DOUGLAS COUNTY MULTI-MODAL TRANSPORTATION SERVICES DIVISION
2018 TITLE VI PROGRAM UPDATE

Douglas County Multi-Modal Transportation Services Division, located in Douglas County, Georgia is a recipient of federal funds; therefore this document is confirmation of compliance to the Federal Transportation Administration (FTA) with guiding documents in FTA Circular 4702.1A: 49; Code of Federal Regulations, and the Civil Rights Act of 1964. This Title VI update was approved by the Douglas County Board of Commissioners in an open public meeting on Tuesday, September 18, 2018.

Dr. Romona-Jackson Jones, Commission Chair

If information is needed in another language, contact 770-949-7665.
Si necesita información en otro idioma, comuníquese con 770-949-7665

The Federal Transit Administration (FTA) requires its funding recipients to be in compliance with Title VI of the Civil Rights Act of 1964 which states, "Discrimination against any individual or group on the basis of race, color, or national origin is prohibited. Douglas County operates its commuter vanpool service and all other mobility-related programs for the public. Discrimination against any individual or group on the basis of race, sex, color or national origin is prohibited. "No person in the United States shall on the basis of race, color, age, nationality, religion or language be denied meaningful access to all programs and services whose primary language is not English and who have limited ability to speak, read, write or understand the English language." This applies to all mobility services Douglas County provides, and all facets of its day-to-day business.
OVERVIEW/COMPLIANCE

The Douglas County Multi-Modal Transportation Services Division, hereafter also identified as Douglas County, receives funds from the Federal Transit Administration (FTA). As an FTA grantee, Douglas County and its mobility programs and all related services adhere to the U.S. Department of Transportation’s Title VI regulations as specified in 49 CFR Part 21. FTA recipients are provided guidelines for Title VI compliance in FTA Circular 4702.1A, dated May 13, 2007.

Douglas County does not allow discrimination on the basis of race, gender, language, national origin, age, religion, or physical or mental disability. The only requirements for an individual to participate in the offered transportation services are that they meet the requirements of the program(s) in which they wish to participate and are able to pay the established fare.

2019-2021 LEVEL AND QUALITY OF SERVICE

Description of Service: Douglas County’s goal is to provide efficient, affordable mobility programs and services to local residents. Services that are currently provided include: (1) Commuter vanpools. (2) Transportation Voucher Assistance for senior adults and disabled individuals. (3) Trip planning. (4) Limited demand response for senior adults. (5) Proposed fixed route service that will begin in Calendar Year 2019. (6) Dial-A-Ride service that is proposed for 2020 or 2021. In addition, Douglas County is expanding its Multi-Modal Transportation Center to improve customer service and administrative functions, and has dedicated space in a county maintenance facility for care of FTA-funded vehicles.

In response to the results of a Transportation Services Study, Douglas County made the decision to implement fixed route bus service within county boundaries. The county expects to receive in late Calendar Year 2018 Congestion Mitigation and Air Quality (CMAQ) funds to assist with operating costs for the first three years of the service. The county anticipates implementing the service in late Spring or early Summer 2019. The service will begin with four routes and 12 fifteen-passenger cutaway vehicles. The routes were developed with the assistance of a transportation consultant and considerable input from the public. Initial headway is proposed at 60 minutes.

The four routes will focus on transportation to major educational, employment, healthcare, government and retail/commercial centers. This new service will connect to MARTA, COBB LINC, and other transit systems, thus opening up transportation for Douglas County residents to the entire metro Atlanta region. Service on all four routes will be Monday - Saturday from 6 a.m. to 8 p.m. Two routes go directly into one of the county’s highest areas for minority and low income population.

The expansion of the transportation center is scheduled to begin during the last quarter of Calendar Year 2018. Six new offices, a dedicated drug testing suite and training center will be added to the existing building. Douglas County will expand its Risk and Safety program for its mobility services when construction is completed.

In 2018, Douglas County Fleet Maintenance moved into a facility that was renovated from an old recreational vehicle dealership. Overall, the county has about 1,000 vehicles and pieces of equipment, including 62 FTA-funded vehicles. Douglas County’s FTA-funded mobility programs invested in this move by dedicating, upgrading and equipping 2,400 square feet for service to FTA-funded vehicles. This translates into faster and more efficient maintenance and repair of federally funded vehicles and equipment. This facility is in a heavy commercial/retail part of Douglas County and its use as a maintenance facility does not impact residential neighborhoods.
UPDATE ON EXISTING SERVICES

The Douglas County Multi-Modal Center is open from 5 a.m. to 7 p.m. Monday through Friday.

