

**A RESOLUTION BY THE BOARD OF COMMISSIONERS OF  
FORSYTH COUNTY, GEORGIA ADOPTING AN UPDATED FORSYTH  
COUNTY TITLE VI PLAN**

**WHEREAS**, the Constitution of the State of Georgia, approved by the voters of the State in November of 1982, and effective July 1, 1983, provides in Article IX, Section II, Paragraph I thereof, that the governing authority of the County may adopt clearly reasonable ordinances, resolutions, and regulations; and

**WHEREAS**, the governing authority of the County is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives; and

**WHEREAS**, to demonstrate this commitment, the governing authority of the County previously adopted a Title VI Plan on a county-wide level in connection with its acceptance of federal highway funding, and as an appendix to the Title VI Plan, an FTA Access Forsyth Title VI Plan in connection with its acceptance of federal transit funding; and

**WHEREAS**, the governing authority of the County now desires to update its county-wide Title VI Plan, its FTA Access Forsyth Title VI Plan, and Limited English Proficiency (LEP) and Language Assistance Plan (LAP) to ensure compliance with certain Title VI requirements of the Federal Transit Administration (FTA) and the Georgia Department of Transportation (GDOT) associated with funding received by Forsyth County's Public Transportation Department (a/k/a Forsyth County Access Forsyth); and the same was approved pursuant to that certain Concurrence Letter issued by GDOT, dated September 4, 2024.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF FORSYTH COUNTY, GEORGIA AS FOLLOWS:**

**Section 1. Adoption of Updated County-Wide Title VI Plan (including Appendix D, FTA Access Forsyth Title VI Plan, and Appendix E, Limited English Proficiency and Language Assistance Plan).**

The County hereby adopts the updated Title VI Plan in its entirety, attached hereto as Exhibit A, which document shall supersede all prior ratified and/or adopted Title VI Plans.

**Section 2. Repealer.**

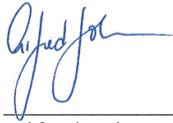
Any other County policies in conflict with the county-wide Title VI Plan attached hereto, including but not limited to the FTA Access Forsyth Title VI Plan, and the Limited English Proficiency and Language Assistance Plan, are hereby repealed and are thus ineffective and unenforceable.

**Section 3. Effective Date.**

The effective date of this Resolution shall be the date of adoption.

SO RESOLVED this 24th day of September, 2024.

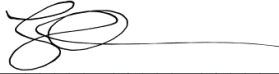
**FORSYTH COUNTY BOARD OF COMMISSIONERS**



Alfred John, Chair



Kerry Hill, Vice Chair



Laura Semanson, Secretary



Cindy J. Mills, Member



Todd Levent, Member

Attest:



Clerk to the Board



**EXHIBIT A**

**FORSYTH COUNTY, GEORGIA**

**TITLE VI PLAN**

# **FORSYTH COUNTY**

## **Title VI Plan**

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## **Section 1**

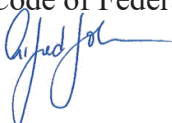
### **Policy Statement and Authorities**

#### **A. Policy Statement**

The Forsyth County Board of Commissioners is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. Forsyth County assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Forsyth County further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities whether or not those programs and activities are federally funded. In addition, Forsyth County will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

When Forsyth County enters into a contract with another entity utilizing federal aid funds, Forsyth County will include Title VI language in all written agreements and will monitor for compliance.

Forsyth County's Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other Forsyth County responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 CFR 21.



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Alfred John, Chairman  
Forsyth County Board of Commissioners

## **B. Authorities**

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin (including persons with limited English language proficiency), 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 Federal-Aid Highway Act of 1973 added sex to the list of prohibitive factors. Related statutes have broadened the grounds to include age, low income, and disability. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “program or activities” to include all programs or activities of federal aid recipients, sub-recipients, and contractors, whether such programs and activities are federally funded or not.

## Section 2

### Organization and Plan Administration

#### A. Organization

Forsyth County's organization is shown in Appendix A ("Organizational Chart"), attached hereto and incorporated herein by reference. The Finance Director, on behalf of the Forsyth County Board of Commissioners, is responsible for the overall management of the Title VI program. The day-to-day administration of the program lies with the County's Title VI Coordinator.

#### B. Plan Administration

The Forsyth County Finance Director shall serve as the Plan Administrator (the "Administrator") and shall implement the Plan and ensure compliance with the provision of Forsyth County's policy of non-discrimination and with the law, including the requirements of 23 CFR Part 200 and 49 CFR Part 21. Grants Compliance and Title VI coordination shall be performed under the authority of the Administrator.

The County's Title VI Coordinator shall act as the Plan Coordinator (the "Coordinator") and administer the Plan. The Coordinator reports directly to the Administrator. The Coordinator's duties and responsibilities are as follows:

1. **Program Administration** – Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess administrative procedures, staffing, and resources; provide recommendations, as required, to the Administrator.
2. **Title VI Plan Update** – Review and update the Title VI Plan as needed or required for approval by the Administrator. Submit an amended Plan to the Georgia Department of Transportation (GDOT).
3. **Data Collection** – Ensure that statistical information is gathered and maintained on race, color, national origin, and sex of participants in and beneficiaries of transportation programs (e.g., relocatees, impacted citizens, and affected communities). Review the statistical data gathering process periodically to ensure the sufficiency of data for meeting the requirements of Title VI program administration.
4. **Public Dissemination** – Work with County staff to develop and disseminate Title VI program information to staff, recipients, and sub-recipients, including contractors, sub-contractors, consultants, and sub-consultants and beneficiaries, as well as the general public. Public dissemination may include postings of official statements, inclusion of Title VI language in contracts or other agreements, website postings, and annual publication of the County's Title VI Policy Statement in newspapers(s) having a general circulation, and informational procures.

5. **Environmental Impact Statements** – Ensure that available census data are included as part of all Environmental Impact Statements/Assessments (EIS/EIA) when the County administers the design phase of any projects receiving Federal Highway Administration or other federal assistance.
6. **Elimination of Discrimination** – Establish procedures for promptly resolving deficiencies, as needed.
7. **Complaints** – Review written Title VI complaints that may be received by Forsyth County following the procedural guidelines in Section 5 (“Complaint Procedures”). Ensure every effort is made to resolve informally at the local or regional level.
8. **Training Programs** – Conduct or facilitate training programs on Title VI issues and regulations for Forsyth County employees, and facilitate Title VI training for appropriate staff, contractors, and sub-recipients.
9. **Legislative and Procedural Information** – Maintain and update the Plan and Annual Accomplishment and Goal Report as necessary to comply with federal laws, rules and regulations, GDOT guidelines, and other resource information pertaining to the implementation and administration of Title VI. Make information available to other county departments or the public as requested or required.
10. **Annual Accomplishment and Goal Report** – Prepare a Title VI Annual Accomplishment and Goal Report for the preceding GDOT fiscal year. Identify accomplishments from the preceding GDOT fiscal year and goals and objectives for the upcoming year, as required, and submit them by June 30 of each year.



### **Section 3**

#### **Forsyth County Title VI Activities Related to Transportation**

##### **A. Planning**

1. Invite participation of a cross-section of the populace from social, economic, and ethnic groups in the planning process by providing public service announcements for all local media, when forming citizen advisory committees, and requesting involvement.
2. Provide citizens with the opportunity to supply demographic data at community meetings and public hearings pertaining to the transportation design project and manage the collection and retention of such data.
3. Ensure that public meetings concerning transportation projects are conducted to provide access to populations affected by the transportation project. Ensure translation services are available upon request.

##### **B. Research**

1. Complete research projects as necessary or required to evaluate appropriate materials, impacted communities, impacted species, etc. using County consultants and/or in coordination with GDOT based on County needs and available funding. When using County consultants, the County will ensure diversification in the selection of such consultants.
2. Gather and maintain necessary data and documentation required for completion of the County's Title VI Update Annual Report.
3. Ensure that research contracts include the requirements in Exhibit 2 (Title VI Assurances) when required.

##### **C. Pre-Construction Environmental**

1. Recommend consultant firms for final selection, negotiation and award; administer awarded consultant contracts.
2. Request qualifications from consulting engineering firms specializing in various aspects of civil engineering which may relate to County projects and the development of construction plans and special provisions for roads and bridges, design work associated with structures, performing environmental studies or preparing NEPA or SEPA documents for County projects. Ensure consultant selection is from the County's approved list, is consistent with County vendor policies and adheres to GDOT regulations.

3. Comply with any applicable Disadvantaged Business Enterprise (DBE) goals when selecting consultants and contractors; include Title VI assurances and provision language in all federally funded consultant contracts and periodically review to ensure compliance with current laws and regulations. Maintain and update demographic data on the utilization of women and minority-owned consulting firms. Provide a copy of the award letter to the Coordinator for use in preparing the Annual Accomplishment and Goal Report.
4. When required, work with GDOT to perform studies to assess various environmental factors as they relate to the implementation of Forsyth's transportation projects, including evaluating demographic data.
5. Adhere to the National Environmental Policy Act (NEPA) depending on the scope, complexity, and impacts of the project.
6. Complete NEPA Categorical Exclusion and NEPA Environmental Assessment as required. Monitor compliance with Title VI requirements in all aspects of conducting Environmental Impact Statements (EIS) or Assessments (EIA), as required, and provide a comprehensive summary of the demographic and environmental data elements to be considered by the EIS/EIA process to the Coordinator, including updated summary lists as applicable. Provide adequate time for the Coordinator to review and comment. Ensure there are no violations of the federal Civil Rights Act, as amended, as a result of the County's federal aid projects.
7. Ensure dissemination of information, and foster participation from affected populations. Place public notices in applicable media; select accessible locations and times for public hearings or meetings, and arrange for translation services as needed, particularly in projects impacting predominately minority communities. Ensure the public has information pertaining to their rights to call or write the County to view plans and discuss environmental problems.
8. Obtain demographic data at community meetings and public hearings pertaining to the transportation design project as required. Coordinate with GDOT, as required, to generate a map of the federal-aid transportation projects and include demographic data of the neighborhoods affected by the projects.
9. Assist in incorporating environmental considerations and regulatory requirements into locally administered projects, as required.
10. Provide technical expertise for locally administered project analysis, as required, and utilize environmental policies, procedures, manuals, and training.

11. Study and evaluate the environmental impacts of proposed projects, including potential social and economic impacts, as required where the County administers such projects.

**D. Right-of-Way**

1. Manage and coordinate the appraisal and acquisition of real property and relocation assistance services for public works projects as necessary. Include appraisal of the property, negotiation of terms and conditions for acquisition, and assistance in the relocation of displaced individuals, businesses, farm operations, nonprofit organizations, and property management as required.
2. Ensure equal opportunity in all aspects of procuring real estate services, contracting, and appraisal agreements, and adhere to County vendor procurement policies in the acquisition of contracted services as required.
3. Utilize current GDOT directories for a list of certified fee appraisers when seeking services related to federally-funded GDOT projects, maintain data on awards to minority and female appraisers as required, and provide data to the Coordinator.
4. Follow the guidelines and applicable laws and regulations, including Title VI and Section 504 for property acquisition, as required.
5. Ensure affected property owners, tenants, and others involved in right-of-way acquisition related to GDOT projects are apprised of their rights and options regarding negotiation, relocation, condemnation, and other aspects of the acquisition process, and provide such affected individuals with copies of relocation assistance literature produced by GDOT when required.
6. Incorporate Title VI language and assurance statements in all surveys of property owners and tenants after the conclusion of all business when required. Coordinate the preparation of deeds, permits, and leases to ensure the inclusion of the appropriate clauses, including Title VI Assurances, when required.
7. Ensure that appraised values and communications associated with the appraisal and negotiation operations result in equitable treatment.
8. Ensure comparable replacement dwellings are available and assistance is given to all displaced persons and entities by the property acquisition process when required.
9. Maintain statistical data including race, color, national origin, and sex on all relocates affected by federally funded projects.

**E. Construction**

1. Locally administer certain new construction contracts. Locally administer and supervise certain transportation construction projects.
2. Coordinate the gathering of information using the voluntary Title VI Public Involvement Questionnaire provided in Appendix B as required.
3. Review all federally funded projects for application of DBE goals. As appropriate, include DBE provisions in those projects with designated goals. Include Title VI language in bid announcements and applicable construction documents, as stipulated in the Agency's Title VI Policy Statement and Assurances.
4. Award construction contracts based on the lowest responsive bidder, as well as meeting DBE requirements when required. Include Title VI language in prime contract award letters to encourage utilization of DBE subcontracts and vendors when required.
5. Ensure that prime contractors with DBE requirements award contracted work to qualified DBEs that perform commercially useful functions.
6. Monitor all construction to ensure nondiscrimination throughout all operations.
7. Coordinate the gathering of construction information regarding DBE participation, as required, for the Annual Title VI Report, and provide this information to the Coordinator.

## **Section 4**

### **Sub-Recipient Review and Remedial Action Procedures**

#### **A. Title VI Review of Sub-recipients of Federal Aid Highway Funds**

The Coordinator and County staff will assist GDOT in periodically conducting Title VI compliance reviews. The Coordinator and County staff will review select sub-recipients of federal aid highway or other federal funds to ensure adherence to Title VI requirements. Forsyth County will work cooperatively to periodically confirm operational guidelines provided to consultants, contractors, and sub-recipients, including Title VI language, provisions, and related requirements, as applicable.

#### **B. Post-Grant Reviews**

The Coordinator and County staff will conduct periodic post-grant reviews of select sub-recipients of federal highway funds or other federal funds, for roads, sidewalks, bridges, construction, etc. to ensure adherence to Title VI requirements. The Coordinator and County staff will periodically confirm that operational guidelines provided to consultants, contractors, and sub-recipients include Title VI language and provisions and related requirements, where applicable.

#### **C. Remedial Action**

When irregularities occur in the administration of federal-aid highway programs at either Forsyth County or sub-recipient levels, corrective action will be taken to resolve identified Title VI issues. Forsyth County will seek the cooperation of the consultant, contractor, and other sub-recipients in correcting deficiencies found during periodic reviews. Forsyth County will provide technical assistance and guidance, upon request, to support voluntary compliance by the sub-recipient. When conducting Title VI compliance reviews, Forsyth County will document and provide to GDOT any recommended remedial action agreed upon by Forsyth County and the sub-recipient within a period not to exceed forty-five (45) calendar days.

