VANPOOL HANDBOOK AND POLICY GUIDE

Douglas County Rideshare
Multi-Modal Transportation Center
8800 Dorris Road, Douglasville, GA 30134

TABLE OF CONTENTS

A. Welcome

B. Vanpools

C. Passenger Classifications & Fares

D. About Your Driver

E. Passenger Policies

F. Special Notices

G. Important Numbers

Office: 770-949-7665

E-mail: vanpool@co.douglas.ga.us

Webpage:
www.celebratedouglascounty.com/Departments/Rideshare

ON THE COVER:
Front right: Gary Watson, Rideshare Director
Front left: Davidae Walker, Assistant Rideshare Director
Back left: Jerie Blackwood, Customer Service Manager
Back right: Justin McDermott, Fleet Manager

RIDESHARE

JOURNEY
770-949-7665
62

SECTION A: WELCOME

Thank you for your interest in Douglas County Rideshare's vanpool program. You have joined an increasing number of local commuters who have abandoned their single occupant vehicle for the safety, economy and relaxation of alternate means of transportation. You can take pride in knowing that your transportation choice is helping to improve air quality and reduce traffic congestion in Douglas County and the entire metro Atlanta area.

Douglas County Rideshare has been serving area commuters since 1986. Starting out modestly with two vanpool routes to downtown Atlanta, Rideshare now has approximately 50 routes that travel to locations throughout the Atlanta region and beyond.

Rideshare is part of the Multi-Modal Services Division of the Douglas County Department of Transportation (DCDOT) and receives financial and technical support and assistance from the Douglas County Board of Commissioners and other county departments.

The Federal Transit Administration (FTA) and Georgia Department of Transportation (GDOT) are other key sponsors of the Rideshare program.

While Rideshare is best known for its vanpool program, it also works closely with the Georgia Regional Transportation Authority (GRTA) in providing express bus service and participates in transit planning, marketing and special events on the local, state, regional, and national levels. Rideshare also offers a "Transportation Voucher" program that helps senior adults and disabled individuals plan and pay for quality of life trips for purposes such as shopping, personal care and visiting with friends and family.

Rideshare welcomes your comments about vanpooling and all aspects of alternative transportation.

SECTION B: VANPOOLS

Vanpools serve groups of commuters who work the same general hours in the same general area. Riders gather each morning at a central location to board the van, which carries them to their work destinations. In the evening, riders meet the van at a designated location near their workplace and are transported back to their origination point. Pick-up and drop-off locations may be discussed among the Rideshare staff, van drivers and van riders but the Rideshare office has final say on pick-up and drop-off points, routes, schedules and times.

Vanpools normally operate Monday through Friday, but can run on weekends for work, if authorized by the Rideshare office. Fares for vans that operate six or seven days will be higher than fares for five day vans.

Most vans do not operate on major holidays.

Each van's route, pick-up and drop-off locations and times are determined by the Rideshare office. While the Rideshare staff may consult with a van's drivers and riders regarding schedule, times and locations, the Rideshare staff has the final say in these matters. All decisions made regarding routes, times and locations are made for the overall benefit and operating efficiency of the vanpool program.

Rideshare's administrative offices are in the Douglas County Transportation Center.

The address is:
Douglas County Rideshare
Douglas County Transportation Center
8800 Dorris Road
Douglasville, GA 30134
Phone: 770-949-7665
Fax: 770-920-7515
E-mail: vanpool@co.douglas.ga.us
Website: www.CelebrateDouglasCounty.com/Departments/Rideshare

SECTION C: PASSENGER CLASSIFICATIONS AND FARES

Rideshare issues boarding passes for all riders. When a rider pays a fare, they are issued a boarding pass. Van drivers are instructed not to allow anyone access to the van unless they have a current boarding pass.