The Commuter Vanpool program has been serving Douglas County since 1986. For the period 2016 – 2018, Douglas County maintained its level of vanpool service in a manner equivalent to or greater than the level of service provided in previous years. However, during the period 2016 through 2018, vanpool ridership steadily decreased. During that overall decrease, participation of minority riders remained stable at 52 percent. The number of minority drivers increased from 58 to 66 percent. Shifts in the economy, lower gas prices, changes in employer subsidies and job layoffs continue to be major factors that impact vanpool participation. During the three year period 2019 – 2021, Douglas County will focus on increasing ridership in the vanpool program through better marketing and serving new employment centers.

Rideshare does not allow discrimination on the basis of race, gender, language, national origin, religion, age or physical or mental disability. The only requirements for an individual to participate in the Douglas County commuter vanpool program are: (1) their work location and schedule are compatible with established or planned service, and (2) they are able to pay the established ridership fare.

The Transportation Voucher program, started in 2013, assists senior adults, age 60 and over and disabled individuals age 19 to 59, in paying for “quality of life” trips for purposes such as doctor’s appointments, shopping, entertainment and visiting with friends and family. The requirements to participate in the Transportation Voucher program are: (1) an individual is a resident of Douglas County, (2) is a senior adult, age 60 and over who falls within certain income limits based on the national poverty scale, (3) is a disabled individual, ages 19 – 59, and has a basis of need. Documentation by a doctor is required.

Level & Quality of Service

As of September 2018, the Transportation Voucher program serves about 90 clients, with a waiting list of about 120. Douglas County is seeking additional funds through the Atlanta Regional Commission in order to serve more clients.

The Voucher program utilizes private transportation providers. All drivers are subject to a thorough background investigation and rigorous training regimen before they are allowed to drive. Providers are monitored closely in areas such as on-time performance, condition of vehicles and responsiveness to clients.

Demand Response for Senior Adults is a limited program that utilizes five FTA-funded vehicles. Seniors must call 24 hours in advance to make a reservation. This program averages about 1,700 one-way trips per month. While some seniors utilize the service for doctor appointments and pharmacy visits, a number of others use the service as their means to get to and from the local senior citizen center where they can take advantage of lunch programs and other services. There is no set fare for participants. They can make cash donations if they are able.

In all of its programs, Douglas County works to maintain a consistently high level of service. This is accomplished through: (1) strict adherence to federal, state and local regulations and requirements, (2) daily, continual monitoring of providers and drivers, (3) formal and informal feedback from participants, (4) citizen comments, (5) staff training, and (6) reviews by funding agencies.
In 2018, Douglas County had successful program reviews conducted by the Federal Transit Administration and the Georgia Department of Human Services.

Participants, potential participants and the public can receive information about Douglas County’s mobility programs via:

- e-mail: vanpool@co.douglas.ga.us
- webpage: www.celebratedouglascounty.com/departments/ConnectDouglas
- phone: 770-949-7665
- cable TV: - DCTV23 - CIT ITV
- local news media: Douglas County Sentinel and Chapel Hill News and Views.

Title VI Complaints: Douglas County did not receive any Title VI complaints regarding its mobility program during the period 2016 – 2018.
## Vanpool Passenger Breakdown for 2016 - 2018

<table>
<thead>
<tr>
<th>Passenger Breakdown for 2016</th>
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<tbody>
<tr>
<td>Total Number of Full Time Riders</td>
<td>289</td>
</tr>
<tr>
<td>Total Number of Minority Full Time Riders</td>
<td>149</td>
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<tr>
<td>Percentage of Minority Riders</td>
<td>52</td>
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<tr>
<td>Total Number of Drivers</td>
<td>114</td>
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<tr>
<td>Total Number of Minority Drivers</td>
<td>69</td>
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<tr>
<td>Percentage of Minority Drivers</td>
<td>61</td>
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<tbody>
<tr>
<td>Total Number of Full Time Riders</td>
<td>278</td>
</tr>
<tr>
<td>Total Number of Minority Full Time Riders</td>
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<tr>
<td>Percentage of Minority Riders</td>
<td>49</td>
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<tr>
<td>Total Number of Drivers</td>
<td>121</td>
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<tr>
<td>Total Number of Minority Drivers</td>
<td>76</td>
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<tr>
<td>Percentage of Minority Drivers</td>
<td>63</td>
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<tbody>
<tr>
<td>Total Number of Full Time Riders</td>
<td>264</td>
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<tr>
<td>Total Number of Minority Full Time Riders</td>
<td>148</td>
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<tr>
<td>Percentage of Minority Riders</td>
<td>56</td>
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<tr>
<td>Total Number of Drivers</td>
<td>116</td>
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<tr>
<td>Total Number of Minority Drivers</td>
<td>76</td>
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<tr>
<td>Percentage of Minority Drivers</td>
<td>66</td>
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</table>