Sub-recipients placed in a deficiency status will be given a reasonable time, but not to exceed ninety (90) days after receipt of the deficiency letter, to voluntarily correct deficiencies. When a sub-recipient fails or refuses to voluntarily comply with requirements within the allotted time frame, Forsyth County will submit to GDOT copies of the case files and a recommendation that the sub-recipient be found in non-compliance.

A follow-up review will be conducted within one hundred eighty (180) days of the initial review to ascertain if the sub-recipient has complied with the Title VI requirements in correcting deficiencies previously identified. If the sub-recipient refuses to comply,

Forsyth County and GDOT may, with FHWA's concurrence, initiate sanctions pursuant to 49 CFR 21, including but not limited to:

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

## **Section 5**

### **Title VI Nondiscrimination Complaint Procedures**

#### **Overview**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987 relating to any program or activity administered by Forsyth County or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

#### **Right to File Complaints**

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints informally at the recipient and sub-recipient level. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution.

#### **Procedures**

1. Any individual, group of individuals, or entity that believes it has been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with Forsyth County's Title VI Coordinator using the Title VI Complaint Form attached hereto and incorporated herein by reference. A formal complaint must be filed in writing or in person by the complainant and/or his/her representative no later than 180 calendar days after the alleged discrimination occurred or after the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s).
  - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
  - c. Present a detailed description of the issues, including but not limited to names and job titles of those individuals perceived as parties in the complained-of incident.
  - d. Generally, the Title VI Coordinator will acknowledge receipt of a complaint within 10 days of it being submitted and inform the complainant of action taken or any possible action to process the complaint; provided that the complainant must first provide the identity(ies) of the complainant(s) and affirm its intent to proceed with the complaint.
  - e. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to the Title VI Coordinator for processing.

Failure of the complainant to respond to requests for information may result in a dismissal of the complaint.

2. Upon receiving the written complaint, Forsyth County will determine its jurisdiction, acceptability of the complaint, need for additional information, and the investigative merit of the complaint. In some situations, Forsyth County may request GDOT's Office of Equal Employment Opportunity to conduct the investigation. In the event GDOT handles the investigation, GDOT will follow its adopted procedures for investigating discrimination complaints, per its current Title VI Plan.
3. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
4. If the complaint is against a subrecipient, consultant, or contractor under contract with Forsyth County, the appropriate subrecipient, consultant, or contractor shall be notified of the complaint within fifteen (15) calendar days of the County receiving the complaint.
5. Once Forsyth County decides its course of action, the complainant and the respondent will be notified in writing of such determination within five (5) calendar days. The complaint will be logged in the Title VI Coordinator's records along with the basis for the allegation identified and the race, color, national origin, handicap/disability, age and gender of the complainant.
6. In cases where Forsyth County assumes the investigation of the complaint, the Title VI Coordinator will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days to furnish the Title VI Coordinator with his/her response to the allegations.
7. Within 60 calendar days of the acceptance of the complaint, the Title VI Coordinator (or GDOT investigator) will prepare an investigative report. Only qualified, well-trained investigators should conduct the investigations. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.
8. The investigative report shall be reviewed by the Forsyth County Attorney's office (the "Attorney"). The Attorney may discuss the report and its recommendations with the Title VI Coordinator and other staff as appropriate. The report will be modified as needed and made final for its release to the complainant and respondent.



9. Once the investigative report becomes final, briefings will be scheduled with the complainant and respondent within fifteen (15) calendar days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.
10. A copy of the final investigative report and a copy of the complaint will be forwarded to the Georgia Department of Transportation Office of Equal Employment Opportunity within sixty (60) calendar days of the completion of the briefings.
11. If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s), he or she shall be advised of his/her rights to appeal Forsyth County's decision to GDOT, United States Department of Transportation (USDOT), United States Department of Justice (USDOJ), or other entity as appropriate. The complainant has one hundred eighty (180) calendar days after Forsyth County's briefing to appeal. Unless new facts not previously considered come to light, reconsideration of Forsyth County's opinion will not be available.
12. A Complaints Log shall be maintained annually by Forsyth County. The Complaints Log shall contain the following information for each complaint filed:
  - a. The name and address of the person filing the complaint
  - b. The date of the complaint
  - c. The basis of the complaint
  - d. The disposition of the complaint
13. Forsyth County shall not be allowed to investigate a complaint against itself.

## **Section 6**

### **Education and Training**

In keeping with the Forsyth County Policy of Nondiscrimination, County procedures will be established for Forsyth County employees to have equal access to applicable educational and training opportunities as warranted. The Title VI Coordinator will work with Forsyth County staff to maintain program administration documentation and data necessary for the preparation of the Annual Accomplishment and Goal Report. County staff will routinely supply the necessary data to the Title VI Coordinator.

## **Exhibit 1**

### **Title VI Notice to the Public**

U.S. Department of Justice regulations, 28 Code of Federal Regulations, Section 42.405, Public Dissemination of Title VI Information, require recipients of Federal financial assistance to publish or broadcast information in news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by the program. The following is the public notice used by Forsyth County:

Forsyth County, Georgia hereby gives public notice that it is the policy of Forsyth County to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. It is our policy that no person in the United States of America shall, on the grounds of race, color, national origin be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any programs or activity receiving Federal financial assistance.

Any person who believes he/she has been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. The formal complaint must be filed in writing or in person with the Forsyth County Title VI Coordinator. Title VI Discrimination Complaint Forms may be obtained by going to the County's website or by calling the County Title VI Coordinator at (678) 455-8381.

## **Exhibit 2**

## **Title VI Assurances**

### **A. Title VI Assurances for Forsyth County Board of Commissioners**

The Forsyth County Board of Commissioners (hereinafter referred to as the “Recipient”), HEREBY AGREES THAT as a condition to receiving any federal financial assistance from the U.S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d-42 USC 2000d-4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations), and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States 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 under any program or activity receiving Federal financial assistance from the Georgia Department of Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This Assurance is required by Section 21.7(a)(1) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances to its federal aid highway program.

1. That the Recipient agrees that each “program” and each “facility” as defined in Subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations made in connection with the Federal Aid Highway Program, and in adapted form in all proposals for negotiated agreements:

“Forsyth County, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252, 42 USC 2000d-42 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not

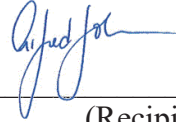
discriminate against bidders on the grounds of race, color, sex, or national origin in consideration for an award.”

3. The Recipient shall insert the clauses of Section B of this Assurance in every contract subject to the Act and the Regulations.
4. That the Recipient shall insert the clauses of Section C of this Assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient received federal financial assistance to construct a facility or part of a facility, the Assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where Recipient receives federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance shall extend rights to space on, or under, such property.
7. That the Recipient shall include the appropriate clauses set forth in Section D of this Assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal Aid Highway Program; and (b) for the construction or use of, or access to space on, over, or under, real property acquired or improved under the Federal Aid Highway Program.
8. That this Assurance obligates the Recipient for the period during which federal financial assistance is extended to the program, or is in the form of personal property, or real property or interest thereon or structures or improvements thereon, in which case the Assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program by the Secretary of Transportation, or the official to whom is delegated specific authority, to give a reasonable guarantee that it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest, and other participants of federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial endorsement with regard to any matter arising under the Act, the Regulations, and this Assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Aid Highway Program and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the Recipient.

September 24, 2024  
(Date)



\_\_\_\_\_  
(Recipient)

By: Alfred John

**B. Title VI Assurances for Consultants, Contractors, Subcontractors, Suppliers and Manufacturers**

The text below, in its entirety, shall be incorporated in all contracts entered into by Forsyth County related to transportation projects. All of the text, except the final section, entitled “Incorporation of Provisions,” should be included in any contract entered into by any Forsyth County contractor related to transportation projects.

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”), agree 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 referred to as “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 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, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program outlined in Appendix B of the Regulations.

3. Solicitations for Subcontracts, Including Procurement of Materials and Equipment

In all solicitations either by competitive bidding or negotiations made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this contract and the Regulations relative to nondiscrimination on the ground of race, color, sex, 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 Forsyth County or the Georgia Department of Transportation

(GDOT) or the Federal Highway 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 Forsyth County, GDOT, or the Federal Highway Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.

5. Sanctions for Noncompliance

In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Forsyth County and GDOT shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

- Withholding of payments to the Contractor under the contract until the Contractor complies; and/or
- 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 (5) in every subcontract, including procurement 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 subcontractor or procurement as Forsyth County, GDOT, or the Federal Highway Administration may direct as a means of enforcing such provision, including sanctions for noncompliance. Provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may request Forsyth County to enter into such litigation to protect the interests of the County and, in addition, the Contractor may request GDOT to enter into such litigation to protect the interest of the State and/or the United States to enter into such litigation to protect the interest of the United States.



## **C. Granting and Habendum Clauses**

The following clauses shall be included in any and all deeds affecting or recording the transfer of real property, structures, or improvements thereon, or interest therein from the United States.

### **1. Granting Clause**

NOW, THEREFORE, Forsyth County is authorized by law, and upon the condition that the state of Georgia will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code, and Regulations for the Administration of Federal Aid for Highways; the policies and procedures prescribed by the Federal Highway Administration of the Department of Transportation; and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 USC 2000d to 2000d-4) – does hereby remise, release, quitclaim, and convey unto Forsyth County all the right, title, and interest of the Department of Transportation in and to said land described in Exhibit A attached hereto and made a part thereof.

### **2. Habendum Clause**

TO HAVE AND TO HOLD said lands and interests therein unto Forsyth County, and its successors forever, subject, however, to the covenants, conditions, restrictions, and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on Forsyth County, its successors, and assigns.

Forsyth County, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree, as a covenant running with the land for itself, its successors and assigns, that (1) no person shall, on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed\*, (2) that Forsyth County shall use the lands, and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination of Federally Assisted Programs of the Department of

Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, (3) that in the event of breach of any of the above mentioned nondiscrimination conditions, the agency shall have a right to reenter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in, and become absolute property of, the Department of Transportation and its assigns as such interest existed prior to this instruction.<sup>1</sup>

<sup>1</sup> Reverter Clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI of the Civil Rights Act of 1964.

**D. Lease/Deed Provisions**

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by Forsyth County pursuant to the provisions of Assurance 6:

The (PURCHASER/LESSEE/PERMITTEE), for himself or herself, his or her heirs, personal representatives, successors in interest, and assigns, as part of the consideration hereof, does hereby covenant and agree as a covenant running with the land, that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (DEED/LEASE/PERMIT), for a purpose for which a Forsyth County program or activity is extended, or for another purpose involving the provision of similar services or benefits, the (PURCHASER/LESSEE/PERMITTEE) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, as said Regulations may be amended.

That in the event of a breach of any of the above nondiscrimination covenants, Forsyth County shall have the right to terminate this (DEED/LEASE/PERMIT), and to reenter and repossess said land and the facilities thereon and hold the same as if said (DEED/LEASE/PERMIT) had never been made or issued.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by Forsyth County pursuant to the provisions of Assurance 6:

The (PURCHASER/LESSEE/PERMITTEE), for himself or herself, his or her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant, and agree as a covenant running with the land, that (1) no person, on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land and furnishing of services thereon, no person on the grounds of race, color, national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination, (3) that the (PURCHASER/LESSEE/PERMITTEE) shall use the premises in compliance with all requirements imposed by or pursuant to Title 49, Code

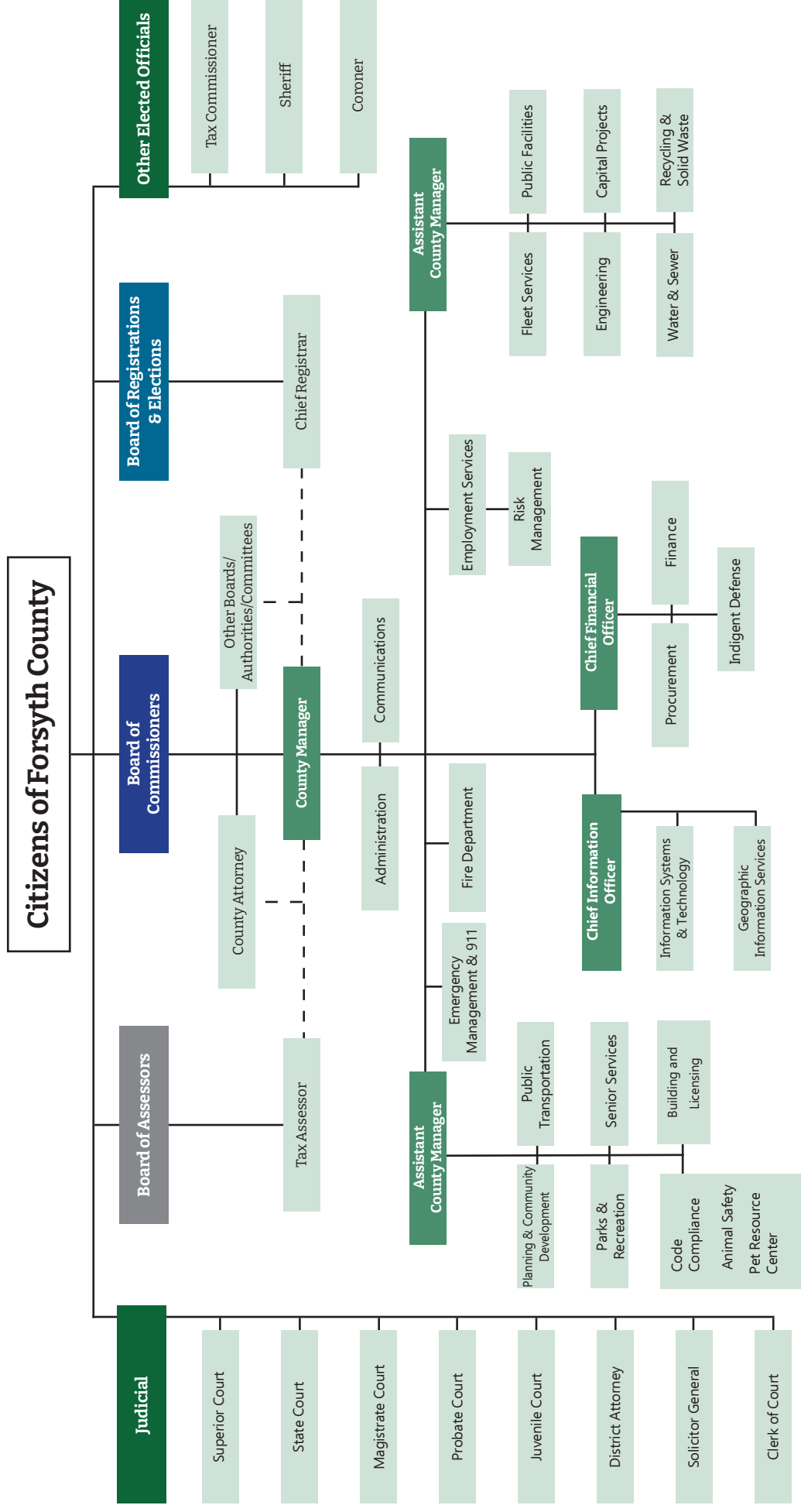
of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

That in the event of a breach of any of the above nondiscrimination covenants, Forsyth County shall have the right to terminate the [LICENSE/LEASE/PERMIT] and to reenter and repossess said land and the facilities thereon and hold the same as if said [LICENSE/LEASE/PERMIT] had never been made or issued.

