان فارسی صحبت می کنم (Farsi)	<input type="checkbox"/> Govorim srpski. (Serbian)
<input type="checkbox"/> Je parle français. (French)	<input type="checkbox"/> Waxaan ku hadlao Somali. (Somali)
<input type="checkbox"/> Je parle le Français haïtien (French Creole)	<input type="checkbox"/> Yo hablo español. (Spanish)
<input type="checkbox"/> Μιλώ ελληνικά. (Greek)	<input type="checkbox"/> النحدث الصومالية (لغوي سوداني) (Sudanese)
<input type="checkbox"/> ગુજરાતી બોલું છું (Gujarati)	<input type="checkbox"/> Marunong po akong magsalita ng Tagalog. (Tagalog)
<input type="checkbox"/> Mwen pale Kreyòl. (Haitian Creole)	<input type="checkbox"/> ភាសាខ្មែរ (Khmer)
<input type="checkbox"/> मैं हिंदी बोलती हूँ (Hindi)	<input type="checkbox"/> ភាសា ទីរៀង ខ្មែរ (Tigrinya)
<input type="checkbox"/> Kuv hais lus hmoob. (Hmong)	<input type="checkbox"/> Я говорю українською. (Ukrainian)
<input type="checkbox"/> Ana m a su Igbo (Igbo)	<input type="checkbox"/> میں اردو بولتا ہوں۔ (Urdu)
<input type="checkbox"/> Parlo Italiano (Italian)	<input type="checkbox"/> Tôi nói tiếng Việt. (Vietnamese)
<input type="checkbox"/> 私は日本語を話します (Japanese)	<input type="checkbox"/> יִידיש (Yiddish)
<input type="checkbox"/> Mi chat Jamiekian langwiji (Jamaican Creole)	<input type="checkbox"/> Mo gbo Yoruba (Yoruba)
<input type="checkbox"/> ខ្ញុំនិយាយភាសាខ្មែរ (Khmer)	
<input type="checkbox"/> 본인의 모국어는 한국어입니다 (Korean)	
<input type="checkbox"/> ئە زۆرمانی کوردی دە نێخێڤ (Kurdish)	

- c) Any other need for translated documents or interpretation services will be provided on an as-needed basis. That is, anyone requesting specific information in a non-English language will be provided it upon request. The agency will use its internal resources to meet this need, when available. Otherwise, the agency will reach out to the network of resources it has developed, or hire a translator or interpreter as needed.

Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

In order to ensure that LEP individuals are aware of SGRT’s language assistance measures, SGRT provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.
- The agency’s website includes language stating, “If you need assistance or information in another language, please contact (229) 333-5277.” This message is provided in every language identified as meeting the safe harbor threshold, as well as all languages identified as representing at least 1% of the service area.

Item #4 – Description of how the Language Assistance Plan is Monitored and Updated

SGRT will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the SGRT service area.

Updates will continue to include 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 local language assistance programs have been effective and sufficient to meet the need.
- Determine whether SGRT’s financial resources are sufficient to fund language assistance resources needed.
- Determine whether SGRT has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning SGRT’s failure to meet the needs of LEP individuals

Item #5 – Description of how Employees are Trained to Provide Language Assistance to LEP Persons
--

The following training will be provided to SGRT staff:

- Information on the SGRT Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of Relay Georgia for translation services.
- How to handle a potential Title VI / LEP complaint.

Section VIII: Minority Representation Information

SGRT does not have any transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient. This section is inapplicable.

Section IX: Providing Assistance to and Monitoring Subrecipients

SGRT in the operation of the Public Transit system provides funding to subrecipient(s) for the operation of the transit system. Resource Management Systems, Inc. (RMS) receives funding from SGRT.

SGRT monitors subrecipients using the following process:

1. Ensuring all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B: SGRT Title VI Coordinator ensures that the subrecipient has I-speak Translation Cards in all transit vehicles, Title VI posters are posted in all transit vehicles and the quarterly log of LEP interactions will be documented.
2. SGRT collects Title VI programs from the subrecipients listed above and reviews programs for compliance by submitting the RMS Title VI Plan for Compliance Reviews along with the SGRT Title VI Plan at the time that it is reviewed.

Section X: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “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.

SGRT as of the updating of this plan not built a facility.

