



TITLE VI PLAN

November 2016

Chatham Area Transit Authority

Date Adopted: March 2016

I. Policy Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

Chatham Area Transit Authority (CAT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. This plan was developed to guide Chatham Area Transit Authority in its administration and management of Title VI-related activities.

II. Title VI Mission

Our mission is to provide leadership and guidance to ensure nondiscrimination in CAT's transportation programs, activities and services, and to promote and engage the participation of all people regardless of race, color or national origin.

III. Program Goals

Five Title VI goals for preventing discrimination in a Federal-Aid Program are:

Goal 1

Create, implement and maintain a Title VI Interdisciplinary Team. The Title VI Interdisciplinary Team is a coordinated and cooperative effort by functional programs and civil rights to ensure Title VI and related statute requirements are identified and considered in advance of any decision-making activity.

Goal 2

Create awareness of statutory non-discriminatory requirements. This goal is accomplished by disseminating statutes/regulations via a Title VI Resource Directory and educating staff through training and presentations statewide.

Goal 3

Establish a systematic and ongoing public involvement process that engages communities affected by transportation projects.

Goal 4

Identify potential discriminatory impacts early. Early detection can often minimize and reduce negative impacts to minority and low-income populations and delays to project delivery.

Goal 5

Avoid, eliminate or mitigate adverse impacts. Transportation agencies may encounter some situations where negative impacts are unavoidable. In these situations, Transportation agencies must work with communities to develop mitigation measures to minimize impact.

CAT, as the recipient of Federal aid, established its Title VI Program goals to attain nondiscrimination in all of its operations.

Please refer to Terri Harrison who maintains the Civil Rights Title VI Program Plan, Annual Title VI Element Update by calling (912) 629-3912.

TITLE VI Coordinator Contact information

Terri Harrison, CFO, CAT Title VI/EEO Officer, 900 E. Gwinnett Street, Savannah, GA 31401, (912) 629-3912.

Title VI Coordinator Responsibilities

The Title VI Coordinator is charged with the responsibility for implementing, monitoring, and ensuring CAT's compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received by CAT.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of state highway programs, e.g., relocates, affected citizens, and impacted communities.
3. Conduct annual Title VI reviews of special emphasis program areas (right of way, planning, design, etc.) to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of sub-recipients and contractors.
5. Review CAT program directives in coordination with Middle Management Team and the Planning Coordinator for special emphasis program areas. Where applicable, include Title VI language and related requirements.
6. Conduct training programs on Title VI and other related statutes for employees and sub-recipients and contractors.
7. Prepare a yearly report of Title VI accomplishments and goals, as required.
8. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
9. Conduct post-grant approval reviews of CAT programs and applicants (e.g., design and relocation, and persons seeking contracts with the CAT), for compliance with Title VI requirements.
10. Identify and eliminate discrimination.

11. Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary, all within a period not to exceed 90 days.
12. Data Collection
13. Statistical data on race, color or national origin of participants in, and beneficiaries of federally funded program, (e.g., relocates, impacted citizens, and affected communities), will be gathered and maintained by the Title VI Coordinator. Each of the Title VI special emphasis program areas will maintain data to be incorporated in the Title VI Annual Update. The data gathering process will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI program administration.

IV. Title VI Information Dissemination

Title VI information posters (Appendix A) shall be prominently and publicly displayed in Chatham Area Transit Authority facility and on their revenue vehicles. The Title VI Coordinator is Terri Harrison and is also identified on Chatham Area Transit Authority website, at www.catchacat.org. Additional information relating to nondiscrimination obligation can be obtained from the Chatham Area Transit Authority Title VI Coordinator.

Title VI information shall be disseminated to Chatham Area Transit Authority employees annually via distribution and discussion at an annual mandatory Safety Meeting or through the employee paycheck envelopes. This form reminds employees of Chatham Area Transit Authority's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and Chatham Area Transit Authority expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt.

V. Limited English Proficiency (LEP)

CAT is committed to ensuring that all of its programs and services are accessible to its LEP customers in compliance with Title VI. This includes, but is not limited to, providing internal and external resources for persons with limited English proficiency access to bilingual staff, interpreters, and translated materials and/or interpretation at meetings/events to ensure that information and services are made available in the languages readily understood by all CAT customers.

Background of Limited English Proficiency (LEP) Plan

On August 11, 2000, President William J. Clinton signed Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, to clarify Title VI of the Civil Rights Act of 1964. It had as its purpose, to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language. This executive order stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of

the Civil Rights Act of 1964 with respect to a particular type of service, benefit or encounter. These individuals are referred to as being Limited English proficient, or “LEP”.