That in the event of a breach of any of the above nondiscrimination covenants, Forsyth County shall have the right to reenter said land and facilities thereon, and the above-described lands and facilities shall thereupon revert to and vest in and become the absolute property of Forsyth County and its assigns.

## Appendix A

# Forsyth County Government Organizational Chart



## Appendix B

### TITLE VI PUBLIC INVOLVEMENT QUESTIONNAIRE

Title VI of the Civil Rights Act of 1964 requires Forsyth County to be sure that everyone in the affected project areas has a chance to be heard and to respond to programs and activities that may affect their community.

To help with that, we ask that you voluntarily provide us information about your race, ethnicity, gender, and/or disability. **You are not required to disclose the information requested to participate in the meeting. The completion of this questionnaire is strictly voluntary, and completion is not required by law.**

For further information regarding this process, please contact the Title VI Coordinator, Joy Walker by phone at (678) 455-8381.

Project Name	Date
Location of Public Meeting	

Name (Optional) (Please Print)	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
General Ethnic Identification Categories (check as many as apply)  <input type="checkbox"/> African American <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian/Pacific Islander  <input type="checkbox"/> Caucasian <input type="checkbox"/> Hispanic <input type="checkbox"/> Other	
Race and/or Color	National Origin
Any Disability? Circle:            Yes        No Please explain:   	

After you have completed this form, please place it inside the designated box on the registration table.

**Thank you for your participation!**

## Appendix C

### FORSYTH COUNTY, GEORGIA

#### Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires 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.”

Note: The following information is necessary to assist the County in processing your complaint. Should you require any assistance in completing this form, please contact the Title VI Coordinator. Complete and return this form to Joy Walker, Title VI Coordinator, Forsyth County, Georgia, 110 East Main Street, Suite 255, Cumming, Georgia 30040.

1. Complainant's Name \_\_\_\_\_
2. Address \_\_\_\_\_
3. City, State, and Zip Code \_\_\_\_\_
4. Telephone Number (home) \_\_\_\_\_ (business) \_\_\_\_\_
5. Person discriminated against (if someone other than the complainant)  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State and Zip Code \_\_\_\_\_
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
  - a. Race/Color \_\_\_\_\_
  - b. National Origin \_\_\_\_\_
  - c. Other \_\_\_\_\_
7. What date did the alleged discrimination take place? \_\_\_\_\_
8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, check all that apply:

\_\_\_\_\_ Federal agency      \_\_\_\_\_ Federal court      \_\_\_\_\_ State agency  
\_\_\_\_\_ State court      \_\_\_\_\_ Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, and Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_

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

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date



# Forsyth County Public Transportation (a/k/a) Forsyth County Access Forsyth



## FTA Title VI Plan

*Date Adopted:* \_\_\_\_\_ (Month/Day/Year)



## Title VI Plan Activity Log

[illegible]

**Title VI Plan Activity Log  
(Continued)**

<b>Date</b>	<b>Activity (Review/Update/Addendum/ Adoption/Distribution)</b>	<b>Concerned Person (Signature)</b>	<b>Remarks</b>

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## 1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

*49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted, or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].*

Forsyth County Public Transportation (a/k/a Forsyth County Access Forsyth) assures the Georgia Department of Transportation that no person shall on the basis of race, color, and national origin, as provided by Title VI of the Civil Rights Act of 1964, Federal Transit Laws, 49 CFR Part 21 Unlawful Discrimination, Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation and as per written guidance under FTA Circular 4702.1B, dated October 2012, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by Forsyth County Public Transportation.

Forsyth County Access Forsyth further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's governing authority or authorized representative.
2. Issue a policy statement, which statement is attached hereto, signed by the governing authority or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Forsyth County Access Forsyth.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by GDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the GDOT (refer to Appendix A of this plan).

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance from the FTA under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature:  \_\_\_\_\_

Printed Name: Alfred John - Chairman, Board of Commissioners

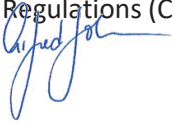
Date: September 24, 2024

## Policy Statement

The Forsyth County Board of Commissioners and Forsyth County Access Forsyth are committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. Forsyth County Access Forsyth assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Forsyth County Access Forsyth further assures that every effort will be made to ensure nondiscrimination in all its programs and activities whether those programs and activities are federally funded. In addition, Forsyth County Access Forsyth will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

When Forsyth County, in connection with its Access Forsyth program, enters into a contract with another entity utilizing federal aid funds, it will include Title VI language in all written agreements and will monitor for compliance.

Forsyth County's Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other Forsyth County responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 CFR 21.



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Alfred John, Chairman  
Forsyth County Board of Commissioners

## 2.0 Introduction & Description of Services

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Forsyth County Access Forsyth submits this Title VI Plan in compliance with Title VI of the Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

Forsyth County Access Forsyth is a sub-recipient of FTA funds and provides service in Forsyth County. A description of the current Forsyth County Access Forsyth system is included in Appendix B.

### Title VI Liaison

Rebecca Whitmire, Finance Director  
Forsyth County Finance Department  
770-205-4535  
110 East Main Street, Suite 255  
Cumming, GA 30040

Nancy Smallwood, Grants Manager  
Forsyth County Finance Department  
678-455-9915  
110 East Main Street, Suite 255  
Cumming, GA 30040

### Alternate Title VI Contact

Joy Walker, Title VI Coordinator/Grant Coordinator  
Forsyth County Finance Department  
678-455-8381  
110 East Main Street, Suite 255  
Cumming, GA 30040

Meisa Pace, Grant Coordinator  
Forsyth County Finance Department  
770-886-2775  
110 East Main Street, Suite 255  
Cumming, GA 30040

Forsyth County Access Forsyth must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by GDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, color and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

## 2.1 First Time Applicant Requirements

*FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.*

Forsyth County Access Forsyth is not a first-time applicant for FTA/GDOT funding. The following is a summary of Forsyth County Access Forsyth current and pending federal and state funding.

### Current and Pending GDOT Funding

1. Transit Operating Assistance, July 1, 2023, \$815,671 Current
2. 5311 - Transit Operating Assistance, July 1, 2023, \$815,671 Current

During the previous three years, FTA or GDOT did not complete a Title VI compliance review of Forsyth County Access Forsyth. Forsyth County Access Forsyth has not been found to be in noncompliance with any Civil Rights requirements.



## 2.2 Annual Certifications and Assurances

*FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.*

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Forsyth County Access Forsyth will remain in compliance with this requirement by annual submission of certifications and assurances as required by GDOT.

## 2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received GDOT concurrence on **September 4, 2024** [to be inserted by GDOT]. The Plan was approved and adopted by Forsyth County Board of Commissioners during a meeting held on **September 24, 2024**. A copy of the meeting minutes and GDOT concurrence letter is included in Appendix C of this Plan.

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

### **3.0 Title VI Notice to 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

A sample of the notice is included in Appendix D of this Plan and has been/will be translated into other languages, as necessary.

#### **3.2 Notice Posting Locations**

The Notice to Public will be posted at many locations to apprise the public of Forsyth Access Forsyth'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 on the transit vehicles and not limited to the reception desk and meeting rooms, and on the Forsyth County website under Departments/Offices copy link into browser: <https://www.forsythco.com/Departments-Offices/Finance/Title-VI>.

Currently, Forsyth County Access Forsyth does not have stations or stops. A sample version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

*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.*

## **4.0 Title VI Procedures and Compliance**

### **4.1 Complaint Procedure**

Any person who believes he or she has been discriminated against based on race, color or national origin by Forsyth County's Access Forsyth may file a Title VI Complaint (refer to Appendix E).

Any individual, group of individuals, or entity that believes they have been subjected to discrimination based on race, color or national origin by Forsyth County's Access Forsyth Program may file a Title VI Complaint Form (refer to Appendix E).

Complaint Procedure:

- 1 Retrieve a copy of the Title VI Complaint Form from our website by copying link into browser:  
[https://www.forsythco.com/Departments-Offices/Public-Transportation/Access Forsyth](https://www.forsythco.com/Departments-Offices/Public-Transportation/Access%20Forsyth)
- 2 Select Complaint Form and print appropriate language. There are currently five language translations available on website as follows: (English, Spanish, Korean, Simplified Chinese and Hindi).
- 3 The complaint shall be in writing and signed by the complainant(s).
  - Include the date of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct.
  - Present a detailed description of the issues, including but not limited to names and job titles of those individuals perceived as parties in the complained-of incident.
  - Return completed Complaint Form to Title VI Coordinator at 110 E. Main St, Suite 255, Cumming, GA 30040
  - Any complaint received more than 180 days after the alleged event will not be investigated.

- Title VI Coordinator will acknowledge receipt of complaint within 10 days of it being submitted and inform the complainant of action taken or any possible action to process the complaint. Complainant(s) must affirm its intent to proceed with the complaint.
- 4 A complaint may be dismissed for the following reasons:
- The complainant(s) requests the withdrawal of the complaint
  - The complainant(s) fail to respond to repeated requests for additional information needed to process the complaint.
  - The complainant(s) cannot be located after reasonable attempts.
- 5 Any allegations received by telephone will be reduced to writing and provided to the complainant(s) for confirmation or revision before processing.
- An official Complaint Form will be forwarded to the complainant(s) to complete, sign, and return to the Title VI Coordinator for processing.
  - Failure of the complainant(s) to respond to requests for information may result in dismissal of the complaint.
- 6 The complaint will be reviewed to determine its jurisdiction, acceptability of the complaint, need for additional information, and the investigative merit of the complaint.
- 7 Within sixty (60) calendar days of acceptance of the complaint, the Title VI Coordinator and/or (GDOT's investigator) will prepare a written investigative report. The report shall include a narrative description of the incident, identification of the persons interviewed, findings and recommendations of disposition.
- 8 The investigative report shall be reviewed by the Forsyth County Attorney's office ("Attorney"). The Attorney may discuss the report and its recommendations with the Title VI Coordinator and other staff as appropriate. The report will be modified as needed and made final for its release to the complainant and respondent.
- 9 Once the investigative report become finals, briefings will be scheduled with the complainant and respondent within fifteen (15) calendar days. Both the complainant and the respondent shall receive a copy of the investigation during the briefings and will be notified of their respective appeal rights.
- 10 A copy of the final investigation report and a copy of the complaint will be forwarded to the Georgia Department of Transportation Office of Equal Employment Opportunity within sixty (60) calendar days of the completion of the briefings

- 11 A copy of the final investigative report and a copy of the complaint will be forwarded to the Georgia Department of Transportation Office of Equal Employment Opportunity within sixty (60) calendar days of the completion of the briefings.
- 12 If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s), he or she shall be advised of his/her rights to appeal Forsyth County's decision to GDOT, United States Department of Transportation (USDOT), United States Department of Justice (USDOJ), or other entity as appropriate. The complainant has one hundred eighty (180) calendar days after Forsyth County's briefing to appeal. Unless new facts not previously considered come to light, reconsideration of Forsyth County's opinion will not be available.
- 13 A Complaints Log shall be maintained annually by Forsyth County. The Complaints Log shall contain the following information for each complaint filed:
  - The name and address of the person filing the complaint
  - The date of the complaint
  - The basis of the complaint
  - The disposition of the complaint
- 14 Forsyth County shall not be allowed to investigate a complaint against itself.
- 15 The complaint procedure is made available to the public via "Title VI" Link:  
<https://www.forsythco.com/Departments-Offices/Public-Transportation/Access Forsyth>

## **4.2 Complaint Form**

A copy of the complaint form (See Appendix E) in English is located on the Forsyth County Access Forsyth website link:<https://www.forsythco.com/Departments-Offices/Public-Transportation/Access Forsyth>.

In accordance with the Safe Harbor threshold (See Appendix G) the complaint forms are provided in other languages spoken by LEP population(s) in the following languages: Spanish, Korean, Simplified Chinese and Hindi.

## **4.3 Record Retention and Reporting**

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. Forsyth County Access Forsyth will submit Title VI Plans to GDOT to receive the concurrence letter to meet compliance regulations and/or on an annual basis anytime a major change in the Plan occurs.

*FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.*

#### **4.4 Sub-recipient Assistance and Monitoring**

Forsyth County Access Forsyth does not have any sub-recipients to provide monitoring and assistance as required by FTA Circular 4702.1B. Forsyth County Access Forsyth is a sub-recipient to GDOT for FTA Section 5311 funding and a sub-recipient to the Atlanta Regional Transit Link Authority (ATL) for FTA Section 5307 funding. Forsyth County Access Forsyth utilizes the sub-recipient assistance and monitoring provided by GDOT, as needed.

#### **4.5 Sub-recipients and Subcontractors**

Forsyth County Access Forsyth is responsible for ensuring that subcontractors (TPOs) are in compliance with Title VI requirements. Sub recipients may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Forsyth County Access Forsyth, subcontractors, and/or TPOs may not discriminate in their employment practices in connection with federally assisted projects. Subcontractors and TPOs are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

##### **Nondiscrimination Clauses**

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") 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 Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, and national origin, in the selection and retention of subcontractors, including procurements of materials 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 Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, and 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 the *Georgia Department of Transportation and/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 the *Georgia Department of Transportation*, and/or the *Federal Transit Administration*, as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Forsyth County Access Forsyth shall impose contract sanctions as 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 procurement 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 the Forsyth County Access Forsyth, Georgia Department of Transportation, and/or the Federal Transit Administration, may direct as a means of enforcing such provisions including sanctions for noncompliance.

#### **Disadvantaged Business Enterprise (DBE) Policy**

As a condition of its agreement with GDOT, Forsyth County Access Forsyth and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts funded with FTA funding received through GDOT as required. Forsyth County Access Forsyth and its contractor and subcontractors shall not discriminate on the basis of race, color, and national origin, in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of federally funded GDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

#### **E-Verify**

As a condition of its agreement with GDOT, vendors and contractors of Forsyth County Access Forsyth shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with Forsyth County Access Forsyth. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for Forsyth County Access Forsyth shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for Forsyth County Access Forsyth.