Section XI: Fixed Route Transit Providers Service Standards and Policies

SGRT is not a fixed route transit provider. 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



Notifying the Public of Rights Under Title VI

Southern Georgia Regional Transit

Southern Georgia Regional 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 the Southern Georgia Regional Transit.

For more information on Southern Georgia Regional Transit's civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact:

Megan Fowler, Title VI Coordinator
229-333-5277

Email: mfowler@sgrc.us;

Or visit our administrative office at
1937 Carlton Adams Dr.
Valdosta, GA 31601

For more information, visit www.sgrc.us

For transportation-related Title VI matters, a complaint may also be filed directly with GDOT's Equal Employment Opportunity Office: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, GA 30308; via phone: 404-631-1972; TTY: 711 or email: civilrights@dot.ga.gov

or to

Federal Transit Administration,
Office of Civil Rights, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC, 20590.

If information is needed in another language, contact **229-333-5277**.

Si se necesita información en otro idioma, comuníquese con 229-333-5277.

Southern Georgia Regional Transit

Notificación al Público de Derechos Bajo el Título VI

Southern Georgia Regional Transit opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con Southern Georgia Regional Transit.

Para obtener más información sobre el programa de derechos civiles o las obligaciones Título VI de Southern Georgia Regional Transit, o para obtener más información sobre los procedimientos para, o a presentar una queja, se pone en contacto con:

Megan Fowler, Coordinador del Título VI
229-333-5277

Correo electrónico: mfowler@sgrc.us;

O visite a nuestra oficina administrativa en:

1937 Carlton Adams Dr.
Valdosta, GA, 31601

Para más información, visite a: www.sgrc.us

Para asuntos de transporte relacionados con el Título VI, también se puede presentar una queja directamente ante la Oficina de Igualdad de Oportunidades en el Empleo (Oficina de EEO, en Inglés,) del GDOT: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, Georgia 30308; vía telefónica: 404-631-1972; TTY: 711 o correo electrónico: civilrights@dot.ga.gov

o, a:

Administración Federal de Tránsito (FTA)

Oficina de Derechos Civiles
(Office of Civil Rights) Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC, 20590.

Si se necesita información en otro idioma, comuníquese con 229-333-5277.



ADA/TITLE VI COMPLAINT FORM

Background

This form is used for both Title VI and Americans with Disabilities Act (ADA) complaints.

The Civil Rights of 1964 (Title VI) identifies the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination. If any of the Limited English Proficient (LEP) populations in our service area meet the Safe Harbor threshold, then the procedure will be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

The Americans with Disabilities Act of 1990 (ADA), provides protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, service, or activity.

Southern Georgia Regional Transit is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (Title VI) as well as providing protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination as stated in the Americans with Disabilities Act of 1990 (ADA).

If you feel that you have been discriminated against, please provide the following necessary information to facilitate the processing of your complaint. If assistance is required to complete the form, or if you have questions, please do not hesitate to call the ADA/Title VI Coordinator at 229-333-5277. **Once completed, return a signed and dated copy to:**

Megan Fowler, Transit Director
1937 Carlton Adams Drive, Valdosta, GA 31601

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please call 229-333-5277.

Please check one of the following below:

ADA Complaint or **Title VI Complaint**

Part I.

Name: _____
Address: _____
City, State Zip _____
Telephone Number: _____
Email Address: _____

Additional Formats Needed:

- None TDD Large Print Audio Tape Other

Part II.

Are you filing this complaint on your own behalf?

- Yes – Proceed to Part III
 No – Please provide the name of and your relationship with this person:

Name of Individual: _____

Your Relationship: _____

Please explain why you have filed for a third party:

Confirm:

- I have obtained permission of the aggrieved party to file this form on his or her behalf.
 I have not confirmed permission to file this form on behalf of the aggrieved party.

Part III.

I believe the discrimination I experienced was based on:

- Race Color National Origin My Disability

Other: _____

Date of the alleged discrimination: _____

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.

Part IV.

Have you previously filed an ADA and/or Title VI complaint with this agency? Yes No

Part 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 the contact information for a person at the agency or court where the complaint was filed:

Name: _____

Title: _____

Agency: _____

Address: _____

City, State Zip: _____

Telephone: _____

Email: _____

Part VI.