Each Federal agency shall prepare a plan to improve access to its federally conducted Programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.-Executive Order 13166

Not only do all federal agencies have to develop LEP Plans as a condition of receiving federal financial assistance, but recipients of federal funds must comply with Title VI and LEP guidelines the federal agency from which funds are provided. Federal financial assistance include grants, training, use of equipment, donations of surplus property and other forms of financial contributions from federal sources. Recipients of federal funds range from state and local agencies, to nonprofits and other organizations.

Title VI covers a recipient’s entire program and activity, which means all parts of recipients’ operations are covered. This is true even if only one part of the recipients receive the federal assistance. Simply put, any organization that receives federal financial assistance is required to follow Executive Order 13166. The U.S. Department of Transportation published Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons in the Federal Register dated December 14, 2005. The guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrator, airport operators, metropolitan planning organizations, and regional, state and local transit operators among many recipients’ operations. This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the Nation Highway System, all of the operations of the entire state department, all of the operations of the entire state highway on the National Highway, all of the operations of the entire state department of transportation – not just the particular highway program or project – are covered by the DOT guidance. US DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons.

Elements of an Effective LEP Policy

The US Department of Justice, Civil Rights Division has developed a set of planning elements including:

1. Identifying LEP persons
2. Identifying ways in which language assistance will be provided.
3. Training staff;
4. Providing notice to LEP persons.

Determining Need

CAT utilizes the four-factor analysis identified by the USDOT in determining what constitutes reasonable steps to ensure meaningful access.

The Four-Factor Analysis

Factor One – the number and proportion of LEP persons in the eligible service area

- 2010, 2011 and 2012 Census Data

CAT serves the city of Savannah and portions of Chatham County. The Census' identified above has a range of four (4) classifications of how well people speak English. The classifications are 1) very well, 2) well, 3) not well, and 4) not at all. For transportation purposes, we consider people that speak English "not well" or "not at all" as Limited English Proficient (LEP) persons.

Factor Two – the frequency with which LEP persons come in contact with the program

CAT's key planning documents are the Long Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP) and the Unified Planning Work Program (UPWP). The LEP population comprises of a large percentage of Chatham County's population who would use our services. A LEP survey conducted included 66 CAT employees who interacted with consumers on a regular basis. The results of the survey indicate a growing number of LEP riders who utilize CAT services. The results of the survey are summarized below.

- On average, contact with LEP persons utilizing CAT is significant. Approximately 60% of surveyed CAT employees reported contact with LEP persons.
- More than half (60.6%) of those surveyed reported at least one LEP person using CAT to commute daily.
- On an average day, CAT employees encounter approximately 258 LEP persons utilizing CAT's services. This accounts for approximately 2% of the total ridership on a daily basis based on 10,979 passengers per day.
- Spanish is the dominate LEP language group, representing 71% of the LEP persons encountered.
- Twenty of the 66 surveyed employees reported a request for translation assistance.

Factor Three – the nature and importance of the service provided by the program

The census shows that the largest population gains for Chatham County, comes from the Hispanic and Asian communities. Transportation services and planning affects LEP populations throughout all of our processes and in particular during special transportation studies and regular updates of the LRTP and TIP. The transportation planning of services and the financial decisions carried out by CAT, definitely impact the mobility and access of LEP populations. CAT's transportation planning process participation offers opportunities for LEP persons in the form of public comment on the revisions made to schedules (newly created, modified or eliminated services) and how funds are appropriated to service Chatham County. CAT strives to meet the needs of its client base to make sure that all segments of the population, including LEP persons, have the opportunity to be provided public transit.

CAT understands the importance of public transportation to its citizens and companies needing to fulfill their employee needs.