Rideshare issues the following classifications of boarding passes:

- Two Day Trial
- Daily Rider
- Monthly Full-Fare Subscriber

Boarding passes can be purchased at the Transportation Center, via mail or on-line through the Rideshare website. Riders whose fares are paid by their company still must acquire a boarding pass from the Rideshare office.

Boarding passes should be purchased by the first working day of the month for an individual to be eligible to ride. Boarding passes purchased after the fifth day of the month for the current month are subject to a $15 reinstatement fee. At the close of Rideshare business at 7 p.m. on the fifth day of the month, if a rider has not purchased a boarding pass, they will be classified as inactive. At this point, the individual's seat can be sold to another rider. For the inactive individual to continue riding, the seat must still be available and they must pay the full month's fare and a $15 reinstatement fee.

To avoid paying the reinstatement fee, the monthly fare must be paid by 7 p.m. on the fifth day of the month, even if the fifth falls on the weekend or a holiday. On-line payments can be made 24 hours a day, seven days a week.

Standard monthly fares are based on the van's monthly operating expenses. However, the amount riders actually pay can be affected by several factors, including subsidies paid by employers and other agencies, and incentives or other discounts. Some of these are discussed later in this section.

Fare Classifications

It is Rideshare's goal to sell a monthly boarding pass for every seat in the vanpool fleet. This accomplishes two goals: maximizing services to local commuters and minimizing costs to riders. Rideshare offers the following fare classifications for purchase.

Full-Fare
A passenger who purchases a full-fare boarding pass is guaranteed a daily seat on the van for which they purchase the boarding pass. Full-fare boarding passes are designed for those people who ride the van every day or only miss a few days out of the month.

Daily Fare
Daily fares for in-state vans are available for $8 roundtrip or $6 one-way. Daily fares for out-of-state vans are $20 round trip and $18 one-way. It should be noted that monthly riders are given preference over daily riders, who are not guaranteed a seat. Daily riders are accepted on a "space available" basis. Rideshare makes every effort to accommodate daily riders, but daily boarding passes **must be used on the date for which they are issued**. Otherwise, the seat cannot be guaranteed.

A commuter can sign up as a full fare passenger during the month at a prorated amount which will be calculated from the first day they ride as a full fare passenger until the end of the month. At the beginning of the next month, they will be required to begin paying a full month's fare. If someone who has been riding as a day-to-day passenger elects to become a full fare rider, none of the day fares they have paid will be put toward their prorated full fare for that month.

Vanpool passengers should contact the Rideshare office (not their driver) if they are going to permanently discontinue riding or be off the van for a period of time. Failure on the passenger's part to communicate with the Rideshare office can result in them losing their seat on the van.

Failure to pay while continuing to be a passenger on a van can result in the passenger being identified for collection proceedings that will be instituted through a collection agency. Passengers who drop out of the vanpool program and have a balance of fares owed may also be turned over to collection.

Checks for boarding passes that are returned due to insufficient funds will be processed by the Douglas County Finance Department. Failure to submit funds to cover a returned check can result in a warrant being issued for arrest.

Rideshare can deny an individual boarding access to a van until a returned check is paid.

Special Fares and Discounts

Family Discount
If one member of a family is a full-fare monthly rider, the second and subsequent immediate family members pay half of a full-fare. "Immediate family" is considered to be the spouse or children of full-fare passengers. Family discounts do not apply to passengers who pay daily fares, or to family members of drivers who do not pay a fare. If a driver pays

a full fare, family members are eligible for the discounted fare. Family members of riders whose full fare or a portion of their full fare is paid by subsidy are eligible for the family discount.

Senior Citizen Discount
Anyone age 60 or over may take five percent off their monthly subscription fare. Proof of age, such as a driver's license, is required.

Referral Incentive
If an individual becomes a new full-fare rider based on the referral of a current passenger, the current passenger will receive a free full-fare boarding pass for one month. The free boarding pass will not be issued until the new passenger has paid for their first full-fare boarding pass. In order for the current passenger to receive the free boarding pass, the new rider must specify that they were referred to become a full-fare by the current passenger.