Name of Agency Filed Against: _____

Contact Person: _____

Title: _____

Telephone: _____

Important Notice: To protect your rights, your complaint must be filed within 180 days following the date of the alleged discrimination. Failure to file within 180 days may result in dismissal of the complaint. You may attach any additional written materials or other information that you think is relevant to your complaint to this form.

Signature and date required below.

Signature of Person Filing Complaint

Date

ADA/TÍTULO VI/FORMULARIO DE QUEJA DE DERECHOS CIVILES

Fondo

Este formulario se utiliza tanto para el Título VI como para las quejas de la Ley de Estadounidenses con Discapacidades (ADA).

Los Derechos Civiles de 1964 (Título VI) identifican las tres clases protegidas por el Título VI (raza, color y origen nacional) y permiten al demandante seleccionar una o más de esas clases protegidas como base/bases para la discriminación. Si alguna de las poblaciones con dominio limitado del inglés (LEP) en nuestra área de servicio cumple con el umbral de puerto seguro , entonces el procedimiento se proporcionará en inglés y en cualquier otro idioma hablado por las poblaciones LEP que cumplan con el umbral de puerto seguro.

La Ley de Estadounidenses con Discapacidades de 1990 (ADA, por sus siglas en inglés) proporciona protección de que ninguna persona con una discapacidad podrá, por motivos de discapacidad, ser excluida de la participación, se le negarán los beneficios o será objeto de discriminación bajo cualquier programa, servicio o actividad financiado por el gobierno federal.

Southern Georgia Regional Transit se compromete a proporcionar un servicio no discriminatorio para garantizar que ninguna persona sea excluida de la participación en, o se le nieguen los beneficios de, o sea objeto de discriminación en la recepción de sus servicios por motivos de raza, color u origen nacional protegidos por el Título VI de la Ley de Derechos Civiles de 1964 (Título VI), así como a proporcionar protección que ninguna persona con discapacidad deberá, ser excluido de la participación, se le niegan los beneficios de, o ser objeto de discriminación como se establece en la Ley de Estadounidenses con Discapacidades de 1990 (ADA).

Si considera que ha sido discriminado, proporcione la siguiente información necesaria para facilitar el procesamiento de nuestra queja. Si se requiere ayuda para completar el formulario, o si tiene preguntas, no dude en llamar al Coordinador de ADA/Título VI al 229-333-5277. **Una vez completado, devuelva una copia firmada y fechada a:**

Megan Fowler, Coordinador del Título VI
1937 Carlton Adams Drive, Valdosta, GA 31601

Nota: La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, llame al 229-333-5277.

FORMULARIO DE QUEJA DE DERECHOS CIVILES O ADA, TÍTULO VI

Queja de la ADA Queja del Título VI Derechos civiles

Parte I

Nombre: _____

Dirección: _____

Ciudad, Estado _____

Código Postal _____

Número de teléfono: _____

Dirección de correo electrónico: _____

Formatos adicionales necesarios:

Ninguna TDD Cinta de audio con letra grande Otro

Parte II.

¿Está presentando esta queja en su propio nombre?

Sí – Continúe con la Parte III

No – Por favor, proporcione el nombre y su relación con esta persona:

Nombre de la persona: _____

Su relación: _____

Por favor, explique por qué ha presentado una solicitud para un tercero:

Confirmar:

He obtenido permiso de la parte agraviada para presentar este formulario en su nombre.

No he confirmado el permiso para presentar este formulario en nombre de la parte agraviada .

Parte III.

Creo que la discriminación que experimenté se basó en:

Raza Color Origen Nacional Mi Discapacidad

Otro: _____

Fecha de la presunta discriminación: _____

Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de cualquier testigo.

Parte IV.

¿Ha presentado previamente una queja de ADA y / o Título VI ante esta agencia? Sí No

Parte V.

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? Sí No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal Tribunal Federal Agencia Estatal Tribunal Estatal Agencia Local

Sírvase proporcionar la información correspondiente a una persona en el organismo o tribunal donde se presentó la queja:

Nombre: _____

Título: _____

Agencia _____

Dirección _____

Ciudad, Estado Código Postal _____

Teléfono: _____

Correo electrónico: _____

Parte VI.