Factor Four –resources available and overall cost

- Funding for developing and carrying out the LEP requirements come from the PL, Section 5303, Section 5316 and Section 5317 programs.
- CAT's website provides information regarding all services and compliance with Title VI. Individuals may select from a choice of 67 different languages to view
- CAT also works intricately with the CORE Metropolitan Planning Organization (MPO) to pool all available staff resources together to better serve the LEP persons in the Savannah area. The existing resources include:
 - Bi-lingual staff members in Spanish can help translate the functional areas from English to the appropriate languages as needed, to facilitate understanding the services and programs available to them.
 - Should the services of a Chinese individual need language assistance, we have a viable relationship with the MPO who has staff that are willing to translate on our behalf.
- CAT has a bilingual Call Center, Transit Ambassador and will continue to pursue hiring bilingual staff.
- Additionally, two (2) English speaking Transit Ambassadors were provided Business Spanish to customer queries in Spanish.
- Transportation information can be provided in various formats written and electronically and where appropriate, audiotape and large font formats are available upon request.
- CAT staff have identified and initiated dialogue with some community organizations (Hispanic and Latino organizations, Hispanic, Latino and Chinese churches, etc.) where LEP persons congregate in order to facilitate their attendance at public meetings. They also assist in publicizing meeting notices, flyers and other distributed materials.
- The MPO's SAGIS Department and the Graphics Department helps to provide GIS analysis related to LEP and to make easier to understand ride guides, graphics, maps and charts.
- The Advisory Committee on Accessible Transportation (ACAT) provides input into transportation planning and transit services.
- CAT also has an advisory council who offers suggestions and/or observations about transit service. It is comprised of a former member of the CAT board, two frequent users of public transportation, a member of Living Independence for Everyone (LIFE) representing the disabled community and a representative of the Latin American Services Organization (LASO) representing the Latino community.
- Title VI Notice is posted on all buses in English and Spanish.

- CAT has published advertisements promoting transit in the leading Spanish-speaking newspaper, La Voz. Spanish-speaking customers can call CAT's phone number to get transit information in Spanish.

Section 1.01 English Proficiency (LEP)

Chatham Area Transit Authority (CAT) is responsible for ensuring that all persons, including persons with Limited English Proficiency (LEP) are provided equal access to its available services and information. CAT is committed to ensuring that all of its programs and services are accessible to its LEP customers in compliance with Title VI. This includes, but is not limited to, providing resources, including bilingual staff, interpreters, and translated materials to ensure that information and services will be made available in the languages readily understood by all CAT customers.

Contact: Valerie Ragland Limited
English Proficiency Specialist
Chatham Area Transit Authority
900 E. Gwinnett Street
Savannah, GA 31401
Telephone: (912) 629-3924 or (912) 236-2111
Fax: (912) 944-6058

Safe Harbor Stipulation

Federal law provides a "Safe Harbor" stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A "Safe Harbor" means that if a recipient provides written translations (as under circumstances outlined in paragraphs A and B of the publication (Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons) such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

Strong evidence of compliance with the recipient's written-translation obligations under "Safe Harbor" includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected of encounter. Translation of other documents, if needed, can be provided orally. The failure to provide written translations under the circumstances does not mean there is non-compliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four-factor analysis. For example, even if a Safe Harbor is not used, if written translation of certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways to providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances. This Safe Harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable.

New Compliance Requirements

Federal Transit Administration introduced new compliance requirements associated with FTA Circular 4702.1A which requires that under Title VI of the Civil Rights Acts of 1964, Chatham Area Transit Authority (CAT) has existing policies that are currently in use as well as crafting policies to meet the new compliance requirements to evaluate system-wide service changes and proposed improvements at the planning stages to determine whether those changes have a discriminatory impact on minority and low income populations. CAT is in the process of taking the proposed policies to the public and the governing board for the approval of the new policies. CAT takes the approach of combining its own methodology combination of on-board customer survey data, ridership counts, and Census-derived demographic data to assess the effects of service change on minority and low-income populations.

The definition used for the CAT's Title VI Analysis defined by FTA is a minority defined as American Indian, Asian, African American, Hispanic, and Native Hawaiian. The definition of classified poverty is defined by Department of Health and Human Services (DHHS). DHHS poverty thresholds are based on household size and income, and are nearly identical to the guidelines used to define poverty in the 2012. U.S. Census and American Community Survey (ACS), which form the basis of this review. Based on data from DHHS in 2013 is 1 person/\$11,490 annually and 2 persons/\$15,510 annually and 3 persons/\$19,530.

Major Service Change Policy

All major service changes as specified by CAT in coordination with FTA are subject to a Title VI Equity Analysis prior to Board approval of the service change. CAT completes an equity analysis for a major service change and present to the public in the form of public meetings and to the CAT Board of Directors for its consideration and included in the Title VI program with a record of action taken by the Board.

A major service change is defined by CAT as: route elimination, new route creation, change of a route in which is 25% or more revenue miles are adjusted to a different route. In addition, anytime there is a 25% or greater change in revenue hours and/or revenue miles, 25% or greater reduction in span of service or fare change all of which will constitute a major service change.

Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or service changes have a disproportionate burden on low-income populations versus non-low-income populations.