## 5.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), Forsyth County Access Forsyth must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by Forsyth County Access Forsyth in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to GDOT.

Forsyth County Access Forsyth has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

**Table 1: Summary of Investigations, Lawsuits, and Complaints**

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	n/a	n/a	n/a	n/a
2.				
Lawsuits				
1.	n/a	n/a	n/a	n/a
2.				
Complaints				
1.	n/a	n/a	n/a	n/a
2.				



## 6.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for Forsyth County Access Forsyth was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Forsyth County Access Forsyth. The PPP is included as Appendix F to this Title VI Plan.

### Current Outreach Efforts

Forsyth County Access Forsyth is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of Forsyth County Access Forsyth's recent, current, and planned outreach activities.

- Activity 1: Currently provides brochures in (English, Spanish, Korean, Simplified Chinese, and Hindi).
- Activity 2: Brochures in all five (5) languages are placed in locations frequented by minority and LEP populations, including and not limited to retail establishments, churches, and public and private medical facilities. Brochures are available in all vehicles and upon request via dispatcher and/or at the Access Forsyth office.
- Activity 3: On occasion, Forsyth County Access Forsyth will submit an article for publication in the local newspaper explaining the agency's services.
- Activity 4: If there is a major change to service, a public meeting will be held to explain changes. Adequate notice of meeting will be placed in all vehicles, on the county website, and in local publications in all five (5) languages.
- Activity 5: No new transit facility will be constructed during this cycle.
- Activity 6: Forsyth County is not a fixed route service provider.

## 7.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

Forsyth County Access Forsyth operates a transit system within Forsyth County. The Language Assistance Plan (LAP) has been prepared to address Forsyth County Access Forsyth's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak, or understand English are LEP. Forsyth County Access Forsyth is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Forsyth County Access Forsyth has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

## 8.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

Forsyth County Access Forsyth does not have a transit-related committee or board; therefore, this requirement does not apply.

## 9.0 Title VI Equity Analysis

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.*

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. The county is not pursuing a new facility location.

Forsyth County Access Forsyth has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, Forsyth County Access Forsyth does not have any Title VI Equity Analysis reports to submit with this plan.

## 10.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Forsyth County Access Forsyth is not a fixed route service provider.

## **11.0 Appendices**

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
APPENDIX B	CURRENT SYSTEM DESCRIPTION
APPENDIX C	TITLE VI PLAN ADOPTION MEETING MINUTES AND GDOT CONCURRENCE LETTER
APPENDIX D	TITLE VI NOTICE TO PUBLIC
APPENDIX E	TITLE VI COMPLAINT FORM
APPENDIX F	PUBLIC PARTICIPATION PLAN
APPENDIX G	LANGUAGE ASSISTANCE PLAN
APPENDIX H	OPERATING AREA LANGUAGE DATA: FORSYTH COUNTY Access Forsyth SERVICE
APPENDIX I	AREA [OMITTED PURSUANT TO INSTRUCTION PROVIDED BY GDOT]
APPENDIX J	TITLE VI EQUITY ANALYSIS

## **Appendix A**

### **FTA Circular 4702.1B Reporting Requirements for Transit Providers**

Every three years, on a date determined by the Federal Transit Administration (FTA), each recipient is required to submit the following information to the (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient, which GDOT has set as annually.

### **General Requirements**

*All recipients must submit:*

- ☐ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☐ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☐ Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- ☐ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☐ A copy of board meeting minutes, resolution, or other appropriate documentation showing the Board of Commissioners reviewed and approved the Title VI Program.
- ☐ Additional information as specified in Chapters IV, V, and VI, as applicable



# **Appendix B**

## **Current System Description**

## Current System Description

1. An overview of the organization including its mission, program goals and objectives.

Forsyth County Access Forsyth's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.

2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.

Forsyth County Access Forsyth is a government organization. Our organization is made up of 15 full-time employees, 9 part-time employees, and no volunteers. Our Transportation Manager is responsible for all day-to-day operations of the system and reports directly to the Director of Public Transportation. In 2024, we are planning to extend our hours of operation from 8:30 AM - 3:00 PM to 7:00 AM - 6:00 PM. In 2023 we operated twelve (12) vehicles in maximum service a total of 279,288 revenue miles over 16,364 revenue hours.

3. Governing authority.

Forsyth County Access Forsyth operates as a department of Forsyth County under the elected Board of Commissioners.

4. Responsibility for insurance, training and management, and administration of the agency's transportation programs.

Forsyth County Access Forsyth's Transportation Manager is responsible for training and management of our transportation program. All safety sensitive employees are required to complete GDOT approved safety and security training course as part of their new hire orientation. All new employees are also required to complete 40 hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheelchair lifts and securement devices. Forsyth County Risk Management is responsible for annual renewal of all liability insurance for both GDOT and agency owned vehicles. Forsyth County Fleet Services is responsible for vehicle registration renewal. It is the Transportation Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.

5. Responsibility for vehicle maintenance and record keeping.

Maintenance on all agency vehicles is provided by Forsyth County Fleet Services. Forsyth County Fleet Services employs only ASE certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the GDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at 4140 County Way Cumming, GA 30028 and are maintained by the Fleet Director. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees.

Our Public Transportation Department has a total of 24 employees which includes (1) administrator, (1) manager, (2) dispatchers, (11) full-time drivers, and (9) part-time drivers.

7. Driver qualification.

Only transportation employees who have completed all the required safety and drivers training requirements will be allowed to drive the agency vehicles. Our vehicles are less than 15 passengers, so our drivers do not require CDL's.

8. Description of service routes and ridership numbers.

Public transportation services provided in Forsyth County are available to everyone within the county borders for any purpose, through demand response service. As of December 2023, Access Forsyth's annual number of trips has increased by over 50%, from 23,552 rides in 2022 to 35,652 rides in 2023. Miles traveled also increased by over 29%, from 271,668 miles traveled in 2022 to 351,183 miles traveled in 2023. Forsyth County's population of approximately 267,000 people is projected to grow to 400,000 by 2040. Currently, we use fourteen (14) ten (10) passenger vehicles to provide passenger services. Our fleet includes ten (10) cutaway buses equipped for wheelchair service. We prioritize grouping trips and multi-loading to the maximum extent possible. We make 170 passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage. Vehicles are retired at a consistent pace based on appropriate age and mileage, as determined by the Federal Transit Administration's useful life guidelines.

Reporting Metrics for Access Forsyth, as of December 2023

Dec-23	YTD	PYTD	% Diff
Number of Trips	35,562	23,552	50.99%
Actual Miles (AM)	351,183	271,669	29.27%
Service Hours (SH)	20,169	16,374	23.18%

# **Appendix C**

## **Title VI Plan Adoption Meeting Minutes and GDOT Concurrence Letter**

Insert a copy of the Title VI Plan adoption meeting minutes and the GDOT concurrence letter.

Insert a copy of the Title VI Plan adoption meeting minutes and the GDOT concurrence letter.



Russell R. McMurtry, P.E., Commissioner  
One Georgia Center  
600 West Peachtree NW  
Atlanta, GA 30308  
(404) 631-1990 Main Office

August 27, 2024

Mr. Roy Rickert, Transit Director  
Forsyth County Transit  
514 West Maple Street Suite 202  
Cumming, Georgia 30028

Dear Mr. Rickert:

The Georgia Department of Transportation (Department) has completed its review of your Title VI Plan and has determined that it meets the requirements established in the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

Thank you for your ongoing cooperation and compliance of the FTA Civil Rights Program requirements. Should you need assistance or have any questions, please do not hesitate to contact me at [PSmith@dot.ga.gov](mailto:PSmith@dot.ga.gov) or 404-347-0527.

Sincerely,

Patricia Smith

Digitally signed by Patricia  
Smith  
Date: 2024.08.27 11:16:31  
-04'00'

Patricia Smith  
Transit Program Manager  
Division of Intermodal

# **Appendix D**

## **Title VI Notice to Public**

## Notifying the Public of Rights Under Title VI

### Forsyth County Access Forsyth

- Forsyth County Access Forsyth 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 Forsyth County Access Forsyth.
- For more information on Forsyth County Access Forsyth Civil Rights program, and the procedures to file a complaint, contact or email [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com), or visit our administrative office at 110 East Main Street, Suite 255, Cumming, GA 30040. Persons with hearing disabilities can contact Forsyth County Access Forsyth by using the Georgia Relay Service, at (TDD) 800-255-0056 or (Voice) 1-800-255-0135 and asking to connect to 770-205-4550, Ext. 2751. For more information visit the "Title VI" link at <https://www.forsythco.com/Departments-Offices/Finance/Title-VI>
- If information is needed in another language, contact Title VI Coordinator at (678) 455-8381, Ext. 2150 or email [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com), or visit our Administration Office at 110 E. Main Street, Suite 255, Cumming, GA 30040.
- 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, 5<sup>th</sup> Floor - TCR 1200 New Jersey Ave., SE, Washington, DC 20590



# Spanish

## Notificación al Público acerca de los derechos bajo el Título VI

### Access Forsyth del Condado de Forsyth

- Access Forsyth del Condado de Forsyth maneja sus programas y servicios sin considerar raza, color y nacionalidad según las leyes del Título VI de Derechos Civiles. Cualquier persona que crea que haya sido agraviado por alguna práctica discriminatoria e ilegal podrá presentar una queja con Access Forsyth del Condado de Forsyth.
- Para obtener más información sobre el acceso al condado de Forsyth, el programa de Derechos Civiles de Forsyth y el procedimientos para presentar una queja, contactar o enviar un correo electrónico a [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com), o visite nuestra oficina administrativa en 110 East Main Street, Suite 255, Cumming, GA 30040. Las personas con discapacidades auditivas pueden comunicarse con el Acceso Forsyth del Condado de Forsyth utilizando el Georgia Relay servicio, al (TDD) 800-255-0056 o (Voz) 1-800-255-0135 y solicitando conectarse a (678) 455-8381. Para obtener más información, visite el enlace de copia del "Título VI" en el navegador. [www.forsythco.com/Departments-Offices/Finance/Title-VI](http://www.forsythco.com/Departments-Offices/Finance/Title-VI)
- Si necesita información en otro idioma, comuníquese con el Coordinador del Título VI al (678) 455-8381 o envíe un correo electrónico [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com), o visite nuestra Oficina de Administración en 110 E. Main Street, Suite 255, Cumming, GA 30040. También puede presentar su queja directamente ante la FTA en: Administración Federal de Tránsito Oficina de Derechos Civiles -Atención: Coordinador del Programa del Título VI, Edificio Este, 5º Piso – TCR 1200 New Jersey Ave., SE, Washington, DC 20590

# Korean

## Title VI 에 따른 대중에게 대중에게 알리기

### 포 사 이 스 카운티 다이얼 - 어 - 라이드

- Forsyth County Access Forsyth 는 민권법 Title 6 에 따라 인종, 피부색, 국적에 상관없이 프로그램과 서비스를 운영합니다. Title VI 에 따른 불법적인 차별 행위로 인해 불편을 겪은 사람은 Forsyth County Access Forsyth 에 불만을 제기 할 수 있습니다.
- 포사이스 카운티 액세스(Forsyth County Access)에 대한 자세한 내용은 포사이스 시민권 프로그램(Forsyth Civil Rights program) 및 불만 사항을 제기하는 절차, JLWalker@forsythco.com 에 연락하거나 이메일을 보내거나 당사를 방문하십시오. 110 East Main Street, Suite 255, Cumming, GA 30040의 관리 사무실. 를 가진 사람 청각 장애는 Georgia Relay를 사용하여 Forsyth County Access Forsyth에 연락할 수 있습니다. 서비스, (TDD) 800-255-0056 또는 (음성) 1-800-255-0135 및 연결 요청 678-455-8381. 자세한 내용은 [https://](https://www.forsythco.com/Departments-Offices/Finance/Title-VI) 의 "Title VI" 링크를 참조하십시오 . [www.forsythco.com/Departments-Offices/Finance/Title-VI](http://www.forsythco.com/Departments-Offices/Finance/Title-VI)
- 다른 언어로 된 정보가 필요한 경우, (770)으로 Title VI 코디네이터에게 연락하십시오. (678) 455-8381 또는 이메일 JLWalker@forsythco.com 또는 관리 사무실을 방문하십시오. 110 E. Main Street, Suite 255, Cumming, GA 30040에서.
- 또한 다음 주소로 FTA에 직접 불만을 제기할 수도 있습니다. 연방 교통국 (Federal Transit Administration) Office of Civil Rights - 주의: Title VI 프로그램 코디네이터, East Building, 5th Floor - TCR 1200 New Jersey Ave., SE, 워싱턴 DC 20590

# Simplified Chinese

公众根据第六章享有的权利通知

## 福赛思县电话约车服务

- 福赛思县电话约车服务根据《民权法案》第六章的规定运营其计划和服务，不会因种族、肤色和祖籍国而歧视任何人。如有人认为自己的合法权利因第六章列明的任何非法歧视性行为受到侵害，可以向福赛思县电话约车服务提出投诉。
- 有关福赛斯县访问福赛斯民权计划的更多信息，以及提出投诉的程序，联系或发送电子邮件至 [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com)，或访问我们的行政办公室位于 110 East Main Street, Suite 255, Cumming, GA 30040。患有以下疾病的人 听力障碍者可以使用佐治亚州中继联系福赛斯县访问福赛斯服务，拨打 (TDD 800-255-0056 或 (语音) 1-800-255-0135 并要求连接到 (678) 455-8381。欲了解更多信息，请访问 [https://](https://www.forsythco.com/Departments-Offices/Finance/Title-VI) 上的 “Title VI” 链接 [www.forsythco.com/Departments-Offices/Finance/Title-VI](https://www.forsythco.com/Departments-Offices/Finance/Title-VI)
- 如果需要其他语言的信息，请致电 (770) 联系 Title VI 协调员 (678) 455-8381 或发送电子邮件至 [JLWalker@forsythco.com](mailto:JLWalker@forsythco.com)，或访问我们的行政办公室 地址：110 E. Main Street, Suite 255, Cumming, GA 30040。
- 您亦可直接向联邦交通管理局提交投诉：

Federal Transit Administration Office of Civil Rights (联邦交通管理局民权办公室)

Attention: Title VI Program Coordinator (收件人：第六章计划协调员)