**Assumption:** Based on the increased number of minority passengers and drivers, and the fact that no Civil Rights complaints have been filed, Douglas County makes the determination that its vanpool service is being operated at a high level of quality, particularly as it relates to minorities.

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Davidae Walker, Assistant Division Manager  
Date: 9.18.2018
### Voucher Program Client Breakdown 2016 - 2018

<table>
<thead>
<tr>
<th>Voucher Program Breakdown 2016</th>
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<tbody>
<tr>
<td>Total Number of Clients</td>
<td>59</td>
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<tr>
<td>Total Number of Disabled</td>
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<tr>
<td>Total Number of Senior Citizens</td>
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<tr>
<td>Total Number of Minorities</td>
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<tr>
<td>Medical Trips</td>
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<td>Personal Trips</td>
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<tbody>
<tr>
<td>Total Number of Clients</td>
<td>56</td>
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<tr>
<td>Total Number of Disabled</td>
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<tr>
<td>Total Number of Senior Citizens</td>
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<td>Total number of Minorities</td>
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<td>Medical Trips</td>
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<tr>
<td>Personal Trips</td>
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<tr>
<th>Voucher Program Breakdown 2018</th>
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<tbody>
<tr>
<td>Total Number of Clients</td>
<td>90</td>
</tr>
<tr>
<td>Total Number of Disabled</td>
<td>16</td>
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<tr>
<td>Total Number of Senior Citizens</td>
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<td>Total Number of Minorities</td>
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<tr>
<td>Medical Trips</td>
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<tr>
<td>Personal Trips</td>
<td>2304</td>
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</table>

**Assumption:** Based on the increased number of senior citizens and disabled clients, and the fact that *no Civil Rights complaints have been filed*, Douglas County makes the determination that its voucher program is being operated at a high level of quality, particularly as it relates to senior citizens and the disabled population.

Davidae Walker, Assistant Division Manager

Date: 9.18.2018
If information is needed in another language, contact 770-949-7665. Si necesita información en otro idioma, comuníquese con 770-949-7665

Douglas County operates its mobility-related programs for the public. “No person in the United States shall on the basis of race, color, age, nationality, religion or language be denied meaningful access to all programs and services whose primary language is not English and who have limited ability to speak, read, write or understand the English language.” This applies to all mobility services Douglas County provides, and all facets of its day-to-day business.

Douglas County operates its mobility services subject to 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, Douglas County 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 non-discrimination obligations call 770-949-7665 or visit our web page for a copy of our current Title VI Plan at www.celebratedouglascounty.com/Departments/ConnectDouglas.

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 the Douglas County Multi-Modal Division Manager or with the Administrator of the Douglas County Government at the appropriate addresses listed below:

Multi - Modal Transportation Division Manager                  County Administrator
Douglas County Multi-Modal Center                                Third Floor, Douglas County Courthouse
8800 Dorris Road                                                 8700 Hospital Drive
Douglasville, GA 30134                                            Douglasville, GA 30134

Douglas County’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:
Federal Transit Administration Region IV
Office of Civil Rights
230 Peachtree Street NW #1400
Atlanta GA 30313-1512
Tel: 404-865-5600
Fax: 404-865-5605

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

Office of Civil Rights
Attention: Title VI Program Coordinator
Federal Transit Administration
East Building, 5th Floor – TCR
1200 New Jersey, Ave., SE
Washington, D.C. 20590
TTY: (202) 366-9696
Fax: (202) 366-5575
REQUEST FOR ADDITIONAL INFORMATION

Request for Additional Information: The public has access to additional information about Douglas County mobility services and its non-discrimination obligations.