Nombre de la agencia presentada contra _____

Persona de contacto: _____

Título: _____

Teléfono: _____

Aviso importante: Para proteger sus derechos, su queja debe presentarse dentro de los 180 días siguientes a la fecha de la supuesta discriminación. La falta de presentación dentro de los 180 días puede resultar en la desestimación de la queja. Puede adjuntar cualquier material escrito adicional u otra información que considere relevante para su queja a este formulario.

Firma y fecha requeridas a continuación.

Firma de la persona que presenta la

fecha de la queja

Attachment E: Contact Information

1. Southern Georgia Regional Transit (SGRT)

Southern Georgia Regional Commission
Megan Fowler, Title VI Coordinator
1937 Carlton Adams Drive
Valdosta, GA 31603
(229) 333-5277
TTY: 711
Email: mfowler@sgrc.us

2. Georgia Department of Transportation (GDOT)

Equal Opportunity Office, Title VI Liaison
600 West Peachtree Street, NW
Atlanta, GA 30308
(404) 631-1972
TTY: 711
Email: civilrights@dot.ga.gov

3. Federal Transit Administration

Office of Civil Rights Director
East Building, 5th Floor-TCR
1200 New Jersey Ave. SE
Washington, DC 20590

I Speak Statements

Attachment H

- | | |
|--|--|
| <input type="checkbox"/> Unë flas shqip (Albanian) | <input type="checkbox"/> N̄ a po Klào Win. (Kru) |
| <input type="checkbox"/> አማርኛ እናገራለሁ (Amharic) | <input type="checkbox"/> ຂ້າພະເຈົ້າເວົ້າ ພາສາລາວ. (Lao) |
| <input type="checkbox"/> انا اتكلم اللغة العربية. (Arabic) | <input type="checkbox"/> Yie gorngv Mienh waac. (Mien) |
| <input type="checkbox"/> Ես խոսում եմ հայերեն (Armenian) | <input type="checkbox"/> म नेपाली बोल्छु (Nepali) |
| <input type="checkbox"/> আমি বাংলা ভাষী। (Bengali) | <input type="checkbox"/> Mówię po polsku . (Polish) |
| <input type="checkbox"/> Ja govorim bosanski jezik (Bosnian) | <input type="checkbox"/> Eu falo Portugês . (Portuguese) |
| <input type="checkbox"/> ကျွန်တော်မြန်မာစကားပြောသည်။ (Burmese) | <input type="checkbox"/> ਇ ਸ੍ਪਆਕ ਪੰਜਾਬੀ (Punjabi) |
| <input type="checkbox"/> 我说中文 (Chinese Simplified) | <input type="checkbox"/> Cunosc limba Română . (Romanian) |
| <input type="checkbox"/> 我說中文 (Chinese Traditional) | <input type="checkbox"/> Я говорю по-русски . (Russian) |
| <input type="checkbox"/> Ja govorim hrvatski . (Croatian) | <input type="checkbox"/> Ou te tautala faaSamoa . (Samoan) |
| <input type="checkbox"/> اينجانب به زبان فارسی صحبت می کنم (Farsi) | <input type="checkbox"/> Govorim srpski . (Serbian) |
| <input type="checkbox"/> Je parle français . (French) | <input type="checkbox"/> Waxaan ku hadlaa Somali . (Somali) |
| <input type="checkbox"/> Je parle le Français haïtien (French Creole) | <input type="checkbox"/> Yo hablo español . (Spanish) |
| <input type="checkbox"/> Μιλάω ελληνικά . (Greek) | <input type="checkbox"/> أتحدث السودانية (لغوي سوداني) (Sudanese) |
| <input type="checkbox"/> ຊື່ ງູજરાતી બોલુ છું (Gujarati) | <input type="checkbox"/> Marunong po akong magsalita ng Tagalog . (Tagalog) |
| <input type="checkbox"/> Mwen pale Kreyòl . (Haitian Creole) | <input type="checkbox"/> ข้าพเจ้าพูด ภาษาไทย (Thai) |
| <input type="checkbox"/> मैं हिंदी बोलता हूँ (Hindi) | <input type="checkbox"/> አካ ትግርኛ ይዘረብ እየ. (Tigrinya) |
| <input type="checkbox"/> Kuv hais lus hmoob . (Hmong) | <input type="checkbox"/> Я розмовляю українською . (Ukrainian) |
| <input type="checkbox"/> Ana m a sụ Igbo (Igbo) | <input type="checkbox"/> میں اردو بولتا/ بولتی ہوں . (Urdu) |
| <input type="checkbox"/> Parlo Italiano (Italian) | <input type="checkbox"/> Tôi nói tiếng Việt . (Vietnamese) |
| <input type="checkbox"/> 私は日本語を話します (Japanese) | <input type="checkbox"/> ך אעא ידיש (Yiddish) |
| <input type="checkbox"/> Mi chat Jamiekan langwjj (Jamaican Creole) | <input type="checkbox"/> Mo gbọ Yoruba (Yoruba) |
| <input type="checkbox"/> ខ្ញុំនិយាយភាសាខ្មែរ (Khmer) | |
| <input type="checkbox"/> 본인의 모국어는 한국어 입니다 (Korean) | |
| <input type="checkbox"/> ئە ز زمانى كوردى ده ئاخفم. (Kurdish) | |