The threshold is the difference between the burdens borne on low-income populations compared to non-low income populations. Exceeding the threshold means that a fare or service change either negatively impacts low-income populations' more than non-low-income populations or that the change benefits non-low-income populations more than low-income populations.

If the threshold is exceeded, CAT evaluates whether there is an alternative that has a more equitable impact.

Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining whether proposed fare or service changes have a disproportionate burden on low-income populations versus non-low-income populations.

The threshold is the difference between the burdens borne on minority populations compared to non-minority populations. Exceeding the threshold means that a fare or service change either negatively impacts minority populations more than non-minority populations or that the change benefits non-minority populations more than minority populations.

Evaluation Methodology

A geographic information systems (GIS)-based approach was employed in this analysis to measure the location and magnitude of service changes and compare minority/non-minority and low-income/non-low-income populations for distribution of impacts and benefits. CAT used census tracts to examine the demographics of every route in the service area, and compared the low-income and minority populations. The additional processes were to :

- Spatially allocate current and proposed transit service levels to population groups based on intersection between service buffer and census tract.
- Calculate the percent difference in current versus proposed service levels for each census tract.
- Calculate the average percent change in service for all minority/low-income and non-minority/non-low-income populations within one-quarter mile of the current and proposed transit service.

Information on minority populations is available at the census tract level. The information regarding on low-income populations is available at the traffic analysis zone (TAZ) level. Census tracts are made up of several blocks.

To estimate the low-income populations at the TAZ, the total population of each was divided by total of households occupied to determine the persons per household. The persons per household were then divided by the median income of the TAZ. The amount was the income per person per zone. This approach assumes that the percentage of low-income population is uniform throughout the TAZ. In addition, the poverty level per from DHHS helped to identify both poverty and low-income population is uniform throughout the TAZ. The methodology developed to analyze the impact of the minority and low-income populations included the following steps, several of which are discussed in more detail below: Defining the term poverty low income to mean those with a reported annual household income below \$11,490 per person is considered poverty and income from \$12,000- \$20,000 is considered low income per person.

Defining the term “minority” to mean those who self identified as any ethnicity other than “white” alone.

Analyzing data from the 2013 CAT system-wide onboard customer survey for low income and minority populations to determine current ridership patterns.

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Chatham Area Transit (CAT) Board for its consideration and included in the CAT Title VI Program with a record of the action taken by the Board. CAT defines a major service change as any service change meeting at least one or both of the following criteria:

An adjustment of service that equates to a reduction of or addition of 25 percent or more in total revenue train miles per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

A greater than 50 percent reduction or increase in the number of stops at a station per day for the service day of the week (weekday, Saturday or Sunday) for which the change is made.

Note: Any change that is a temporary or interim change due to construction or maintenance projects is exempted from the definition and is not considered a “major service change.”

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.

Chatham Area Transit(CAT) Disproportionate Burden to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or

fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Analysis, Chatham Area Transit (CAT) must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted, CAT must evaluate whether there is an alternative that has a more equitable impact. Otherwise, CAT must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact helps to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

Monitoring Procedure

Periodic service monitoring activities shall be undertaken to compare the level and quality of service provided to predominantly minority areas with service provided in other areas to ensure that the end result of policies and decision making is equitable service. Monitoring shall be conducted at minimum once every three years. If the result of monitoring determines that prior decisions have resulted in disparate impacts, corrective action(s) shall be taken to remedy the disparities. The following service monitoring procedure shall be used:

Quality of Service Methodology.

- (1) The Authority shall identify an appropriate number of Census tracts that represent a cross-section of the Savannah/Chatham County population. A

portion of this sample will include Census tracts with minority and/or low-income residents and will predominately identify the most frequently traveled destinations for riders using the service.

- (2) For each of the three most frequently traveled destinations, a comparison of the average peak hour travel time to destination, average non-peak hour travel time to destination, number of transfers required to reach the destination, total cost of trip to the destination, and cost per mile of trip to the destination for people beginning the trip in the selected Census tracts.
- (4) If disparities exist in any of these factors along the trips to any of the destinations analyzed, a determination shall be made define whether the differences are significant.
- (5) If significant disparities in one or more quality of service indicators have been confirmed, a determination shall be made regarding why the disparity exists and corrective action to correct the disparity.

V. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Chatham Area Transit Authority where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

VI. Record Keeping:

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of Chatham Area Transit Authority Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

VII. Title VI Complaint Procedure

Chatham Area Transit's (CAT) Title VI Complaint Procedure outlines a process for Title VI complaints and is consistent with guidelines found in the Federal Transit Administration 49 CFR Section 21.9(b) for CAT and its sub-recipients. The purpose of 49 CFR Section 21.9(b) is to ensure that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries..