Requests for additional information can be made via:

- Personal visit to the Multi-Modal Transportation Center
- E-mail
- Telephone
- Fax

The physical address is:

Attention: Division Manager
The Douglas County Multi-Modal Center
8800 Dorris Road
Douglasville, GA 30134

The telephone number is: **770-949-7665**.

The e-mail address is: [vanpool@co.douglas.ga.us](mailto:vanpool@co.douglas.ga.us)

The fax number is: **770-920-7515**.

All requests should include the information that is needed and a phone number, mailing address or e-mail address. Please direct requests to the attention of the Multi-Modal Center Division Manager.

Douglas County's Civil Rights program and activities were included in its 2018 Federal Transit Administration Triennial Review, and found to be in compliance.
FILING A DISCRIMINATION COMPLAINT

Any individual or group claiming discrimination by Douglas County in the performance of its mobility services can file an official complaint by completing the attached form, or this form can be requested from Multi-Modal Transportation Services staff. **Complaints should be filed no later than 180 days after the alleged discrimination.**

**Complaints should be in writing,** rather than verbal, and should include an original signature of the complainant(s).

Complaints should include:

- A description of the alleged discrimination
- The time and location of the alleged discrimination
- The individual(s) who are alleging the discrimination
- Suggested remedy for the alleged discrimination

Complaints should be addressed to the Multi-Modal Transportation Services Division Manager, Douglas County Multi-Modal Transportation Center, 8800 Dorris Road, Douglasville, GA 30134. A copy should be sent to the County Administrator, 8700 Hospital Drive, Douglasville GA 30134. It will be the responsibility of the County Administrator or his designee to track all Title VI complaints and determine that investigations are being conducted properly and with fairness on behalf of all parties involved.

Complaints will be reviewed by a committee including but not limited to:

- Douglas County Multi-Modal Transportation Services Division Manager
- Douglas County Administrator
- Douglas County Director of Transportation
- Douglas County Attorney
- Douglas County Internal Auditor

The committee will issue a proposed resolution to the complainant(s). If the complainant(s) is not satisfied with the proposed resolution, they can file an official complaint with the Federal Transit Administration no later than 180 days after the alleged complaint unless an extended timeline has been granted by FTA. Information on how to file a complaint with FTA is available at the Multi-Modal Transportation Center.

If an individual or group prefers to deal directly with the Federal Transit Administration, correspondence should be addressed to:

**Civil Rights Office**  
Federal Transit Administration  
230 Peachtree St., NW, Suite 1400  
Atlanta, GA 30303  
Phone: 404-865-5600
A copy of Douglas County's complete procedure for filing a discrimination complaint and the process by which the complaint will be reviewed, tracked and resolved is available at the Multi-Modal Transportation Center, or by request from the Multi-Modal Transportation Services staff.
Title VI of the 1964 Civil Rights Act States: "No person in the United States shall, on the basis 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." The U.S. Department of Transportation’s (USDOT) executive order 13166, entitled “Improving Access to Transit Related Services for those persons with Limited English Proficiency,” states that, "No person in the United States shall on the basis of race, color, age, nationality, religion or language be denied meaningful access to all programs and services whose primary language is not English and who have limited ability to speak, read, write or understand the English language."

Please complete the form below if you wish to file a Title VI complaint. Then mail this form to: Attention: Multi-Modal Division Manager, Multi-Modal Transportation Services, 8800 Dorris Road, Douglasville, GA 30134.

Name: ____________________________________________

Address: ________________________________________________

City:_________ State:_________ Zip Code: _________

Home Telephone No:__________________ Secondary Telephone No:__________________

This discrimination complaint is based on: (please specify below)

Color_____ : Language_______ : National Origin_______ : Race____ : Other______ :

Date of Alleged Incident:_____________________________________

Name of the person(s) and/or program(s) that are the basis of this complaint: ______________________________

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Include how other persons, if any, were treated differently than you. Attach any written materials, pictures or other information that may be relevant to the complaint.

Complainant's Signature_____________________________ Date_____________________________
Douglas County offers work-site vanpool services, support services for the State Roads and Tollway Authority (SRTA) Xpress bus service, the Transportation Voucher program serving seniors 60 and over and disabled individuals 19 to 59 years of age, and limited demand response for senior adults. Douglas County is scheduled to begin fixed route bus service in Spring of 2019 and is contemplating Dial-A-Ride Demand Response in 2020 or 2021.

