



NON-DISCRIMINATION POLICY

Douglas County Rideshare operates its transit service subject to the nondiscrimination 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 our nondiscrimination obligations call 770-949-7665 or visit our web page for a copy of our current Title VI Plan at www.douglascountyrideshare.com.

Individuals who feel they have experienced discrimination may file a signed, written complaint within thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- ❖ Your name, mailing address, and contact information (i.e. telephone number, e-mail address, etc.)
- ❖ 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 Douglas County Rideshare's Division Manager or with the Administrator of Douglas County Government at the appropriate addresses listed below:

Division Manager

Douglas County Rideshare
8800 Dorris Road
Douglasville, GA 30134

County Administrator

Third Floor, Douglas County Courthouse
8700 Hospital Drive
Douglasville, GA 30134

Rideshare's Title VI Program Officer will send a final written response to the complainant and advise the complainant of his or her right to 1) appeal to the County Administrator, within 7 days of receipt of the final written decision from the Division manager, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. The Division Manager will make every effort to respond to Title VI complaints within 60 working days of receipt of such complaints. In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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
Tel: (202) 366-4070
TTY: (202) 366-9696
Fax: (202) 366-5575

Federal Transit Administration Region IV

Office of Civil Rights
230 Peachtree Street NW #800
Atlanta GA 30313-1512
Tel: 404-865-5600 Fax: 404-865-5605

Office of Civil Rights – Title VI Program Coordinator

Federal Transit Administration
East Building, 5th Floor – TCR
1200 New Jersey, Ave., SE

Washington, D.C. 20590

