

**Notifying the Public of Rights under Title VI**

**Banks County Transit System**

- Banks County Transit System 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 Banks County Transit System.
- For more information on Banks County Transit System's civil rights program, and the procedures to file a complaint, contact Tracie Hammond at 706-667-1835 or visit our administrative office at 700 Thompson St. Homer, Ga. 30547 for more information, visit [www.co.banks.ga.us](http://www.co.banks.ga.us)
- You may also file your complaint directly with the FTA at: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR 1200 New Jersey Ave., SE, Washington, DC 20590

### 3.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

#### 3.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

#### 3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of BANKS COUNTY Transit System's obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of BANKS COUNTY Transit System's office(s) including the reception desk and meeting rooms, and on the BANKS COUNTY Transit System's website at banks.co.ga.us. Additionally, BANKS COUNTY Transit System will post the notice at stations, stops and on transit vehicles.

**If your agency does not have a website, contact your district Public Transportation Coordinator.**

A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

#### Title VI Procedures and Compliance

#### 3.3 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by BANKS COUNTY Transit System may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). BANKS COUNTY Transit System investigates

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complaints received no more than 180 days after the alleged incident. BANKS COUNTY Transit System will process complaints that are complete.

Once the complaint is received, BANKS COUNTY Transit System will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

BANKS COUNTY Transit System has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, BANKS COUNTY Transit System may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, BANKS COUNTY Transit System can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on BANKS COUNTY Transit System's website ([www.co.banks.ga.us](http://www.co.banks.ga.us))

### 3.4 Complaint Form

A copy of the complaint form in English is provided in Appendix E and on BANKS COUNTY Transit System's website ([www.co.banks.ga.us](http://www.co.banks.ga.us))

The complaint form must be provided in any languages spoken by the LEP population which meet the Safe Harbor threshold (See Appendix G).

### 3.5 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients (GDOT) document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. BANKS COUNTY Transit System will submit Title VI Plans to GDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

If your agency receives funding from more than one primary recipient, this paragraph should be modified to note that the Title VI Plan will be submitted to all primary recipients, as needed. Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

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## Title VI Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Family or Religious Status <input type="checkbox"/> Other (explain) _____				
Date of Alleged Discrimination (Month, Day, Year): _____				
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. If more space is needed, please use the back of this form.				
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<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

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Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
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<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

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<b>Section V</b>	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
<b>Section VI</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please mail this form to:

Banks County Transit  
P.O. Box 187  
Homer, Ga. 30547