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color or national origin by a recipient of Federal Transit Administration (FTA) funding can file a Title VI of the Civil Rights Act of 1964 written complaint with Chatham Area Transit Authority, 900 E. Gwinnett Street, Savannah, GA 31401. Complaints may be submitted on the basis of

intentional discrimination or on the basis of disparate impact discrimination, where a neutral policy or practice has the effect of disproportionately excluding or adversely affecting minority beneficiaries or other protected individuals and the recipient's practice lacks a substantial legitimate justification.

The complaint procedure has five steps, outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through CAT may file a written complaint with the Title VI Coordinator. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
2. **Referral to Review Coordinator:** Upon receipt of the Complaint, the Title VI Coordinator shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the CEO/Executive Director. The staff review coordinator(s) shall complete their review no later than 45 calendar days after the date CAT received the Complaint. If more time is required, the Title VI Coordinator shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review coordinator(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review coordinator(s) may recommend improvements to CAT's processes relative to Title VI and environmental justice, as appropriate. The staff review coordinator(s) shall forward their recommendations to the CEO/Executive Director, for concurrence. If the CEO/Executive Director concurs, he shall issue CAT's written response to the Complainant.
3. **Request for Reconsideration:** If the Complainant disagrees with the Title VI Coordinator's response, he or she may request reconsideration by submitting the request, in writing, to the CEO/Executive Director within 10 calendar days after receipt of the Title VI Coordinator's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Title VI Coordinator. The CEO/Executive Director will notify the Complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the CEO/Executive Director agrees to reconsider, the matter shall be returned to the staff review coordinator(s) to re-evaluate in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the CEO/Executive Director's response to the Complaint by submitting a written appeal to CAT's CEO/Executive Team no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration.
5. **Submission of Complaint to the Federal Transit Administration:** If the Complainant is dissatisfied with CAT's Executive Team's resolution of the Complaint, he or she may also submit a complaint to the Federal Transit Administration (FTA) Office of Civil Rights for investigation. In accordance with Chapter IX, Complaints, of FTA Circular 4702.1A, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination unless the time for filing is extended by the FTA. Chapter IX of the FTA Circular 4702.1A, which outlines the complaint process to the Federal

Transit Administration, may be obtained by requesting a copy from CAT's CFO, Title VI/EEO Officer at (912) 629-3912 or terri.harrison@catchacat.org

6. Tracking/Monitoring Complaints: All Title VI complaints will be entered into CAT's Customer Complaint system by the Title VI Coordinator. Complaints shall be monitored on a quarterly basis to determine compliance with Title VI.

Have Your Rights Been Violated?

If your answer is yes, you have a right to file a formal complaint in writing. Send your complaint to:

Terri Harrison, CFO
CAT Title VI/EEO Officer
Chatham Area Transit Authority
900 E. Gwinnett Street
Savannah, GA 31401

(912) 629-3912

For individuals with Limited English Proficiency and sensory disabilities, this information is available in various languages, Braille, large print, on audio-cassette, or computer disk. To obtain a copy in one of these alternate formats, please call or write to the System Development Department, Chatham Area Transit Authority, 900 E. Gwinnett Street, Savannah, GA 31401, (912) 629-3924 or (912) 236-2111, FAX (912) 944-6058.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
230 Peachtree, NW
Suite 800
Atlanta, GA 30303
Telephone (404) 865-5600
Fax (404) 865-5605

VIII. Limited English Proficiency (LEP) Plan

Chatham Area Transit has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CAT services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the Cat's extent of obligation to provide LEP services, CAT undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the CAT service area who maybe served or likely to

encounter an CAT program, activity, or service; 2) the frequency with which LEP individuals come in contact with an CAT service; 3) the nature and importance of the program, activity or service provided by the CAT to the LEP population; and 4) the resources available ton CAT and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

IX. Community Outreach

As an agency receiving federal financial assistance, we have and will continue the following community outreach efforts:

Chatham Area Transit Authority engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. We have employed a firm to study to explore possible service expansion thought the possible coordination with other public transit agencies, review of funding options, and sustainability of service. The public is always invited to participate in the process whether though public meetings, completion of surveys or providing comments by telephone, postal mail or e-mail.

Public Meetings

When new service is proposed it is taken before the Local Citizen's Advisory Committee and the CAT Board of Directors to discuss the feasibility of extending service. All are welcome to attend the meeting. Meetings are schedule once a year unless otherwise needed. Additionally, CAT participates with the MPC in looking at coordinating services.