Children
Children as passengers need the approval of Rideshare management since Rideshare's program is designed for transporting people to their jobs. Rideshare strongly discourages children as passengers on the vans. A child's fare is the same as an adult fare. The child must be old enough and large enough to be secured by a standard seat belt. Rideshare vans cannot accommodate child safety seats or carriers.

Special Needs
Rideshare vans can accommodate special needs passengers. The destination of the special needs passenger must be in the normal service area of a Rideshare van and their work hours schedule must be the same as the van's. The fare is the same as a regular adult fare.

Service animals are allowed to accompany their special needs owners on Rideshare vans. Special needs riders are asked to notify Rideshare of their service animals so proper accommodations can be made. Special needs riders should submit documentation to the Rideshare office that their animal is certified as a service animal.

Combo Rider

Full-fare passengers who ride one van in the morning and a different van in the afternoon are considered combo riders. The Rideshare office discourages this arrangement due to the communication and coordination required. Combo riders are responsible for communicating with drivers if they will or will not be riding. Drivers are not required to wait on combo riders, and drivers are not responsible for combo riders missing the van. A combo rider pays the fare of the van in which they ride in the mornings (if the fares differ). If another individual offers to pay a full-fare for the combo rider's morning or afternoon seat, the combo rider may be asked to pay two full fares (morning and afternoon) to reserve both seats.

Subsidies

Some employers pay all or a portion of an individual's monthly fare. If the employer/agency discontinues their payment, the individual passenger must pay the full amount of the fare.

It is the individual rider's responsibility to arrange payment of the subsidy through their employer, or to discontinue the subsidy. The subsidy is a contract between the rider and their employer, not the rider and Rideshare.

Credits

Credits may be issued for the following cases:

- Full-fare passengers may receive a $20 credit toward their next month's fare if their van does not operate for six scheduled operating days within a month. If a van does not operate five working days or less during a month, no credit will be issued.
- During the time a van is not running, if Rideshare can offer the passenger a seat on another van that serves the same location and same work schedule, no credit will be issued.
- If a van does not operate for more than six scheduled operating days within a month, riders may be eligible for a credit of more than $20, based on a review by Rideshare staff.
- Credit for days that vans do not operate must be verified by the driver. No credit will be issued without verification from the driver that the van did not operate.
- Credit for days that vans do not operate do not include holidays, weekends or any other days that vans generally would not operate. Riders may not include vacation days, sick days or days that they did not ride if the van operated that given day.
- Backup drivers may receive a credit of $4 for each day they drive ($2 if they only drive one way).
- If a credit is not claimed within 30 days, it is considered forfeited. For example, if a van does not operate for 6 days during August, the credit must be taken within the following month (September). No credit would be given after September. If a passenger's fare is paid via employer subsidy, payroll deduction or voucher, credit may or may not be issued back to the rider at the discretion of the employer. This is a matter for the passenger and their employer to negotiate.

Refunds

If a passenger wishes to quit the vanpool, Rideshare will issue a prorated refund upon written request and the return of the current month's boarding pass. It should be noted that refunds may take as long as three weeks to process.

Rideshare will refund boarding passes, provided the use date has not expired. For example, if a passenger requests a refund for a March monthly boarding pass on March 15, Rideshare will issue a refund for March 15 – 31. The first fourteen days of the month will not be eligible for refund.

Refunds will not be issued for passes that have already expired. For example, a refund will not be issued for a November boarding pass if the passenger requests the refund in December.

Parking Fees

Some vans must pay a monthly fee to park at the workplace. Full fare passengers must pay

this parking fare in addition to their regular monthly boarding pass amount. Rideshare will ask a passenger to discontinue riding if they refuse to pay their monthly boarding pass amount and/or parking fee. The parking fee is paid directly to the driver. It is not included as part of the regular monthly fare that is submitted to Rideshare.