In order to remain in compliance with the Federal Transit Administrations guidelines for persons with Limited English Proficiency (LEP), and pursuant to the U.S. Department of Transportation's (USDOT) executive order 13166, entitled “Improving Access to Transit Related Services for those persons with Limited English Proficiency,” Douglas County’s mobility services are available to all individuals, regardless of their race, color, age, nationality, religion, gender, or language.

As a recipient of federal funds for its transportation program, it is Douglas County’s responsibility to implement procedures and guidelines to ensure meaningful access to all programs and services for persons whose primary language is not English and who have limited ability to speak, read, write or understand the English language. To determine the need for an LEP plan, Douglas County uses the four-factor analysis established by USDOT:

1) **The number and proportion of LEP persons in the eligible service area.**
   Included in this document is the U.S. Census report of population for Douglas County for 2018. The Hispanic/Latino community continues to be a growing population in Douglas County with a 0.1 percent increase since 2014. In accordance with FTA Circular 4702.1A, chapter IV, Paragraph 4, subparagraph 2, the implementation of the LEP written plan serves the small population of LEP persons who utilize Douglas County’s mobility services. The county’s GIS mapping department uses the U.S. Census information to create maps that shows where the LEP populations are in Douglas County. The county’s Community Relations department collaborates with the Multi-Modal Transportation Services staff to identify community leaders within the LEP populations in Douglas County.

2) **The frequency with which LEP persons come into contact with the program.**
The frequency in which LEP persons come in to contact with Douglas County’s mobility services is minimal. The Multi-Modal Transportation Services Division operates the Douglas County Multi-Modal Transportation Center, which offers the commuter vanpool program, the transportation voucher program, SRTA Xpress bus service, and a customer service counter where commuters and residents come to purchase passes, get printed schedules and receive information. The building is staffed from 5 a.m. to 7 p.m. Monday through Friday. The staff maintains a customer service telephone line and commuter phone log, which allows staff to keep a record of calls and requests for service. The phone log has no recent record of LEP persons leaving a message or calling in for information.

Additionally, in the 15 years the Multi-Modal Transportation Center has been open, there have only been two incidents with an LEP person, of which one boarded the wrong bus and was not a resident of Douglas County. The other occasion was when an employer moved away from Douglas County and leased a van for employees to commute to Conyers. Many of the employees needing to use the service were Hispanic, and did not speak English well. Collaborating with the employer, who provided a translator, Douglas County was able to provide vanpool manuals, rider information forms and other pertinent information in Spanish. The employees were able
to access transportation to and from work. The lease ended after six months because the employees either left the company or moved closer to the worksite. Therefore, historically, prior experience with LEP persons in regards to the Multi-Modal Transportation Center and its staff is minimal and there have been no other incidents or contacts up to the current year of 2015.

Douglas County is always prepared to work with LEP persons. Website documents are available in Spanish with its first page powered by Google translate. Douglas County collaborates with law enforcement agencies and human resource agencies such as the United Way and Continuum of Care to stay involved in minority and LEP communities. In addition, Douglas County’s Public Outreach Policy (at the end of this document) provides opportunities to assimilate information to the general public, including minority and LEP populations.

(3) The importance of the service provided by the program.
Douglas County offers commuter vanpools as a transportation option. Because there has been no real public transportation in Douglas County, the vanpool program has been important in providing access to employment centers throughout the Atlanta region. Local residents are also able to use the Xpress bus service from the Multi-Modal Transportation Center to get to employment centers, medical centers and other appointments throughout the region, thanks to connections with other regional providers such as MARTA.

In 2013, the Transportation Voucher Program was started to serve senior citizens 60 and over and disabled individuals 19 – 59, offering them “quality of life trips” such as going shopping or visiting friends and family. Qualified participants can purchase vouchers at the rate of $10 for $100 in vouchers to assist with paying for their transportation.