Minority Representation on Decision-making Bodies.

Balanced membership is always encouraged on any transit-related non-elected boards, advisory councils or committees which are integral parts of CAT's planning process, implementation of programs and other related activities.

- The Chatham Area Transit Authority Board is composed of nine elected county commissioners and four citizen appointees, one of whom is from the disabled community. Of the nine county commissioners, five are white males, one is a white female, one is a black female, and two are black males. Of the additional non-elected four citizen appointees, one is a black male and three are white males (one of whom is disabled).
- The Georgia and the United States Departments of Transportation are obligated to provide the necessary funding as well as keeping the Metropolitan Planning Organization (MPO), i.e., CUTS, informed of their policies and requirements; for furnishing copies of their plans and programs which affect the area; and for furnishing technical assistance and data to the planning process. The MPO is responsible for executing all transportation study contracts and managing, directing, and controlling the study. The MPO is also responsible for coordinating transportation with other planning policies and programs. In addition to the sponsoring agencies, the CUTS process consists of three principal committees and supported by the staff members of the Georgia Department of Transportation and the Metropolitan Planning Commission. The Policy Committee provides guidance at the policy-making level. The membership of the Policy Committee consists of the top elected and appointed officials and/or executives of local state, and federal agencies concerned with transportation planning. This committee has the primary responsibility for formulating transportation-related policies in support of the area's goals and objectives. The Policy Committee also has the responsibility of prioritizing the transportation improvement projects resulting from the planning process. It annually reviews the progress of the projects and ensures that they are implemented on schedule.

Additional projects are added periodically to maintain project planning schedules for a three and a six-year period. The Policy Committee also serves as the liaison between the study and the various governmental units involved in the program.

The **Advisory Committee on Accessible Transportation (ACAT)** serves as the forum for cooperative decision-making with regard to accessible transportation related issues in Chatham County. ACAT acts as a liaison between the transportation planning process and the traditionally underserved communities in Chatham County (i.e., those communities with high concentrations of minority, low-income, disabled and elderly populations). ACAT advises the MPO as well as the Chatham Area Transit Authority and the Savannah-Chatham Council on Disability Issues on accessible transportation related issues. ACAT ensures that the transportation planning process is current and responsive to all applicable laws, rules and regulations, especially, but not limited to, the following: Americans with Disabilities Act of 1990 (ADA); Executive Order 12898 (environmental justice); Section 504 of the Rehabilitation Act of 1973, as amended; Older Americans Act of 1965, as amended; and Title VI of the Civil Rights Act of 1964, as amended. ACAT strives to ensure that the full panoply of transportation options is available to citizens with disabilities and the traditionally underserved.

Advisory Committee on Accessible Transportation Voting Members:

- Chatham Area Transit Authority (CAT)
- Chatham County, Staff Representative
- Chatham County-Savannah Metropolitan Planning Commission (MPC)
- Coastal Center for Development Services
- Economic Opportunity Authority for Savannah - Chatham County Inc.
- Georgia Department of Transportation (GDOT)
- Georgia Infirmity Day Center for Rehabilitation
- Goodwill Industries of the Coastal Empire
- Housing Authority of Savannah
- Interested Citizen (3)
- Kicklighter Resource Center
- Living Independence for Everyone (LIFE) Inc.
- National Association for the Advancement of Colored People (NAACP)
- National Federation of the Blind of Georgia
- Savannah Center for the Blind and Low Vision
- Savannah-Chatham County Council on Disability Issues (SCCDI)
- Savannah-Chatham County Fair Housing Council
- Savannah Council of the Blind
- Senior Citizens Savannah - Chatham County Inc.

The **Citizens Advisory Committee (CAC)** is representative of a cross-section of the community and functions as a public information and involvement committee. It reviews all CUTS programs and studies and provides recommendations to MPO. The CAC is entrusted with informing the MPO of the community's perspective while providing information to the community about transportation policies and issues. There are 30 CAC members. Public officials in Chatham County and each of the municipalities appoint members for two-year terms. The Citizens Advisory Committee (CAC) is responsible for advising the Policy Committee on matters of public opinion concerning study findings and recommendations. Its duties include: providing a forum to obtain public views on

transportation issues and problems, reviewing transportation reports and recommendations to ensure that local goals are considered, and directing issues of public concern to the attention of the Policy or Technical Coordinating Committee. The membership of the Citizens Advisory Committee consists of thirty members appointed by the elected officials from throughout the county. They are appointed to two-year terms on a fiscal year basis.