East Building, 5th Floor – TCR 1200 New Jersey Ave., SE, Washington, DC 20590

# Hindi

## 1.0 टाइटल VI के तहत आने वाले अधिकारों के बारे में जनता को सूचित करना

### फोरसाइथ काउंटी डायल-ए-राइड

- फोरसाइथ काउंटी (डायल-ए-राइड) Access Forsyth नागरिक अधिकार अधिनियम के टाइटल VI के अनुसार जाति, रंग और ~~भेदभाव~~ के की परवाह किए बिना अपने कार्यालयों और सेवाओं का संचालन करती है। कोई भी ऐसा जिसे ~~लगाता~~ ~~कहो~~ कि टाइटल VI के तहत आने वाले गैरकानूनी भेदभाव ~~द्वारा~~ ~~से~~ ~~व्यवस्था~~ दुःख पहुंचा है तो वह फोरसाइथ काउंटी Access Forsyth के साथ शिकायत दर्ज करवा सकता है।
- फोरसाइथ काउंटी एक्सेस फोरसाइथ नागरिक अधिकार कारकिर्मी को रिमूव अर्कि जानकारी के लिए, और शर्कातर दजिकरने, संपर्क करने ~~ने~~ JLWalker@forsythco.com ईमेल करने ~~ने~~ हमारी रात रा करने की परकर 110 ईस्ट मेन स्ट्रीट, सुइट 255, कमरंग, जीए 30040 में परशासन कारालय। व्यक्तियों के साथ शर्वर वर्कलांगता जॉजिरा ररलेका उपरोग करके फोरसाइथ काउंटी एक्सेस फोरसाइथ से संपर्क कर सकती है सेवा, (TDD) 800-255-0056 रा (आवाज) 1-800-255-0135 पर और कनेक्ट करने के लिए कह रही है (678) 455-8381। अर्कि जानकारी के लिए [https://](https://www.forsythco.com/Departments-Offices/Finance/Title-VI) पर "शीर्कि VI" लरंक पर जाएँ [www.forsythco.com/Departments-Offices/Finance/Title-VI](https://www.forsythco.com/Departments-Offices/Finance/Title-VI)
- यर द र कसी अनयभार में जानकारी की आवश्यकता है, तो शीर् कि VI समनवर क से पर संपर्क करें (678) 455-8381, र ~~I~~ ईमेल JLWalker@forsythco.com, र ~~I~~ हमारे परशासन कारालय पर जाएँ 110 ई. मेन स्ट्रीट, सुइट 255, कमरंग, जीए 30040 पर।
- आप सीधे अपनी शिकायत FTA के साथ सीधे भी दर्ज कर सकते हैं: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR1200 New Jersey Ave., SE, Washington, DC 20590

# **Appendix E**

## **Title VI Complaint Form**

## Forsyth County Access Forsyth Title VI Compliant 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				
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.				
_____ _____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No

<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 submit this form in person at the address below, or mail this form to:

Joy Walker, Title VI Coordinator/Grant Coordinator  
Forsyth County Finance Department  
(678) 455-8381  
110 East Main Street, Suite 255  
Cumming, GA 30040

## Spanish

### Access Forsyth del Condado de Forsyth

#### Formulario de Quejas del Título VI

<b>Sección I</b>				
<b>Nombre:</b>				
<b>Dirección:</b>				
<b>Teléfono (casa):</b>			<b>Teléfono (trabajo):</b>	
Correo electrónico:				
¿Requiere usted de un formato accesible?	Letra grande		Audio casete	
	TDD [Dispositivo de telecomunicación para sordos]		Otro	
<b>Sección II</b>				
¿Está presentando esta queja de su parte?		Sí*	No	
*Si contestó "sí" a esta pregunta, vaya a la sección III.				
Si contesto no, por favor proporcione el nombre y el parentesco con la persona para quien está presentando esta queja:				
Por favor explique la razón por la cual usted está presentado esta queja por un tercero:				
Si usted está presentando la queja en nombre de un tercero, por favor confirme que usted ha obtenido el permiso de la parte agraviada:		Sí	No	
<b>Sección III</b>				
Yo creo que la discriminación que yo sufrí se basó en (marque todas las que correspondan):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad				
Fecha en que ocurrió la discriminación alegada (mes, día y año): _____				
Explique tan claro como le sea posible lo que sucedió y porqué cree usted que se discriminó en su contra. Describa todas las personas involucradas. Incluya el nombre y la información de contacto de la persona o personas que discriminaron contra usted (si lo sabe), al igual que los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, por favor use el dorso de esta página.				
_____ _____				
<b>Sección IV</b>				
¿Ha presentado usted una queja de Título VI con esta agencia anteriormente?		Sí	No	



<b>Sección V</b>	
¿Ha presentado usted esta queja con cualquier otra agencia federal, estatal, o local, o con cualquier tribunal federal o estatal?	
<input type="checkbox"/> Sí <input type="checkbox"/> No	
Si contesto sí, marque todas las que correspondan:	
<input type="checkbox"/> Agencia federal _____	
<input type="checkbox"/> Tribunal federal: _____	<input type="checkbox"/> Agencia estatal _____
<input type="checkbox"/> Tribunal estatal _____	<input type="checkbox"/> Agencia local _____
Por favor de proveer información sobre una persona de contacto en la agencia o tribunal donde se presentó la queja.	
<b>Nombre:</b>	
<b>Título:</b>	
<b>Agencia:</b>	
<b>Dirección:</b>	
<b>Teléfono:</b>	
<b>Sección VI</b>	
Nombre de la agencia contra la cual es la queja:	
Persona de contacto:	
Título:	
Número de teléfono:	

Usted puede anexar cualquier documento escrito u otra información que usted piense sea relevante a su queja.

La firma y fecha son requeridas a continuación.

_____ Firma	_____ Fecha
----------------	----------------

Por favor de presentar este formulario personalmente a la siguiente dirección o envíe este formulario a:

Joy Walker, Title VI Coordinator/Grant Coordinator  
 Forsyth County Finance Department  
 (678) 455-8381  
 110 East Main Street, Suite 255  
 Cumming, GA 30040

## Korean

### Forsyth 카운티의 다이얼 어 라이드 타이틀 포 불만 신고 양식

<b>항목 1:</b>				
이름:				
주소:				
전화 (집):			전화 (직장):	
이메일 주소:				
필요한 사용 양식?	큰 활자		음성 테이프	
	TDD		그 외	
<b>항목 2:</b>				
당신은 본인을 위하여 이 불만서를 작성하십니까?			네*	아니요
*당신이 “네” 라고 이질문에 답 하셨다면 항목 3 으로 가십시오				
만약 아니라면, 당신이 불만신고를 해 주는 사람의 이름과 관계를 말씀 해 주십시오				
왜 제 3 자를 위해서 이 양식을 작성 하시는지 설명 해 주십시오: _____				
만약 제 3 자를 위해 이 양식을 작성 하신다면, 피해 입은 사람의 허락을 받았다는 것을 확인 해 주십시오..			네	아니요
<b>항목 3:</b>				
내가 겪은 차별대우는 다음에 기반 한 것으로 믿는다 (해당되는 모든 것을 표시 해 주십시오):				
<div style="display: flex; justify-content: space-around;"> <span>[ ] 인종</span> <span>[ ] 피부색</span> <span>[ ] 국적</span> </div>				
차별대우가 발생 했다고 여기는 날짜 (월, 일, 년도): _____				
<p>될 수 있는 한 정확하게 무슨 일이 있었는지, 왜 당신이 차별 대우를 당했다고 믿는지 설명 해 주십시오. 관련된 모든 사람을 알려 주십시오. 증인의 이름들과 연락처와 함께 (만약 아신다면) 당신을 차별 대우한 사람(들)의 이름과 연락처를 포함해 주십시오. 만약 지면이 더 필요 하시면 이 양식의 뒷면을 사용하십시오.</p> <p>_____</p> <p>_____</p>				
<b>항목 4:</b>				
전에 이 기관에 타이틀 포를 제출하신 적이 있습니까?			네	아니요

<b>항목 5:</b>	
이 불만을 다른 연방정부, 주정부, 또는 지역 구 기관에, 또는 연방정부 주정부 법정에 제출 하신 적이 있습니까?	
<input type="checkbox"/> 네 <input type="checkbox"/> 아니요	
만약 그랬다면, 해당하는 모든 것을 표시해 주십시오:	
<input type="checkbox"/> 연방정부 기관: _____	
<input type="checkbox"/> 연방정부 법정 _____	<input type="checkbox"/> 주 정부 기관 _____
<input type="checkbox"/> 주정부 법정 _____	<input type="checkbox"/> 지역구 기관 _____
당신이 불만을 제출 한 기관/법정 의 연락 인의 정보를 제공 해 주십시오.	
<b>이름:</b>	
<b>직명:</b>	
<b>기관:</b>	
<b>주소:</b>	
<b>전화:</b>	
<b>항목 6</b>	
불만의 대상 기관 이름:	
연락 인:	
직명:	
전화 번호:	

당신은 이 불만신고에 관련 된다고 생각하는 문서나 그 외의 정보를 첨부하실 수 있습니다.

아래에 서명과 날짜가 필요합니다.

\_\_\_\_\_

서명 날짜

이 양식을 아래 주소로 직접 가져다 주시거나 이 양식을 우편으로 보내주십시오 :

Joy Walker, Title VI Coordinator/Grant Coordinator  
 Forsyth County Finance Department  
 (678) 455-8381  
 110 E. Main St. Ste. 255  
 Cumming, Georgia, 30040

# Simplified Chinese

## 福赛思县电话约车服务

### 第六章投诉表

<b>第一节：</b>				
姓名：				
地址：				
家庭电话：			工作电话：	
电子邮件地址：				
是否要求无障碍格式？	大号字体		录音带	
	听障专用		其他	
<b>第二节：</b>				
您是否代表自己提交本投诉？			是*	否
*如果您对本问题的回答为“是”，请转至第三节。				
如为否，请提供您代其投诉的人的姓名和与此人的关系：				
请解释您为何代表第三方提交投诉：				
如果您是代表第三方提交投诉，请确认您已获得受侵权方的许可。			是	否
<b>第三节：</b>				
我认为我基于以下各项受到歧视（请勾选所有适用项）：				
<input type="checkbox"/> 种族 <input type="checkbox"/> 肤色 <input type="checkbox"/> 祖籍国				
涉嫌歧视的日期（年月日）：_____				
请尽可能清楚说明发生了什么，以及您为何认为自己受到歧视。请列明牵涉其中的所有人。包括歧视您的人的姓名和联系信息（如知晓），以及任何见证人的姓名和联系信息。如地方不够，请在本表格背面填写。				
<b>第四节</b>				
您此前是否曾向本机构提交过第六章投诉？			是	否

<b>第五节</b>	
您是否已向任何其他联邦、州或地方机构或任何联邦或州法院提交本投诉？	
<input type="checkbox"/> 是 <input type="checkbox"/> 否 如是，请勾选所有适用项：	
<input type="checkbox"/> 联邦机构：_____	
<input type="checkbox"/> 联邦法院 _____	<input type="checkbox"/> 州机构 _____
<input type="checkbox"/> 州法院 _____	<input type="checkbox"/> 地方机构 _____
请提供获提交投诉的机构 / 法院的联系人的相关信息。	
姓名：	
职衔：	
机构：	
地址：	
电话：	
<b>第六节</b>	
所投诉的机构名称：	
联系人：	
职衔：	
电话号码：	

您可以随附您认为与投诉相关的任何书面材料或其他信息。

请务必在下方签名并注明日期

\_\_\_\_\_  
签名

\_\_\_\_\_  
日期

请亲自或通过邮寄将本表格递交至以下地址：

Joy Walker, Title VI Coordinator/Grant Coordinator  
 Forsyth County Finance Department  
 (678) 455-8381  
 110 E. Main St. Ste. 255  
 Cumming, Georgia, 30040

## फोरसाइथ काउंटी डायल-ए-राइड (Access Forsyth)

टाइटल VI शिकायत फॉर्म

<b>खंड 1:</b>				
नाम:				
पता:				
टेलीफोन (घर):			टेलीफोन (काम):	
ईमेल एड्रेस:				
सुलभ प्रारूप आवश्यकताएँ?	बड़ी छपाई		ऑडियो टेप	
	TDD		अन्य	
<b>खंड 2:</b>				
क्या आप यह शिकायत खुद अपनी ओर से दर्ज कर रहे हैं?			हाँ*	नहीं
*यदि आप ने "हाँ" में उत्तर दिया है तो खंड 3 पर जाएं।				
यदि नहीं, तो आप जिस व्यक्ति की ओर से शिकायत दर्ज करवा रहे हैं, उन का नाम और आप से संबंध बताएं:				
कारण बताएं कि आप तीसरे पक्ष की ओर से शिकायत क्यों दर्ज कर रहे हैं:				
कृपया पुष्टि करें कि अगर आप किसी तीसरे पक्ष की ओर से शिकायत दर्ज कर रहे हैं, तो आपने पीड़ित पक्ष से अनुमति ले ली है।			हाँ	नहीं
<b>खंड 3:</b>				
मुझे लगता है की मेरे साथ जो भेदभाव हुआ वह (वे सभी चुनें जो लागू होते हों) पर आधारित था:				
[ ] जाति [ ] रंग [ ] राष्ट्रियता				
कथित भेदभाव की तारीख (महीना,दिन, साल): _____				
जितना संभव हो सके <u>उतने</u> स्पष्ट रूप से समझाएं और आप क्यों मानते हैं कि आपके साथ भेदभाव किया गया था। उन सभी व्यक्तियों का वर्णन करें जो शामिल थे। उस व्यक्ति (यों) का नाम और संपर्क जानकारी शामिल करें, जिस ने/जिन्होंने ने आप के साथ भेदभाव किया (यदि मालूम हो तो) और यदि कोई गवाह थे तो उन का नाम और संपर्क जानकारी भी शामिल करें। यदि आप को लिखने के लिए और अधिक जगह की ज़रूरत हो तो कृपया इस फॉर्म के पीछे के भाग का प्रयोग करें।				
_____				
_____				
<b>खंड 4</b>				
क्या आप ने इस एजेंसी के खिलाफ पहले भी कभी टाइटल VI शिकायत दर्ज की है?			हाँ	नहीं

<b>खंड 5</b>	
क्या आपने यह शिकायत किसी अन्य संघीय, राजकीय या स्थानीय एजेंसी, या किसी संघीय या राज्य अदालत के साथ दर्ज की है?	
<input type="checkbox"/> हाँ	<input type="checkbox"/> नहीं
यदि हाँ, तो जो भी लागू होते हों उन सब पर निशान लगाएं:	
<input type="checkbox"/> संघीय एजेंसी: _____	
<input type="checkbox"/> संघीय कोर्ट _____	<input type="checkbox"/> राजकीय एजेंसी _____
<input type="checkbox"/> राजकीय कोर्ट _____	<input type="checkbox"/> स्थानीय एजेंसी _____
जिस एजेंसी/कोर्ट में शिकायत दर्ज की गयी थी, वहां के किसी संपर्क व्यक्ति के बारे में जानकारी दें।	
नाम:	
उपाधि:	
एजेंसी:	
पता:	
टेलीफोन:	
<b>खंड 6</b>	
जिस एजेंसी के खिलाफ़ शिकायत है उस का नाम:	
संपर्क व्यक्ति:	
उपाधि:	
टेलीफोन नंबर:	

है आप कोई भी लिखित सामग्री या अन्य जानकारी को संलग्न कर सकते हैं जो आप को लगता है कि आप की शिकायत के लिए प्रासंगिक नीचे हस्ताक्षर और दिनांक अवश्य दें

\_\_\_\_\_

हस्ताक्षर                      तारीख

नीचे दिए हुए पते पर यह फॉर्म स्वयं जा कर जमा कराएं या इस पते पर डाक द्वारा भेजें:

Joy Walker, Title VI Coordinator/Grant Coordinator  
 Forsyth County Finance Dept.  
 (678) 455-8381  
 110 E. Main St. Ste. 255  
 Cumming, Georgia, 30040

# **Appendix F**

## **Public Participation Plan (PPP)**



## Public Participation Plan (PPP)

### Introduction

The Public Participation Plan (PPP) for Forsyth County Access Forsyth was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Forsyth County Access Forsyth. Public Hearings will be held in the event any major changes to policy and/or service decisions are warranted prior to Board of Commissioners consideration and approval.