SECTION D: ABOUT YOUR DRIVER

Each van has a primary driver, an associate driver and backup drivers who are responsible for making sure the van operates each working day. Drivers are volunteers and do not receive payment from the Rideshare program. They are not allowed personal use of the van. This includes taking the van home at night or on weekends. Unauthorized use of a Rideshare van by a volunteer driver can result in suspension of driving privileges.

Only individuals who have completed the Rideshare authorization process are allowed to drive Rideshare vans. There are no exceptions.

The authorization process starts with a completed application, which includes a copy of the applicant's current Georgia driver's license. The applicant's motor vehicle record and criminal background history will be reviewed for approval. The applicant must be at least 24 years old, pass a "Check Ride" orientation conducted by the Douglas County Office of Risk and Safety and take a Defensive Driving Course offered by Rideshare and the Office of Risk and Safety within six months after being approved as a driver.

The driver certification process also includes drug testing (hair sample or urine). Potential drivers must have a negative drug test. Also, drivers are tested for drugs during a triennial recertification process. Primary, associate and backup drivers must participate in Rideshare's drug testing program. Drivers and potential drivers are given a copy of Rideshare's Drug Testing Policies and Procedures. A positive hair or urine test result or refusal to consent to a test will disqualify an applicant.

For its volunteer drivers, Rideshare has a **zero tolerance** policy relating to alcohol and/or drug abuse. Rideshare will immediately suspend or terminate any volunteer driver if there is **suspicion** or **evidence** of alcohol consumption or drug abuse that would impact the driver's ability to properly discharge their duties as a driver.

Rideshare also has a **zero tolerance policy for not reporting an accident.** Failure to report an accident, regardless of fault or the extent of injuries or damage, can result in suspension or termination of a volunteer driver.

Rideshare can terminate a volunteer driver at any time without due process, especially if the safety and security of the van passengers is in question, or if the efficient operation of the van or vanpool program is in jeopardy. A driver can contest his/her dismissal by filing a request via e-mail or written letter with the Rideshare director. Once the request is received, it will be reviewed by a panel that includes staff of Rideshare and the Douglas County Office of Risk and Safety. If necessary, Rideshare can also involve legal counsel.

Rideshare may request that a driver take a drug or alcohol test if there is suspicion of drug or alcohol use. A driver will be directed to take a drug test immediately following their

involvement in a traffic accident, even if the Rideshare driver is not at fault or property damage is minimal. A post-accident drug test is required. There are no exceptions.

Drivers are allowed limited authority to make emergency decisions relating to the safe, timely operation of the van. This includes temporarily changing a route due to inclement weather, accidents, traffic jams or other special circumstances (for example, a presidential motorcade on the expressway). Drivers should consult the Rideshare office on changes that are temporary but may be in effect for several days.

All non-emergency decisions relating to the van are made by the Rideshare staff following discussion with the driver and riders. The Rideshare staff has final say in these matters.

Drivers are responsible for reporting any mechanical defects the van is experiencing and coordinating regular maintenance and repairs with the Rideshare staff. Drivers should perform a daily visual inspection of the van and check oil and fluids at least once a week.

Drivers are encouraged to try to resolve any issues that may occur between or among passengers. If the driver cannot bring the matter to a satisfactory conclusion, they should request assistance from the Rideshare staff.

SECTION E: PASSENGER POLICIES

Van Assignment

Passengers are assigned to a van that serves their work location and work hours.

During the process of becoming a vanpool rider, passengers are asked to submit paperwork to the Rideshare office, including a signed Rideshare contract and Guaranteed Ride Home application. These forms need to be completed before passengers begin riding a van.

Boarding

Rideshare issues boarding passes. No one is allowed on a Rideshare van without a boarding pass. For more information on boarding passes, see the **FARE** section of this manual.

Passengers should know the number of the van they are riding, where to meet the van in the morning, and what time to meet it. Passengers should also know where the van will pick them up in the afternoon and what time they will be picked up. Passengers may get this information from the Rideshare office or their driver(s).