Citizens Advisory Committee Voting Members:

- Bloomingdale
- Chatham County (3)
- Garden City
- Pooler
- Port Wentworth
- City of Savannah (5)
- Thunderbolt
- Tybee Island
- Vernonburg
- Effingham County

All of the CUTS committee meetings are open to the public and interested citizens are encouraged to attend. At each meeting, the public is provided with an opportunity to address the committee on any issue related to the transportation planning process. Anyone wishing to speak can sign up at the beginning of the meeting or contact CUTS staff prior to the meeting. In addition, the public is permitted to engage in the discussion of all action items on the agenda prior to the formal vote. Public discussion during informational items is encouraged when time permits, at the discretion of the committee chairs.

The Technical Coordinating Committee (TCC) is made up of key government and agency transportation staff members who are involved in technical aspects of transportation planning. The TCC reviews and evaluates all transportation studies and provides technical guidance and direction to the MPO. The TCC is comprised of technical staff members from local, state and federal agencies concerned with transportation planning.

Technical Coordinating Committee Voting Members:

- Chatham County
- City of Savannah
- City of Garden city
- City of Pooler
- City of Bloomingdale
- City of Port Wentworth
- City of Tybee Island
- Town of Thunderbolt
- Town of Vernonburg
- Georgia DOT
- Chatham Area Transit Authority (CAT)
- Georgia Ports Authority (GPA)
- Savannah Airport Commission

- CSX Transportation
- Norfolk Southern Railroad
- Trucking Industry
- Metropolitan Planning Commission (MPC)
- Savannah Economic Development Authority (SEDA)
- Savannah Area Chamber of Commerce
- Hunter Army Airfield
- CORE MPO Citizens Advisory Committee (CAC)
- CORE MPO Advisory Committee on Accessible Transportation (ACAT)
- Bicycle Advocacy Group

MPO Voting Members:

- Chatham County
 - City of Savannah
 - City of Garden City
 - City of Pooler
 - City of Bloomingdale
 - City of Port Wentworth
 - City of Tybee Island
 - Town of Thunderbolt
 - Town of Vernonburg
 - Georgia DOT
 - Chatham Area Transit Authority (CAT)
 - Georgia Ports Authority (GPA)
 - Savannah Airport Commission
 - Metropolitan Planning Commission (MPC)
 - Savannah Economic Development Authority (SEDA)
 - Savannah Area Chamber of Commerce
 - Hunter Army Airfield
 - CORE MPO Citizens Advisory Committee (CAC)
 - CORE MPO Advisory Committee on Accessible Transportation (ACAT)
- Transit-related information is available in Spanish and posted on all buses. This information includes fares, half-fare policies and where to apply for a CAT half-fare identification card, and courtesy rules for riding the bus.
 - CAT has published advertisements promoting transit in the leading Spanish-speaking newspaper, La Voz. To be printed in April in La Voz is a CAT ad with verbiage inviting Spanish-speaking customers to call CAT's phone number to get transit information in Spanish.
 - CAT has a recording in Spanish available 24 hours each day that gives basic information on the transit system. Callers are prompted in Spanish to access this translated information.
 - A Spanish speaking Transit Ambassador is available to provide schedule and route information and other Transit Ambassadors have received training in Business Spanish to assist in responding to customer queries in Spanish.
 - a. CAT works with the Latin American Services Organization (LASO), a local Latino advocacy group, on outreach into the growing Latino population. LASO provides Spanish-speaking interpreters.

b. Provide a narrative documenting implementation of the Title VI internal review process for at least one service delivery or capital program decision that was implemented during the past three years.

Title VI Program Plan Approved:

Michael Brown

Interim CEO/Executive Director

Date



Notice to Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d).

CAT is committed to practicing non-discrimination. If you believe you have been subjected to discrimination, you may file a complaint with the CORE MPO's Title VI Coordinator. For more information visit us on the website at www.thempc.org or call 912-651-1446.

Aviso Publico

El Título VI de la Ley de los Derechos Civiles de 1964 es una ley federal que protege a los individuos contra la discriminación basada en raza, color o nacionalidad, en los programas que reciben asistencia financiera federal. (42 U.S.C. Sección 2000d).

CORE MPO esta enfocada en garantizar que nadie sea discriminado(a). Si usted cree que ha sido discriminado(a), puede presentar una queja a CORE MPO.

Para mas detalles visita la pagina de internet www.thempc.org o comuniquese al telefono (912) 651-1446.