### Public Participation Goals

The goals for this PPP include:

- **Inclusion and Diversity:** Forsyth County Access Forsyth will proactively reach out and engage low-income, minority, and LEP populations for the Forsyth County Access Forsyth service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** Forsyth County Access Forsyth will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

### Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of Forsyth County Access Forsyth. Forsyth County Access Forsyth intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

- All Public Transportation Vehicles are clearly identified as "Forsyth County Access Forsyth" and the agency's telephone number (770-781-2195) posted in large letters on all vehicles.
- Access Forsyth Brochures are available in (English, Spanish, Korean, Simplified Chinese and Hindi). These brochures are available on the Access Forsyth website and mailed on request.

- All Access Forsyth staff (including drivers) are trained to have a broad knowledge of the Title VI Program and to respond to questions or requests for information regarding the program. Further, staff are trained to ask questions to determine whether a passenger has additional needs that should be addressed by the County. The public is always encouraged to call the Access Forsyth office and speak with management if they have further questions, ideas for improvement, etc.
- All vans are equipped with a wheelchair lift, and all Access Forsyth staff are trained to use the lift. If a rider chooses to be accompanied by an attendant, this is encouraged, and attendants ride free.
- Brochures in (English, Spanish, Korean, Simplified Chinese, and Hindi) are placed on bulletin boards in places frequented by minorities and LEP individuals. These locations include and not limited to retail establishments, churches, public and private medical facilities, etc.
- Forsyth County Access Forsyth works directly with organizations that have programs to assist minority and LEP populations. Access Forsyth works with these agencies to help minority and LEP populations book trips and provide transportation to special classes, such as English lessons.
- Access Forsyth staff are willing to meet with individuals, groups or organizations to explain services provided by Access Forsyth, answer questions, and solicit ideas for improvement.

For community meetings and other important information, Forsyth County will use a variety of means to make citizens aware, including some or all of the following methods:

- Posting information on website
- Press releases and briefings to media outlets
- Ensure translation services are available upon request
- Other methods required by local or state laws or agreements

# **Appendix G**

## **Language Assistance Plan (LAP)**



# **FORSYTH COUNTY GA**

## Limited English Proficiency (LEP) and Language Assistance Plan (LAP) **2024**



Prepared by  
Forsyth County,  
Title VI Coordinator  
May-2024

# FORSYTH COUNTY GA

## Limited English Proficiency and Language Assistance Plan (LAP)

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Language Assistance Plan (LAP) - a document that instructs how to provide services to individuals who are non-English speaking or have limited English proficiency.	
Limited English Proficiency (LEP) - Refers to a person who is not fluent in English, often because it is not their native language.	
n-H – (non-Hispanic)	
Safe Harbor Provision or Threshold – Stipulates if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes <b>5% or 1,000 persons, whichever is less, of the total population</b> of persons eligible with Limited English Proficiency, then such action will be considered to comply with the recipient's written translation obligations.	

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## **A. Introduction**

A Limited English Proficiency (LEP) person does not speak English as his/her primary language and has a limited ability to read, speak, write, or understand English. The purpose of identifying the County's LEP population by the Civil Rights Act of 1964 and Executive Order 13166 is to outline the responsibilities of Forsyth County GA to develop a Language Assistance Plan (LAP) for providing LEP persons access to county programs, activities, and services.

### **Title VI of the Civil Rights Act of 1964**

"No person in the United States 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 under any program or activity receiving Federal financial assistance."

### **Executive Order 13166**

"Improving Access to Services for Persons With Limited English Proficiency". Different treatment based on a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation. The U.S. Department of Transportation (USDOT) published policy guidance on December 14, 2005, to clarify the responsibilities of recipients of Federal financial assistance from the USDOT.

This LAP is intended to address the Forsyth County, GA responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared to ensure compliance with Title VI of the Civil Rights Act of 1964, and its implementing regulations and to ensure equal opportunity, and access to programs and activities by persons with LEP. The Language Assistance Plan will be provided through translated documentation and interpretation based on the needs of the identified LEP groups.

Forsyth County recognizes three (3) pieces of legislation that provide the foundation for the development of a Language Assistance Plan (LAP):

- (1) Title VI of the Civil Rights Act of 1964
- (2) Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency" which directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The order applies to all state and local agencies that receive Federal funds.
- (3) Resolution of the Forsyth County GA, Board of Commissioners to approve and adoption of amended County-Wide Plan (including Appendix E, Language Assistance Plan (LAP) in connection with its acceptance of federal transit funding.

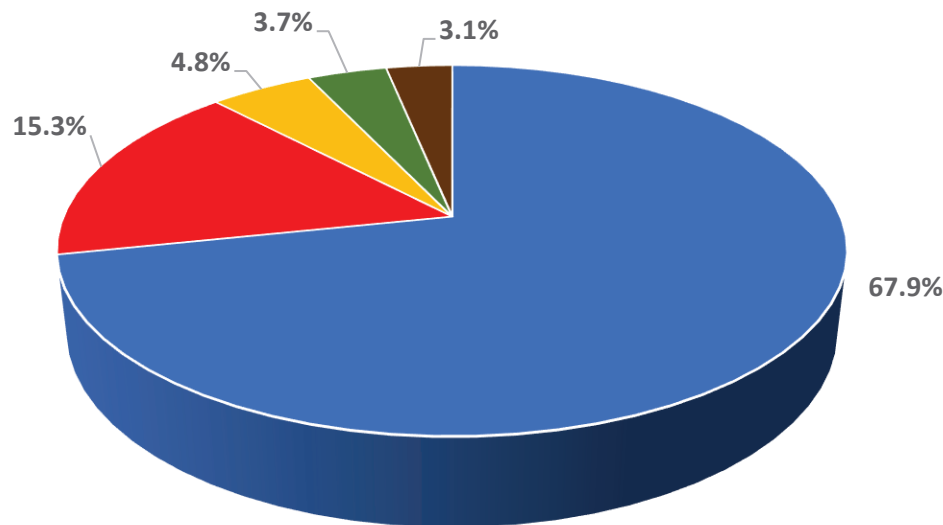
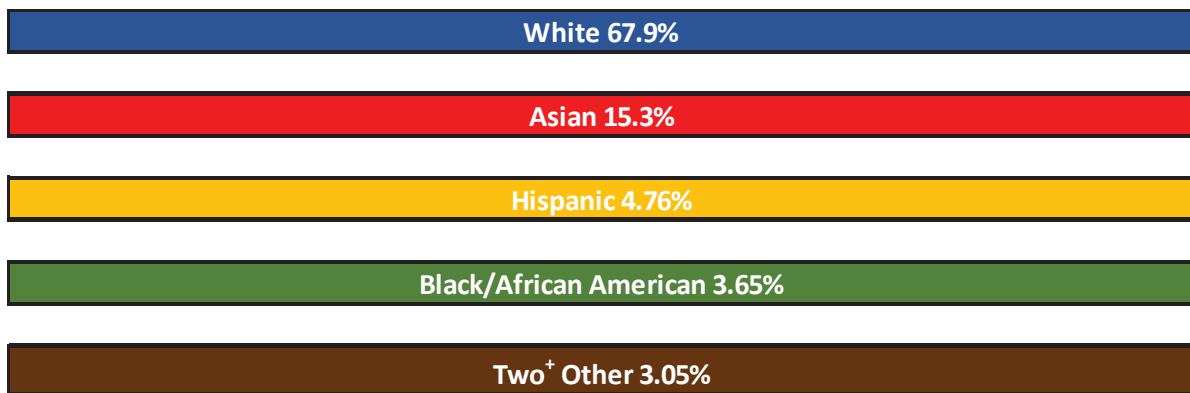
## **Background**

Forsyth County, Georgia (the County) is located in the north-central portion of Georgia with a population of 244,252 and is historically rural. A five-member Board of Commissioners governs the County. It provides many public services, not limited to Law Enforcement, Fire, Water & Sewer, Public Works, Economic Development, Parks & Recreation, Public Transportation,

Elections, Senior Services, Justice Courts, E-911, Emergency Management, and others.

The rapid population growth, excellent school system, thriving business, and healthcare community are the catalysts for the County becoming more diverse than the average county of growth size. The 5 largest ethnic groups in Forsyth County, GA are White (non-Hispanic) (67.9%), Asian (Non-Hispanic) (15.3%), White (Hispanic) (4.76%), Black or African American (non-Hispanic) (3.65%), and two+ (non-Hispanic) (3.02%). Most county citizens read, write, speak, and understand English. However, the Safe Harbor threshold identified four ethnic languages in Forsyth County, GA who spoke English less than “very well”, as being identified as having Limited English Proficiency (LEP), which are Spanish, Korean, Chinese (various dialects), and Hindi (various dialects). These language barriers may prevent these particular identified groups from accessing the County’s services and benefits.

### Forsyth County GA Majority Ethnic Key



Source Data: Census Bureau ACS 1-year Estimate

### B. Four-Factor Analysis

Forsyth County GA provides a variety of services, so dependent upon the specific service the application of the four-factor analysis will vary. The four-factor analysis fact-gathering was provided by staff from various county departments. As a recipient of Federal funds, the County considers the four (4) factor analysis when assessing language needs and determining what steps it should take to ensure access for LEP persons as follows:



- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by our county programs, activities, or services; such as and not limited to: Public Safety, Fire, E-911, Water & Sewer, Parks & Recreation, Business Licensing; Planning, Public Transit (Access Forsyth), and Senior Services and others.
- b. The frequency with which LEP individuals come in contact with county programs, activities, or services;
- c. The nature and importance of the County program, activity, or service to people's lives; and
- d. Level of resources available to the County for LAP-related costs.

A brief description of the County's self-assessment undertaken in each of these areas follows.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a county program, activity, or service**

The following charts illustrate LEP persons (over the age of 5 years) as of 2021 in Forsyth County GA, speaking languages other than English.

**a.) Language-Based Populations in Forsyth County GA. There are (14,188 persons) who speak English "less than very well"**

Language - Population 5 years and over	Speak English "only" or Speak English "very well"	Speak English less than "very well"
<b>Speak English Only</b>	183,944	
Speak Spanish	17,621	5,386
Speak Hindi and Other Indo-European Languages <sup>18</sup>	15,104	1,914
Speak Other Asian and Pacific Island Languages <sup>19</sup>	14,646	2,506
Speak Chinese (incl. Mandarin and Cantonese)	4,339	1,980
Speak Korean	1,915	728
Speak Other unspecified languages <sup>20</sup>	1,871	147
Speak German or Other West Germanic Languages	1,823	251
Speak Russian, Polish or Other Slavic Languages	1,696	494
Speak French, Haitian, or Cajun	1,073	0
Speak Vietnamese	993	547
Speak Arabic	693	140
Speak Tagalog	642	95
<b>Total Number of Residents</b>	<b>246,360</b>	<b>14,188</b>

<sup>18</sup> The "Other Indo-European languages" classification includes Persian (incl. Farsi, Dai), Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Telegu, Tamil, Malayalam, and Kannada

<sup>19</sup> The "Other Asian and Pacific Island languages" classification includes Burmese, Hmong, Khmer, and Thai

<sup>20</sup> The "Other Unspecified languages" classification includes Amharic, Somali, Yoruba, Twi, and other Afro-Asiatic and Western, Central, Eastern, and Southern African languages

**b.) Top 5 languages in the category of speaking English "less than very well"**

Language	Speak English less than "very well"	Vital Documents Translated
Spanish	5,386	Y
Other Asian and Pacific Island Languages <sup>19</sup>	2,506	Y
Chinese (incl. Mandarin and Cantonese)	1,980	Y
Hindi and Other Indo-European Languages <sup>18</sup>	1,914	Y
Korean	728	Y
<b>Total Number of Residents</b>	<b>12,514</b>	

**Source U.S. Census Bureau:** 2018-2022 ACS 5-year Estimate for Language Spoken At Home by Ability to Speak English for the population 5 Years and Older

**c.) Translation Services – “Safe Harbor Threshold”**

**Safe Harbor Threshold**

To provide LEP individuals with the most effective access to language translation services, the County will adhere to the “Safe Harbor” threshold rule. The U.S. Department of Justice has determined that a “safe harbor” threshold is met when an eligible LEP language group constitutes five (5) percent or one thousand (1,000), whichever is less, of the population of persons in the County that are eligible to be served or likely to be affected or encountered. Once any particular language in the County reaches the designated threshold, the County is required to make a best-practice effort to provide free translation services of vital documents and notices to LEP persons.

**Written Translation Services**

Written translation for other languages may be provided upon request, a competent oral translation must be promptly provided if requested. If written translation is unavailable, competent oral interpretation must be made available at no charge to the individual needing the services. “Safe Harbor” thresholds apply only to the need for translation services. No threshold is allowable for meeting the oral language (interpretation) needs of LEP individuals.