Transportation resources are very important to the community and are discussed in detail in Douglas County’s Comprehensive Transportation Plan (CTP), available at www.celebratedouglascounty.com. The Douglas County Board of Commissioners initiated the development of its first ever 25-year CTP in collaboration with the cities of Austell, Douglasville and Villa Rica to tackle transportation issues on a county-wide basis. The CTP’s intended use is to provide guidance and framework for development of the County’s subsequent updates of the Regional Transportation Plan (RTP) and Transportation Improvement Program (TIP). Public and citizen input is an important element of the CTP planning process and residents, businesses, industries, institutions, and agencies are instrumental in this planning and study process. (Ref: Introduction of DCDOT Comprehensive Transportation Plan)

In January 2016, Douglas County completed a Transportation Services Study. This was a holistic look at what the county’s transportation needs are, and how those needs can be addressed. Fifteen recommendations came out of the study. Implementation of fixed route bus service was the top recommendation; county-wide demand response/dial-a-ride service was number two.

(4) Available Resources
Douglas County works hard to prevent language from being a barrier to any individual using its mobility services. The Multi-Modal Transportation Services Division Manager and Assistant Division Manager monitor the Title VI LEP program to ensure compliance. The Division staff is aware of the procedures to follow if, and when, an LEP person requires services. In addition, the Douglas County staff is aware of the population of riders whose first language may be of another culture and has access to interpreters in order to assist them if there is a need.

Douglas County publishes several of its critical public mobility services information documents in Spanish, the most commonly used minority language in the area. These documents include the Vanpool Rider Manual,
Passenger Information Form, driver application, Mobility Services brochure and Non-Discrimination Statement, including how to file a discrimination complaint.

Douglas County staff is able to access support services from the Metro Atlanta Regional Transportation Agency (MARTA), the Atlanta Regional Commission (ARC) and the Georgia Roads and Tollway Authority (SRTA).

Assistance and information for LEP persons are available at the Multi-Modal Center. Changing language patterns are monitored by Douglas County staff. The Multi-Modal Transportation Services Manager and Assistant Division Manager, in accordance with Title VI requirements, review the program each year to make sure all information is correct and updated, and check policies and procedures to determine if new language and inclusion services need to be added to ensure compliance.

The Community Relations Department of the Douglas County Government assists mobility services staff with reaching out to minority and LEP populations. The county mapping department helps identify LEP populations, by using current Census information to show the Equitable Target Areas and minority populations.

For 2018, the United States Census Bureau’s Quick Facts show that the Hispanic population continues to be the largest LEP population in Douglas County with Other Races being the second largest population and then Asian. The Hispanic population has experienced a .1 percent growth since 2014 compared to Douglas County experiencing a 0.91 percent increase in population growth.

A new emphasis on marketing, implementation of fixed route service and transportation center upgrades will create new opportunities to introduce minority and LEP populations to the mobility services Douglas County offers. For the first month of the new fixed route service, patrons will be allowed to ride for free.
The purpose of the Limited English Proficiency (LEP) implementation plan is to put in place practices to ensure compliance with USDOT and FTA regulations, and to reach the LEP populations in Douglas County. The 2018 U.S. Census shows the Hispanic population in Douglas County has increased .1 percent since 2014. Historically the frequency of contact with LEP persons at the Multi-Modal Transportation Center is minimal, but this does not mean LEP individuals are not in the Douglas County service area.

Outreach to Community Organizations

To determine the location and needs of its LEP population, Douglas County stays in contact with the following organizations:

1. The Douglas County Board of Education
2. Communications and Community Relations Department of the Douglas County Government
3. Mapping Department of the Douglas County Government
4. United Way
5. Wellstar Douglas Hospital
6. Local churches with congregations of Hispanic and other nationalities.
7. Law enforcement agencies
8. Local restaurants and Hispanic businesses

Brochures are placed in churches, stores and shops that are operated or frequented by residents of Hispanic descent. Spanish translation assistance can be provided through staff and on-call interpreters. The customer service manager at the Multi-Modal Transportation Center has taken basic Spanish classes through a local university.

For individuals of other national origins and languages, there is access to translators through the Douglas County Sheriff’s Department and the Douglasville Police Department.

Douglas County recognizes the importance of keeping the public, especially the local minority and LEP populations, aware and up-to-date on mobility services and policies and takes a multi-faceted approach to reaching these populations.

Douglas County’s public awareness strategy involves utilizing the following opportunities:

PRINT MEDIA: Advertisements, announcements and articles in local newspapers and magazines.