Appendix A



NOTICE OF TITLE VI PROVISIONS

Title VI of the Civil Rights Act of 1964, related statutes and regulations provide that no person shall on the ground 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 Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving Federal funds, whether schools, colleges, government entities, or private employers must comply with Federal civil rights laws, rather than just the particular programs or activities that receive federal funds.

It is the responsibility of Chatham Area Transit Authority (CAT) to ensure that this project is performed without discrimination, under Title VI.

If you feel you are being denied participation in this project, being denied benefits of this program, or otherwise being discriminated against because of your race, color or national origin, you may contact:

**Terri Harrison, CFO
CAT Title VI/EEO Officer
Chatham Area Transit
Authority
900 E. Gwinnett Street
Savannah, GA 31401
(912) 629-3912**

YOU SHOULD CONTACT THE ABOVE INDIVIDUAL OR ANY CAT OFFICE AS SOON AS POSSIBLE BUT NO LATER THAN 180 DAYS AFTER THE ALLEGED DISCRIMINATION OCCURRED, OR IF THERE HAS BEEN A CONTINUING COURSE OF CONDUCT, NO LATER THAN 180 DAYS AFTER THE ALLEGED DISCRIMINATION WAS DISCONTINUED.

May 2010

Appendix B



CHATHAM AREA TRANSIT

DISCRIMINATION COMPLAINT AGAINST ACT TITLE VI AND RELATED STATUTES

Contact Information

Name:

Address:

City:

State:

Zip:

Home Phone:

Work Phone:

Email:

Discrimination Complaint

Name of Staff Person(s) that You Believe Discriminated Against You:

Date of Alleged Incident:

You were discriminated because of:

- Race
- Color
- National Origin (Language)

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case:

Signature:

Date:

Chatham Area Transit Authority
900 E. Gwinnett Street | Savannah, GA 31401
Phone: 912-629-3912 | Fax: 912-629-3960 | www.catchacat.org

Appendix C

Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Bay St.
Savannah, GA

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Chatham Area Transit Authority alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 912-629-3912, or write to me at 900 E. Gwinnett Street, Savannah, GA 31401.

Sincerely,

Terri Harrison, CFO
CAT Title VI/EEO Officer

Appendix D

Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Bay St.
Savannah, GA

Dear Ms. Doe:

The matter referenced in your letter of _____(date) against the Chatham Area Transit Authority alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Terri Harrison, CFO
CAT Title VI/EEO Officer

APPENDIX E

Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Bay St.
Savannah, GA

Dear Ms. Doe:

The matter referenced in your complaint of _____(date) against Chatham Area Transit Authority alleging _____has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color or national origin in any program receiving federal financial assistance.

Chatham Area Transit Authority has analyzed the information and facts pertaining to your case for evidence of CAT's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
230 Peachtree, NW
Suite 800
Atlanta, GA 30303
Telephone (404) 865-5600
Fax (404) 865-5605

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Terri Harrison, CFO
CAT Title VI/EEO Officer

Appendix F

Title VI Assurances

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “contract”) agrees as follows:

1. Compliance with Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the Department of Transportation, (hereinafter, “DOT”) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the “Regulations”), which are herein incorporated by reference and made a part of this contract.

2. Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color or national origin, in the selection and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

3. Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation bade by the contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplies shall be notified by the contractor of the contractor’s obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.

4. Information and Reports: The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by Chatham Area Transit or the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to Chatham Area Transit or the Federal Transit Administration as appropriate, and shall set forth what efforts is has made to obtain the information.

5. Sanctions for Noncompliance: In the event of the contractor’s noncompliance with nondiscrimination provisions of this contract, Chatham Area Transit shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:

- a. Withholding of payments to the contractor under the contract until the contractor complies; and/or
- b. Cancellation, termination, or suspension of the contract, in whole or in part.

6. Incorporation of Provisions: The contractor shall include the provisions of paragraphs 1 through 6 in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as Chatham Area Transit or the Federal Transit Administration may direct as a means of endorsing such provisions including sanctions for noncompliance; provided however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplies as a result of such direction, the contractor may request Chatham Area Transit, and in addition, the contractor may request the United States to enter such litigation to protect the interests of the United States.

**Federal Transit Administration
Civil Rights Assurances**

Chatham Area Transit hereby certifies that, as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. Chatham Area Transit will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. Chatham Area Transit will make it known to the public that those person or persons alleging discrimination on the basis of race, color or national origin as it relates to provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Michael Brown
Interim Executive Director/CEO

Date