Based on the County’s “safe harbor” analysis, the number of LEP applicants or beneficiaries speaking Spanish and Chinese (Mandarin) in the County continues to be within “safe harbor” levels. Therefore, the County will direct departments to reasonably provide vital documents and notices in Spanish and Chinese (Mandarin).

**Factor 2: The frequency with which LEP individuals come in contact with County programs**

County staff provided the following information regarding the number of prior interactions with LEP citizens.

**Frequency of Interaction:**

**Tax Commissioner’s Office – Daily**

**For Daily Activities:**

- When interacting with individuals by telephone; and
- When interacting with individuals in person

The Commissioner's Office serves the entire county for tax collections. With the daily interaction of citizens, often the Tax Commissioner's Office is presented with people who require an interpreter. Staff has indicated there are two (2) bilingual Spanish employees, and one (1) employee bilingual in Hindi, Gujarati, and Marathi. As warranted, these employees may be asked to assist with language barriers.

### **Justice Court System – Daily**

#### **For Daily Activities:**

- a. When interacting with individuals by telephone;
- b. When interacting with individuals during court appearances;
- c. When interacting with the individual requiring legal representation; and
- d. When interacting with victims and witnesses

Forsyth County's court system (Superior, State, Juvenile, Magistrate, and Probate) serves a variety of persons who speak their native languages and do not speak English "well". This classifies the individual as being LEP. Services are provided by a local multilingual agency upon request by either the individual or staff. Staff are unable to quantify how many individuals have and/are being served. However, they were able to identify the top language requests for interpreters but not limited to as follows:

Spanish	Chinese	Swahili
Hindi	Farsi	Telugu
Russian	Korean	Portuguese

#### **E-911 - Frequently**

E-911 is an entity serving the County daily and encounters a variety of individuals who may not speak English "well". E-911 supports our Sheriff's Office, Fire Department, and Cumming Police Department. Staff members are also well-versed in how to assist individuals with LEP in an emergency. Staff utilizes two(2) multilingual agencies (Language Line and Voiance) to assist with translations during non-emergencies and emergency calls as warranted.

#### **Business Licensing – Infrequent**

Business Licensing serves the county daily and encounters a variety of persons who may not speak English "well". Staff is well versed in how to assist individuals who speak English less than "well". When confronted with an LEP individual, staff will present the Language Identification Tool, which lists all the different languages. Once the language has been identified, a call is made to the local multilingual service to assist with translations. Often individuals with LEP are accompanied by someone bilingual in English and their native language.

#### **Planning & Community Development and Building & Economic Development – Infrequent**

Approximately 1-2 citizens per day may require an interpreter. The dominant language is Spanish. Those clients generally are accompanied by someone who speaks English "well" and can assist with both communications between the County and the client requiring assistance.

#### **Public Transportation – Infrequent**

Approximately six (6) LEP individuals a year have required interpreter services who communicate in Spanish via phone. Two riders are transported weekly to health appointments via our Forsyth County Access Forsyth program, who also require an interpreter in Spanish. The services are not prohibited by their limitation to speak English "well" while services are made available as warranted.

**Tax Assessor's Office – Infrequent**

Approximately 3-4 citizens within the past 6 years have required an interpreter to assist due to LEP. Although the Tax Assessors Office serves the county where various languages are spoken, the LEP citizens often are accompanied by someone fluent in reading and speaking English.

**Water & Sewer – Infrequent**

Approximately the Water & Sewer Department serves four (4) customers per day with LEP out of 66K customers per day that may require multilingual service. The most frequent languages are Spanish, Hindi, and Urdu. The Water & Sewer Department has several multilingual Customer Service Representatives (CSR) who speak Spanish, Hindi, and Urdu and are called upon to assist as an interpreter for both parties.

**Factor 3: The nature and importance of programs, activities, and services provided by the County to people's lives**

Forsyth County prides itself on ensuring the County offers the highest quality of living that provides various amenities accessible to all our citizens. As pointed out in Factor 2, there is limited contact with LEP persons in many departments within the County. Aside from the Sheriff's Office, the most frequent are the Justice Courts, Tax Commissioner's Office, Health & Human Services, and Public Transportation (Forsyth County Access Forsyth). Our Health & Human Services and Public Transportation programs are vital to many of the citizens in Forsyth County. "Providing public transportation access to LEP persons is crucial. A LEP person's inability to effectively utilize public transportation may adversely affect their ability to obtain healthcare, education, or access to employment."

Forsyth County's Parks & Recreation Programs is one of many prize jewels in the County. The mission of Parks and Recreation is to enhance the quality of life for all citizens of Forsyth County by providing passive and active recreational, educational, and cultural programming services and to provide parks and recreational facilities that are safe, accessible, and aesthetically pleasing to the entire community. The County's Parks & Recreation programs provide affordable educational and recreation opportunities to residents that encourage preservation, conservation, and stewardship of natural resources.

The County's Senior Services provides services and activities for 55+ active adults. The County desires to respond to the active adult's diverse needs, and that their interest is enhanced with dignity while supporting their independence and encouraging community involvement. The activities and programs are designed to reduce isolation, improve, and support nutritional health, and community education, and provide access to all-embracing services while providing support to seniors living with Alzheimer's and dementia, caregivers, and their families. Senior Services staff have indicated their infrequent contact with LEP individuals, however, should an LEP individual require language assistance in Spanish. The department has several bilingual employees. All other LEP language assistance needed will be directed to a local multilingual agency.

Note: The County will take reasonable steps to develop a standardized Language Assistance Plan (LAP) to provide meaningful access to services and programs outlined above for persons with LEP.

**Factor 4: Resources Available to the County Departments and LEP-Related Costs**

Presently, interpretation and translation services are de-centralized. As indicated above, some County departments currently utilize language assistance agencies externally and internally. Forsyth County's Board of Commissioners infrequently utilizes a local language assistance service when businesses come before them during board meetings. The County's Public Transportation

(Forsyth County Access Forsyth) service has posted literature on the buses and their county website in the four languages identified Spanish, Korean, Chinese, and Hindi.

The county's Information Systems & Technology has added "Google Translate" to the county's public website, which allows the residents to select the language necessary for their reading and understanding.

### **Language Assistance Plan**

After reviewing the three (3) factors outlined above, Forsyth County GA is developing the following Language Assistance Plan (LAP) to assist LEP individuals. Forsyth County will comply with additional required language services by law, rule, or grant funding terms or conditions as warranted.

## **C. Components of the Plan**

Three (3) areas comprise FORSYTH COUNTY GA's LAP plan:

1. Identifying LEP Individuals Who Need Language Assistance
2. Language Assistance Services
3. Monitoring and updating the LAP Plan

### **C1. Identifying LEP Individuals Who Need Language Assistance**

The County recognizes any interaction with the public has the potential to interact with LEP individuals. These could include, but are not limited to, program applicants and participants; hotline or information line calls; outreach programs; public meetings and hearings; public access to agency websites; written materials or complaints sent to an agency; agency brochures intended for public distribution; contacts with potential witnesses, victims, defendants; and interactions with detainees and prisoners.

When there is difficulty determining the language spoken, the County will present individuals with Language Identification Flashcards. The Language Identification Flashcards will be available to LEP individuals, so they can more easily identify their primary language to others.

### **C2. Language Assistance Services**

#### Procedure for In-Person communication with LEP Individuals

Staff will have available to them "Language Identification Flashcards to present to LEP individuals, with additional information regarding how to access the local multilingual translation service if needed.

Staff who encounter a Spanish LEP individual will seek the assistance of a Spanish-speaking staff member in their department or another department at the same location, who will inform the LEP individual the provided interpretation service is free. The LEP individual can decline the interpretation assistance if he or she wishes to utilize another individual for an interpreter. When there is no Spanish-speaking staff member available for translation, staff will utilize the multilingual agency of their choice. The same procedure applies to other LEP individuals.

### Procedure for Utilizing Bilingual Staff

Bilingual staff may be used for short questions and answers and translation of casual documents and conversations. When it is believed to be in the best interest of the LEP individual, the Department will use its best efforts to assign LEP individuals to bilingual staff members who speak their language.

### Procedure for LEP callers

Staff will use the same procedure, above, i.e., for Spanish-speaking LEP individuals by contacting Spanish-speaking staff in the department or another department at the same location. If staff are unable to communicate with the individual, staff will three-way the call to the multilingual agency of their choice.

### Procedure for Written Communication with LEP Individuals

Following the same procedure for oral translation, staff will attempt to respond to written communication from Spanish-speaking LEP Individuals by seeking assistance from Spanish-speaking staff in their department or another department at the same location. Any written communications not in English that cannot be translated by readily available staff will be referred to ONE Language Service Bilingual Agency or the translation agency of the department's choice.

### Access to Public Meetings

Meetings held by the County's Board of Commissioners are open to the public under the Open Meetings Law. When the Board has scheduled LEP individuals at its Called Board Meetings, the County's Title VI Coordinator contacts a multilingual agency to request an oral interpreter be present at the public meeting free of charge to the LEP individuals.

### Complaints

The County's Title VI Plan outlines the process the County will intake complaints. A complaint must be in writing and be filed within 180 days following the date of the alleged discriminatory occurrence. The County may provide an authorized interpreter or translated forms as appropriate. LEP individuals will be referred to the County's Title VI Coordinator, who will provide information on how to file the complaint and the documentation or forms to file his/her complaint.

Any complaints, questions, or comments regarding this plan should be directed to:

Finance Department  
Attn: Title VI Coordinator  
110 East Main St., Suite 255  
Cumming, GA 30040  
Tel. (678) 455-8381

### C3. Monitoring and Updating the LAP Plan

The plan is designed to be flexible and should be viewed as a work in progress. The County will evaluate, monitor, and update the LAP plan as warranted. The LEP Plan will be evaluated once a year to identify any changes that may result from changes in demographics and types of services and to update the LEP plan when appropriate. The County will also consider whether new documents and services need to be made accessible for LEP individuals, each update will examine the following:

































































- How many LEP individuals were encountered by the Department?
- Is the existing Language Assistance Plan meeting the needs of LEP individuals?
- Has the LEP population changed in Forsyth County GA since the last certification?
- How many Title VI or LEP complaints have been reported since the last certification?

### D. Access to the Title VI and LAP Plan

The County will post on its website at <https://www.forsythco.com/Departments-Offices/Finance/Title-VI>

# APPENDIX EXHIBIT B LANGUAGE IDENTIFICATION

## VOICE LANGUAGES (OPI) 24/7

 Aderi *	 Basque **	 Cree **	 French Canadian
 African Creole/Krahn **	 Bengali/Bangla	 Croatian	 French Creole
 Afrikaans *	 Bosnian	 Czech *	 Fukienese (Chinese)
 Akan	 Brazilian Portuguese	 Danish *	 Fulani
 Albanian	 Bulgarian	 Dari	 Fuqing *
 Amharic	 Burmese	 Dinka *	 Ga
 Arabic	 Buryat **	 Dutch *	 Georgian *
 Arabic Juba *	 Cambodian	 Dyula **	 German
 Armenian	 Cape Verdian	 Estonian	 Grebo **
 Ashanti *	 Carolinian **	 Ewe	 Greek
 Assyrian	 Cebuano *	 Falam (Chinn) *	 Gujarati
 Azerbaijani *	 Chaldean	 Fanti *	 Haitian Creole
 Badini	 Chamorro **	 Farsi	 Hakka (Chinese) *
 Bajuni **	 Chinn *	 Finnish *	 Hakka (Chinn)
 Balochi **	 Chui-Chow	 Flemish *	 Hausa **
 Bambara *	 Chuukese *	 French	 Hebrew