- The Douglas County Sentinel is a daily newspaper which is the county’s legal organ. It has a paid subscriber base of about 5,000.
- The Chapel Hill News and Views is a monthly news magazine with a free circulation of about 45,000.
- The Douglas Neighbor is a weekly newspaper with a free circulation of about 45,000.
- Mundo Hispanico is part of the updated LEP program as an outreach publication about Douglas County’s mobility programs.
- The Douglasville Patch is an online newspaper which focuses on local community news.
2. **ELECTRONIC MEDIA:** Schedules, important documents and announcements on two major websites:

- The official website of the Douglas County Government:
  www.CelebrateDouglasCounty.com

- The Georgia Commute Options website:
  www.mygacommuteoptions.com

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Information can be translated to Spanish and several other languages.

3. **NEWSLETTERS AND OTHER PUBLICATIONS:** Douglas County utilizes several regular, printed publications that are aimed specifically at individuals who use mobility services.

- The official monthly newsletter of Douglas County Rideshare: *The Blue Commute can be translated to Spanish and other languages on the Douglas County website.*
- The quarterly newsletter of the Douglas County Multi-Modal Transportation Center
- The monthly newsletter of the Douglas County Chamber of Commerce:
- Chamber Happenings – *Language Translation available*
- Resource table at the Douglas County Multi-Modal Transportation Center
- Brochures and information on numerous transportation alternatives
- Georgia Commute Options (GCO) which is the “clean commute, transportation alternatives” company working through the Georgia Department of Transportation. *Language translation is available.*
- Newsletters and publications of various transportation management agencies and planning agencies in the Atlanta region. *Language translation is available*

4. **RADIO AND TELEVISION:** Due to expense, Douglas County does not utilize this option frequently. The TV sources available are:

- DCTV 23, the official public access channel of the Douglas County Government
- Citi TV, the official public access channel of the City of Douglasville

5. **PUBLIC EVENTS:** Douglas County actively participates in numerous events, including but not limited to:

- County Government Week at Arbor Place Mall
- September Saturdays at the Douglas County Courthouse
- Douglasville Fourth of July Parade
- Town Hall meetings presented by the Douglas County Commissioners
- Transportation Fairs hosted by employers
- The Douglasville Christmas Parade
- Promotional campaigns with Georgia Commute options.
- Villa Rica Gold Rush Festival
- Annual Senior Citizens Picnic
- A Taste of Douglasville
- Juneteenth Celebration
6. COMMUNITY INVOLVEMENT: Douglas County participates in causes that focus on low income and minority citizens:

- The Boys and Girls Club of Douglas County
- S.H.A.R.E. House Family Violence Crisis Center
- Higher Standards Foundation, Inc
- Accountability Courts for drug and mental health cases
- The United Way. Douglas County mobility services are included as part of the United Way’s 411 telephone information system.
- The Multi-Modal Transportation Services Division has three minority staff members who work with local community service agencies, churches and other outreach organizations which allows the Division to remain aware of what is taking place in minority neighborhoods.

7. EXAMPLES of the Multi-Modal Transportation Services Division public activities and community involvement are available for review at the Douglas County Transportation Center.

2018 U.S. Census for Douglas County Georgia

<table>
<thead>
<tr>
<th>All Topics</th>
<th>Douglas County, Georgia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population estimates, July 1, 2017, (V2017)</td>
<td>143,882</td>
</tr>
<tr>
<td>Population estimates base, April 1, 2010, (V2017)</td>
<td>132,322</td>
</tr>
<tr>
<td>Population, percent change - April 1, 2010 (estimates base) to July 1, 2017, (V2017)</td>
<td>8.7%</td>
</tr>
<tr>
<td>Population, Census, April 1, 2010</td>
<td>132,403</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age and Sex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons under 5 years, percent</td>
</tr>
<tr>
<td>Persons under 18 years, percent</td>
</tr>
<tr>
<td>Persons 65 years and over, percent</td>
</tr>
</tbody>
</table>
Female persons, percent
52.5%

Race and Hispanic Origin

White alone, percent(a)
48.2%

Black or African American alone, percent(a)
47.0%

American Indian and Alaska Native alone, percent(a)
0.4%

Asian alone, percent(a)
1.8%

Native Hawaiian and Other Pacific Islander alone, percent(a)
0.2%

Two or More Races, percent
2.5%

Hispanic or Latino, percent(b)
9.7%

White alone, not Hispanic or Latino, percent
40.6%

Population Characteristics

Veterans, 2012-2016
9,946

Foreign born persons, percent, 2012-2016
8.4%

Housing

Housing units, July 1, 2017, (V2017)
52,695