REASONABLE ACCOMMODATION REQUESTS

It is Southern Georgia Regional Commission (SGRC) Regional Transit's policy to make reasonable modifications and reasonable accommodations in its policies, practices, and procedures when the modifications and accommodations are necessary to avoid discrimination on the basis of a disability in subject to exceptions set forth in this document; to respond to requests for reasonable modifications and accommodations; to make information available to the public on how to make a request; that upon denial of a request, SGRC Regional Transit shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services and programs provided by SGRC Regional Transit. This policy additionally applies to private entities that contract; subcontract; establish other arrangements including, but not limited to a grant; sub-grant or cooperative agreement; to provide transportation services on behalf of SGRC Regional Transit.

1. Exceptions

SGRC Regional Transit will make reasonable modifications and reasonable accommodations subject to the following four exceptions:

- a) Granting the request would fundamentally alter SGRC Regional Transit services, programs, or activities.
- b) Granting the request would create a direct threat to the health or safety of others.
- c) The requested modification or accommodation would not be necessary to allow the individual with a disability to fully use or participate in SGRC Regional Transit services, programs, or activities for their intended purpose.
- d) A request would create an undue financial or administrative burden for SGRC Regional Transit.

A complete request requires a description of what is needed for the individual with a disability to use SGRC Regional Transit services and/or participate in its programs. Requestors are not required to use the term 'reasonable modification' or 'reasonable accommodation' when making a request. In the case where a Requestor is unable or incapable of providing a written request, a verbal request may be made to SGRC Regional Transit's Call Center Supervisor. Under these circumstances, the Requestor will be interviewed, and SGRC Regional Transit's Call Center Supervisor will assist the Requestor, to the best of their ability, in converting the verbal request to writing.

Field requests (requests made in real time) apply to all operational services provided by SGRC Regional Transit or private entities providing service on SGRC Regional Transit's behalf. Where a request cannot practicably be made and determined in advance, operating personnel may determine whether a modification or accommodation can be reasonably and safely provided to the public at the time of the request. It is the responsibility of the Transit Department to establish protocols for each operational service by which their staff and operating private entity, if applicable, receive; process; document; reasonably determine; and respond to such requests. All applicable protocols must be in full compliance with this policy and must include a means by which the Requestor may appeal the field request determination. SGRC's Transit Director shall review all established protocols to ensure compliance with ADA regulations.



REASONABLE ACCOMMODATION REQUEST FORM

In accordance with requirements of the Americans with Disabilities Act (ADA), Southern Georgia Regional Commission Transit has established policy and procedures for considering reasonable modifications to SGRC Transit policies and practices.

Instructions:

Please complete this form. Once completed, email to mfowler@sgrc.us or print and mail/bring it to the Southern Georgia Regional Commission office located at 1937 Carlton Adams Dr. Valdosta, GA 31601 for processing. Office hours are 8:30 a.m. to 5 p.m., Monday-Friday.

REQUEST (Please print clearly)

Date the modification will be needed: _____

First Name

Last Name

Street Address

City

State

ZIP Code

Phone Number

Email

Describe what you need in order to use the service. Please be as specific as possible and include an explanation why the request is needed.

Please call the Southern Georgia Regional Transit Line at (855) 360-7475 for further assistance.