Passengers should be on time for morning and afternoon pickups. It is Rideshare's policy for vans to strictly adhere to their morning and afternoon departure times. Rideshare is not responsible for providing transportation for riders who miss their morning or afternoon pickups.

Guaranteed Ride Home Program

If an emergency requires a passenger to come home during the day, or if a passenger must unexpectedly work late, they can utilize the Guaranteed Ride Home Program offered by the Atlanta Regional Commission. That number is 1-877-433-3463 and can be used for five free rides home annually. A rider must be registered with the Guaranteed Ride Home program to utilize this service. Riders on out-of-state vans call the Rideshare office to arrange a Guaranteed Ride Home.

Parking

Rideshare offers commuters free parking at the Transportation Center and at park and ride locations at Thornton Road and I-20, Post Road and I-20, the Douglas Boulevard park and ride lot, Lithia Springs Park on North Sweetwater Road and at several business and church locations.

Commuters park at these locations at their own risk. Rideshare asks that commuters lock their vehicles and remove all valuables from their vehicles while parked at these locations.

Rideshare and/or Douglas County and the businesses and/or churches are not responsible for any theft or damage to commuters' vehicles or property while parked at any of these locations or other locations utilized by Rideshare.

Bad Weather, Traffic Congestion and Manmade Hazards

Rideshare staff can suspend operation of vanpool routes temporarily if severe weather, accidents or manmade conditions pose a threat to riders.

Individual drivers have some limited authority to cancel or change a van's route or times if they have concerns about their personal safety or the safety of their passengers. All vans should have alternate routes in place for traffic, weather or safety emergencies.

If Rideshare has advance notice (one or two days) of impending threatening weather such as snow or ice, drivers may be directed not to initiate their routes. Likewise, if severe weather or other threatening conditions develop during the work day, Rideshare may direct vans to initiate their trips home as soon as possible. If a rider is unable to board their van due to a change in schedule deemed necessary by Rideshare or the driver, Rideshare asks that the rider try to arrange their own transportation, possibly through the Guaranteed Ride Home program.

Rideshare encourages each van to tune to a radio station in order to be aware of accidents, traffic congestion and other factors that can affect the van's schedule and safety. Rideshare's official radio stations for time and traffic conditions are WSB 750 AM and 95.5 FM, although vans are not required to listen solely to these stations.

If possible, it is also suggested that drivers check traffic conditions online before leaving their home or workplace at www.wsbtv.com/traffic. Traffic updates are also available to those on Twitter by following @ajcwsbtraffic.

Ridership

Rideshare may discontinue a van route or combine it with another because of low ridership or inadequate passenger revenue. Such decisions will be made on a case-by-case basis and will take into consideration such factors as potential for additional riders and the willingness of existing riders to recruit new riders or pay an increased monthly fare. If a van route is discontinued or combined, riders will be given adequate notice, generally forty-five days, to decide if they want to remain in the vanpool program or make other transportation arrangements.

Rather than have their route discontinued, riders may choose to pay an amount added to their standard monthly fare in order for their van to meet required revenue. The additional amount will be determined by the Rideshare office and will be reviewed after a period of 90 days.

Van Maintenance

Rideshare's first priority is getting passengers to and from work on time and in the safest possible manner. In addition to making repairs on an as-needed basis, Rideshare has a regular schedule of preventive maintenance for all vans that is based on manufacturer's recommendations.

Rideshare's Operations/Fleet Manager will coordinate all repairs and regularly scheduled maintenance with the van driver. Backup vans are made available to insure there is no disruption in service while a van is in the shop.

Drivers who do not respond promptly to Rideshare's request to bring a van in for maintenance are subject to having their fuel keys deactivated which means they would have to purchase their own fuel.

Most work on vans is performed by the Fleet Management department of the Douglas County government. Some tasks, such as front end alignments, are performed by carefully selected private providers.

Passenger Code of Conduct

Rideshare expects the following of its vanpool passengers and drivers:

- Know and adhere to vanpool policies and procedures, particularly those described in this manual, the passenger contract and any other Rideshare material that may be distributed.
- Know and adhere to the van's routes and pickup locations and times.
- Be on time. The Rideshare office has directed all vans to strictly adhere to their morning and afternoon departure times. Riders should be in their seats and buckled up five minutes before the scheduled departure time.
- Wear a seatbelt at all times while on the van. This is Douglas County policy and failure to comply can result in dismissal from the vanpool program.
- Be courteous and respectful to fellow passengers.

- Avoid verbal or physical confrontations with drivers or other passengers. After thoroughly investigating any such incident, Rideshare can suspend or dismiss individuals or all parties who initiated or participated in a verbal or physical confrontation.
- Pay fares on time (before the first working day of the month).
- Be cooperative with the driver(s). Do not engage in discussions or activities which may distract the driver.
- Take any issues about the operation of the van to the driver first, and if the problem is not resolved, to the Rideshare staff. Rideshare is foremost interested in resolving issues that impact the efficient operation of the program. Rideshare believes that its drivers and riders, as mature adults, should be able to avoid or solve petty, personal issues that exist between/among them.
- Maintain proper personal hygiene.
- Do not use perfumes and fragrances, as many people have allergies to some scents.
- Avoid smoking for fifteen minutes before you board the van.
- Use earphones for radios, hand-held TVs or other electronic devices. Failure to comply with this policy can result in dismissal from the vanpool program.
- Avoid loud conversations on the van.
- Limit cellphone conversations.
- Do not ask drivers or fellow passengers for hand-outs or special favors.
- Do not use offensive language.
- Be respectful of decisions made by Rideshare staff, even if you may not agree with the decisions.

By completing and signing a Rideshare contract and/or purchasing a boarding pass, an individual agrees to abide by all vanpool policies described in this manual and all other policies established by Rideshare. An individual is required to sign a Rideshare contract and purchase a boarding pass before they are allowed to ride.

The following are **prohibited** on Rideshare vans:

- Disruptive behavior.
- Smoking.
- Inappropriate language or cursing.
- Violence or threats of terrorism.
- Weapons of any type.
- Use of illegal substances, including controlled substances, and abuse of prescription medicines and over-the-counter medicines.
- Alcoholic beverages.
- Radios, hand-held TVs or other electronic devices without earphones.
- Use of perfumes and fragrances.
- Animals, unless they are a certified service animal
- Sexual harassment or discrimination of any type

Rideshare can, at any time, without due process, dismiss a rider from the vanpool program if that individual is participating in any of these prohibited activities, or acting in any way that threatens, intimidates, or harasses volunteer drivers or other paying passengers or threatens the safety, security or efficient operation of the van or vanpool fleet.

Any individual who is dismissed from a Rideshare van due to improper conduct or rules violations but refuses to leave is subject to being physically removed by the Douglas County Sheriff's Office or other law enforcement authorities.

An individual dismissed from the vanpool program can appeal the decision by filing a written or e-mail request with the Rideshare director. The appeal will be reviewed by Rideshare staff, Douglas County Department of Transportation staff, Douglas County Office of Risk and Safety and Douglas County legal counsel. The individual who filed the complaint will receive a written response within 60 days.

Other Vanpool Suggestions and Courtesies

There are many other suggestions and courtesies that vanpool riders should consider that are not a part of Rideshare's policy, but based on 25+ years of vanpool management, add to the success of the vanpool.

Radio stations should be chosen by a majority of passengers. Also, the radio should be played at a volume that is not annoying to passengers. If drivers and passengers cannot agree on which station to listen to, the Rideshare office can direct the van to set the radio to WSB 750 AM or 95.5 FM, or an alternative selected by the Rideshare office.