SOLICITUDES DE ALOJAMIENTO RAZONABLES

Es política de la Comisión Regional del Sur de Georgia (SGRC) realizar modificaciones y adaptaciones razonables en sus políticas, prácticas y procedimientos cuando las modificaciones y adaptaciones sean necesarias para evitar la discriminación por motivos de discapacidad, sujeto a las excepciones establecidas en este documento; responder a solicitudes de modificaciones y adaptaciones razonables; poner a disposición del público información sobre cómo realizar una solicitud; que al negarse una solicitud, SGRC Regional Transit tomará, en la máxima medida posible, cualquier otra acción (que no resulte en una amenaza directa o alteración fundamental) para garantizar que la persona con una discapacidad reciba los servicios y programas proporcionados por Tránsito Regional SGRC. Esta política aplica adicionalmente a entidades privadas que contraten; subcontratar; establecer otros acuerdos que incluyen, entre otros, una subvención; acuerdo de subvención o cooperación; para proporcionar servicios de transporte en nombre de SGRC Regional Transit.

1. Excepciones

SGRC Regional Transit hará modificaciones razonables y adaptaciones razonables sujetas a las siguientes cuatro excepciones:

- a) Conceder la solicitud alteraría fundamentalmente los servicios, programas o actividades de SGRC Regional Transit.
- b) Conceder la solicitud crearía una amenaza directa a la salud o seguridad de otros.
- c) La modificación o adaptación solicitada no sería necesaria para permitir que la persona con discapacidad utilice o participe plenamente en los servicios, programas o actividades de SGRC Regional Transit para el propósito previsto.
- d) Una solicitud crearía una carga financiera o administrativa indebida para SGRC Regional Transit.

Una solicitud completa requiere una descripción de lo que se necesita para que la persona con discapacidad utilice los servicios de Tránsito Regional de SGRC y/o participe en sus programas. Los solicitantes no están obligados a utilizar el término "modificación razonable" o "adaptación razonable" al realizar una solicitud. En el caso de que un Solicitante no pueda o no pueda proporcionar una solicitud por escrito, se puede realizar una solicitud verbal al Supervisor del Centro de Llamadas de SGRC Regional Transit. En estas circunstancias, el Solicitante será entrevistado y el Supervisor del Centro de Llamadas de SGRC Regional Transit ayudará al Solicitante, lo mejor que pueda, a convertir la solicitud verbal en escrita.

Las solicitudes realizadas en tiempo real se aplican a todos los servicios operativos proporcionados por SGRC Regional Transit o entidades privadas que brindan servicios en nombre de SGRC Regional Transit. Cuando una solicitud no se pueda hacer y determinar de manera práctica con anticipación, el personal operativo puede determinar si una modificación o adaptación se puede proporcionar al público de manera razonable y segura en el momento de la solicitud. Es responsabilidad del Departamento de Tránsito establecer protocolos para cada servicio operativo que reciba su personal y entidad privada operadora, en su caso; proceso; documento; determinar razonablemente; y responder a dichas solicitudes. Todos los protocolos aplicables deben cumplir plenamente con esta política y deben incluir un medio por el cual el Solicitante pueda apelar la determinación de la solicitud de campo. El Director de Tránsito de SGRC revisará todos los protocolos establecidos para garantizar el cumplimiento de las regulaciones de la ADA.



FORMULARIO DE SOLICITUD DE ALOJAMIENTO MOTIVO

De acuerdo con los requisitos de la Ley de Estadounidenses con Discapacidades (ADA), la Comisión Regional de Tránsito del Sur de Georgia ha establecido políticas y procedimientos para considerar modificaciones razonables a las políticas y prácticas de Tránsito de SGRC.

Instrucciones:

Por favor complete este formulario.

Luego envíelo por correo electrónico a mfowler@sgrc.us o imprímalo y envíelo por correo o tráigalo a la oficina de la Comisión Regional del Sur de Georgia ubicada en 1937 Carlton Adams Dr. Valdosta, GA 31601 para su procesamiento. El horario de oficina es de 8:30 am a 5 pm, de lunes a viernes.

SOLICITUD (Por favor escriba claramente)

Fecha en que será la modificación necesario: _____

Nombre Apellido Nombre

Dirección

Ciudad Estado Código postal

Número de Teléfono Correo electrónico

Describir qué tú necesidad en orden a usar el servicio. Por favor ser como específico como posible y incluir una explicación de por qué la solicitud es necesario.

Llame a la Línea de Tránsito Regional del Sur de Georgia al (855) 360-7475 para obtener más ayuda.