Special seating arrangements may be necessary on a permanent or temporary basis to accommodate passengers who are limited due to surgery, illness, injury or disability or other special circumstances. The driver may establish these arrangements after consulting with the Rideshare office. The Rideshare office also has authority to direct a van to follow special seating arrangements to accommodate special circumstances.

Rideshare does not have a formal policy regarding eating or the consumption of non-alcoholic beverages on vans. Each van is free to establish its own policy. However, Rideshare may ask an individual or individuals to refrain from eating or drinking if it becomes disruptive to the operation of the van or the comfort of other passengers.

Failure to keep a van clean may lead to Rideshare revoking eating and drinking privileges.

While Rideshare drivers should not use cell phones while driving the van, Rideshare does not prohibit cell phone use by passengers. However, it is asked that passengers keep any cell phone conversations brief and quiet out of respect for other passengers. It is preferred that cell phones be used only for emergencies.

SECTION F: SPECIAL NOTICES

Drug Free Workplace

The Douglas County Board of Commissioners approved a Drug Free Workplace Statement for Douglas County, including Rideshare, on March 7, 1995.

The use of controlled substances in or on Douglas County Rideshare facilities and property, in Rideshare vans, or while performing Rideshare services is prohibited. The abuse of over-the-counter drugs and prescription drugs is also prohibited.

In addition, the unlawful manufacture, distribution, dispensing or possession of a controlled substance is prohibited in the Rideshare workplace.

Any Rideshare employee or volunteer who is convicted for any criminal drug statute violation occurring while on Rideshare property, in Rideshare vans, or while on Rideshare business must notify the Rideshare office within five days of the conviction.

Rideshare has up to thirty days to take appropriate action against any convicted employee or volunteer.

Appropriate action may include immediate termination, especially for volunteer drivers.

Rideshare's place of business is considered the Transportation Center Campus, 8800 Dorris Road, Douglasville, GA 30134 and any other locations where vanpool passengers may board or exit a Rideshare van.

Title VI Non-Discrimination Policy

Douglas County Rideshare operates its vanpool service and all other programs for the public under the non-discrimination requirements under Section 601 of Title VI of the Civil Rights Act of 1964 and applicable regulations from the U.S. Department of Transportation, U.S. Department of Justice and other applicable federal laws and regulations.

Pursuant to its Title VI program, Rideshare ensures that no person in its service area 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.

For more information on Rideshare's non-discrimination obligations, call 770-949-7665 or visit our website at www.celebratedouglascounty.com/Departments/Rideshare.

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

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

File the written complaint with the Rideshare Manager, Douglas County Transportation Center, 8800 Dorris Road, Douglasville, GA 30134. Within 60 days, the Rideshare Manager will respond to the complainant with either (1) A Letter of Closure, indicating that no discrimination was found and the complaint is closed, or (2) A Letter of Finding indicating that discrimination was determined and steps that Rideshare will take to address the issue.

If preferred, an individual who believes they have been a victim of discrimination can file a complaint externally to these organizations:

Federal Transit Administration, Region IV
Office of Civil Rights
230 Peachtree Street, NW, Suite 800
Atlanta, GA 30313-1512
404-865-5600

U.S. Department of Transportation
Departmental Director of Civil Rights
Office of the Secretary
External Civil Rights Program Division
1200 New Jersey Ave., S.E.
Washington, D.C. 20590
202-366-4070

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

Second Language

Rideshare publishes vanpool schedules and other important documents in Spanish. Translation services are also available.

SECTION G: Important Numbers

Rideshare Customer Service Desk
770-949-7665

Rideshare Director
770-920-7516 desk

Rideshare Assistant Director
770-920-7514 desk
770-605-5129 cell

Operations Manager
678-715-5362 desk
770-652-6703 cell

Douglas County Office of Risk & Safety
770-920-7205 desk
770-310-7554 cell

Douglas County Fleet Management
770-920-7194

Douglas County Sheriff's Department
770-942-2121

NOTES