# APPENDIX EXHIBIT B LANGUAGE IDENTIFICATION (Cont'd)

## VOICE LANGUAGES (OPI) 24/7 (CONTINUED)

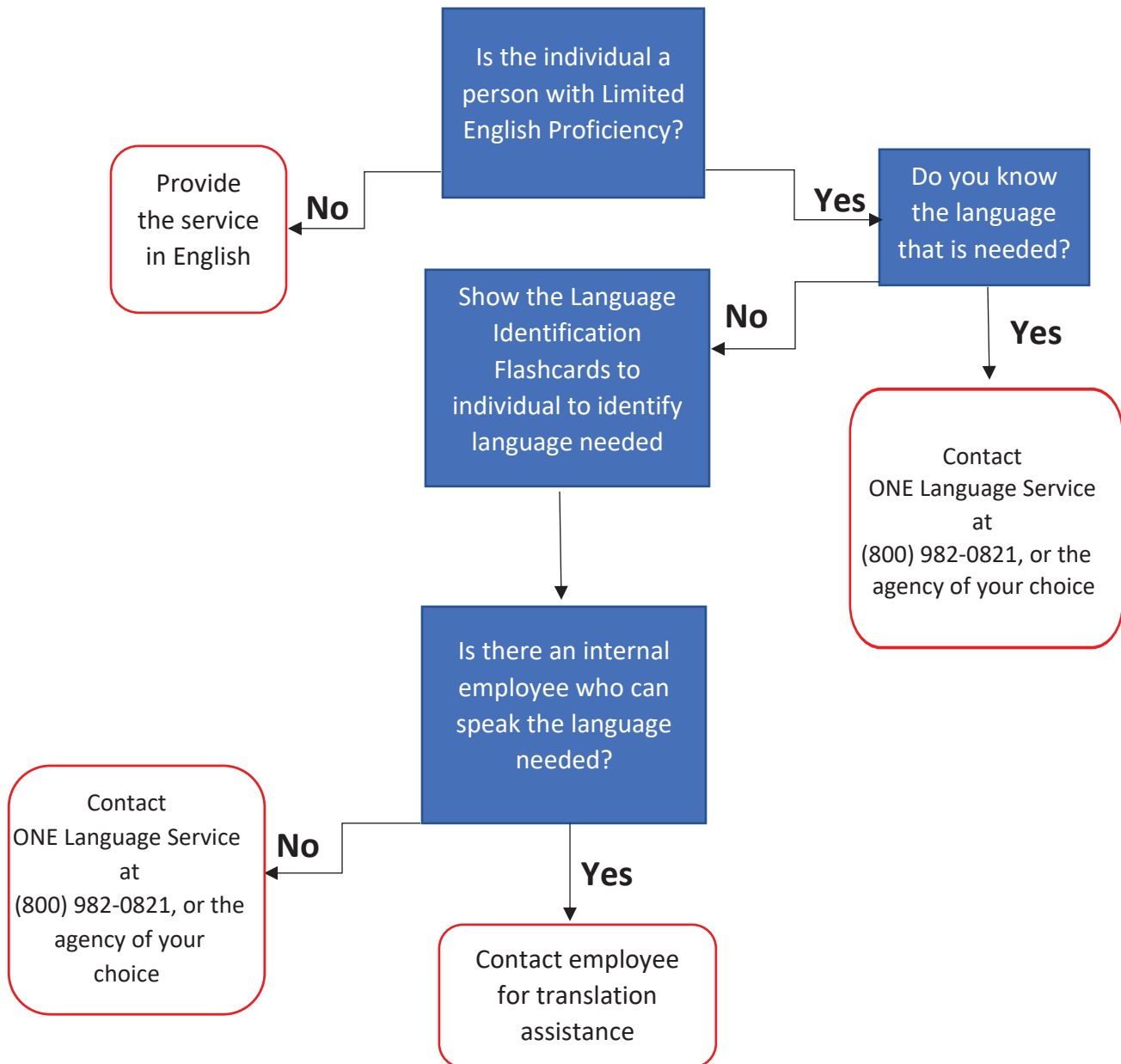
 Hindi	 Malaysian	 Palau **	 Swedish *
 Hmong	 Malayalam *	 Pashtu	 Sylheti *
 Hungarian	 Malinke **	 Pokomchi **	 Tagalog
 Ibo *	 Maltese **	 Pangasina (Filipino) *	 Taiwanese
 Icelandic **	 Mam [Myam]	 Pampango **	 Tamil
 Ilocano (Filipino)	 Mandarin	 Pashto	 Tatar **
 Indonesian	 Mandingo *	 Polish	 Telugu
 Italian	 Marathi (Indian) *	 Poqomchi **	 Thai
 Japanese	 Marshallese *	 Portuguese	 Tibetan *
 Jarai **	 Masalit **	 Portuguese Creole	 Tigre *
 Kachin **	 May May	 Pulaar *	 Tigrinya
 Kanjoval [Myan] *	 Mende **	 Punjabi	 Toisanese
 Kannada **	 Micronesian Kosrae **	 Quiche **	 Tongan
 Kaqchikel **	 Micronesian Pingelapese **	 Rohingya *	 Tshiluba **
 Karen	 Micronesian Pomphei **	 Romanian	 Turkish
 Karenni	 Mien *	 Russian	 Turkman *
 Kaya	 Mina (Togolese) *	 Samoan *	 Twi
 Kazak **	 Mixteco Alto **	 Serbian	 Ukrainian
 Khmer	 Mixteco Bajo **	 Shanghaiese	 Urdu
 Kikuyu *	 Mizo (Chinn) *	 Shona **	 Uzbek **
 Kinyarwanda	 Moldovan *	 Sichuanese	 Vietnamese
 Kirundi	 Mon **	 Singhalese	 Visayan *
 Korean	 Mongolian *	 Slovak *	 Welsh *
 Kurdish	 Navajo Indian **	 Slovenian **	 Wolof
 Lao	 Ndebele **	 Somali	 Yiddish
 Latvian *	 Nepali	 Soninke **	 Yoruba
 Lingala	 Norwegian *	 Sorani	 Zomi (Chinn)
 Lithuanian *	 Nuer *	 Spanish	 Zulu *
 Macedonian *	 Oromo	 Swahili	

\*Rare Language, available on-demand with infrequent longer than usual connect time \*\*Exotic Language, pre-scheduling recommended

APPENDIX  
EXHIBIT C  
Interpreter/Translator Services



**APPENDIX  
EXHIBIT D  
PROCESS FLOW: HOW TO REQUEST LANGUAGE ASSISTANCE SERVICES**



## APPENDIX

### EXHIBIT E

# ONE Language Service

Quick Reference Guide for Telephone Interpretation Services  
Please review prior to initiating the conference call



TOLL FREE #: (800) 982-0932  
Office #: (770) 844-5776  
Fax #: (678) 513-0475  
Email: [legalrequests@one-lsp.com](mailto:legalrequests@one-lsp.com)

## How to assist limited English-speakers when language is a barrier by contacting ONE Language Service

### ➤ BEFORE I CALL:

- Know the language that is needed
- Provide the interpreter with an introduction and brief the interpreter about the nature of the call before he/she speaks to your Limited English Speaker:
- For outbound calls, provide the interpreter with a dial out number and he/she will make a 3-way conference call.
- On dial out calls, Provide the interpreter with a message you wish to leave if there is no answer

### ➤ HOW DO I GAIN ACCESS TO AN INTERPRETER?

Dial [\(770\) 844-5776](tel:(770)844-5776) ; you will be asked:

- |                   |                      |
|-------------------|----------------------|
| • Language needed | • Caller's full name |
| • Business name   | • Department         |

### ➤ DURING THE CALL:

- Speak in short phrases or sentences.
- Avoid slang, jargon, and technical terms.
- Check for understanding from your LAP Speaker throughout the call. If needed, rephrase the questions or statements until understood.
- When speaking to the interpreter, do not give and/or ask too much information at one time. Although the interpreter will not have difficulty translating the information, your LAP Speaker may have difficulty understanding all at once.
- Ask questions in the first person.
- Make sure to pause to allow the interpreter time to translate and the LAP Speaker time to respond.

### ➤ ENDING THE CALL:

- Before ending the conversation, ensure that both your LAP Speaker and interpreter know the session is about to end.

## APPENDIX

### EXHIBIT F

#### ACS (2018-2022): 5 Year Estimate for Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language - Population 5 years and over	Speak English "only" or Speak English "very well"
<b>Speak English Only</b>	<b>183,944</b>
Speak Spanish	17,621
Speak Hindi and Other Indo-European Languages <sup>18</sup>	15,104
Speak Other Asian and Pacific Island Languages <sup>19</sup>	14,646
Speak Chinese (incl. Mandarin and Cantonese)	4,339
Speak Korean	1,915
Speak Other unspecified languages <sup>20</sup>	1,871
Speak German or Other West Germanic Languages	1,823
Speak Russian, Polish or Other Slavic Languages	1,696
Speak French, Haitian, or Cajun	1,073
Speak Vietnamese	993
Speak Arabic	693
Speak Tagalog	642
<b>Total Number of Residents</b>	<b>246,360</b>

<sup>18</sup> The "Other Indo-European languages" classification includes Persian (incl. Farsi, Dari) Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Telegu, Tamil, Malayalam, and Kannada

<sup>19</sup> The "Other Asian and Pacific Island languages" classification includes Burmese, Hmong, Khmer, and Thai

<sup>20</sup> The "Other Unspecified languages" classification includes Amharic, Somali, Yoruba, Twi, and other Afro-Asiatic and Western, Central, Eastern, and Southern African languages

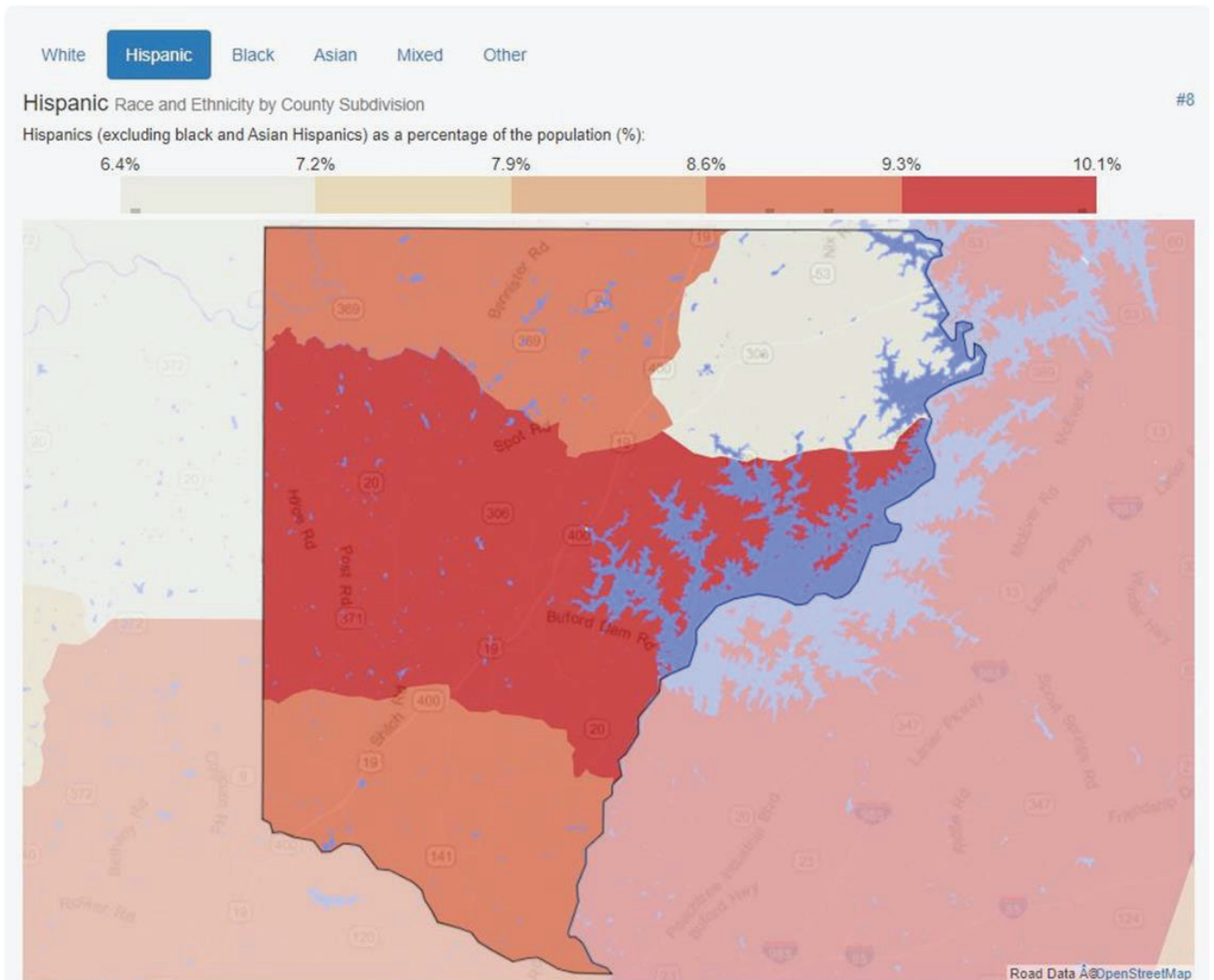
# **Appendix H**

## **Operating Area Language Data: Access Forsyth Service Area**

Forsyth County GA , currently does not provide service for a particular designated language area within the county.

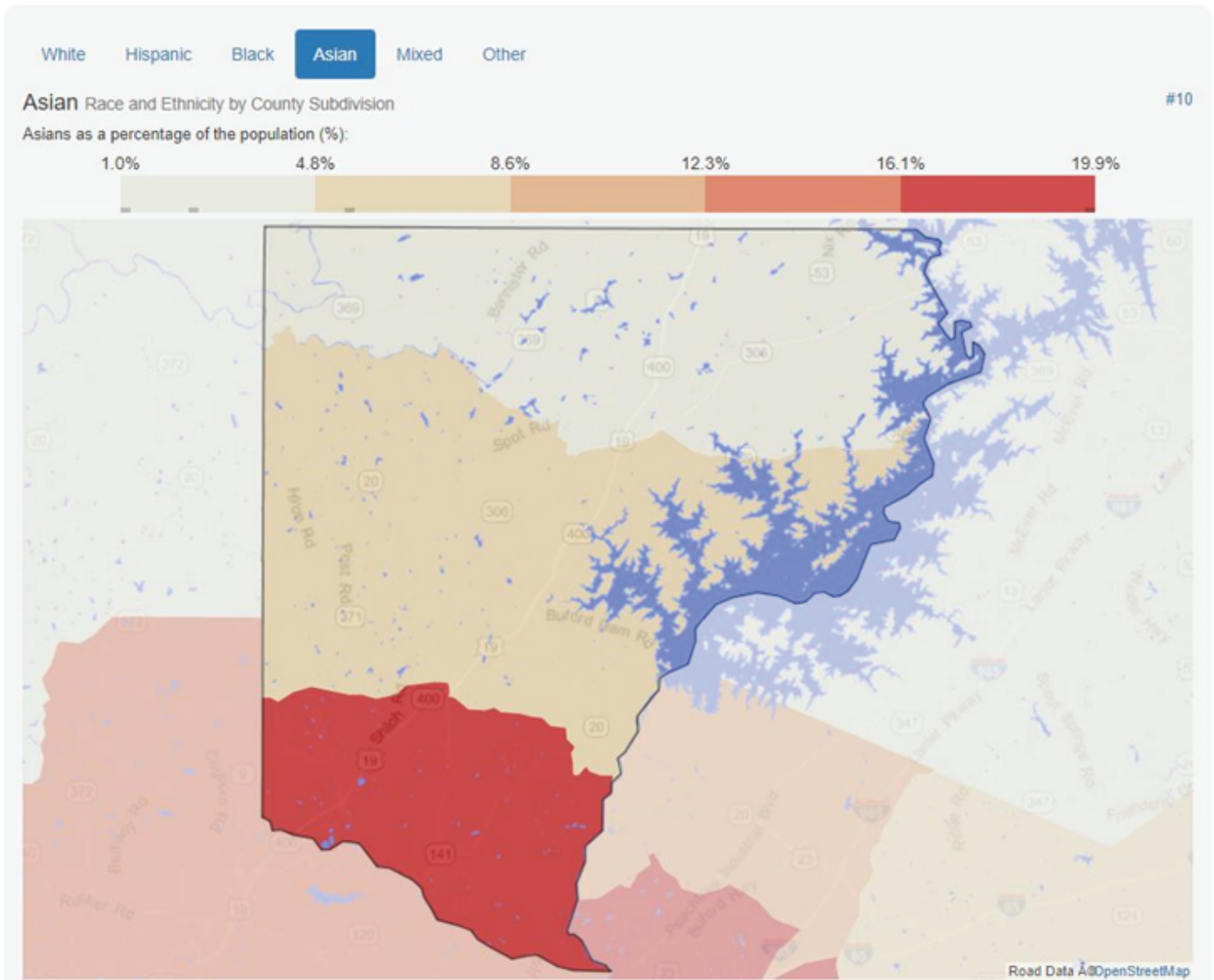
# Appendix I

## Map of Race and Ethnicity by County Subdivision in Forsyth County



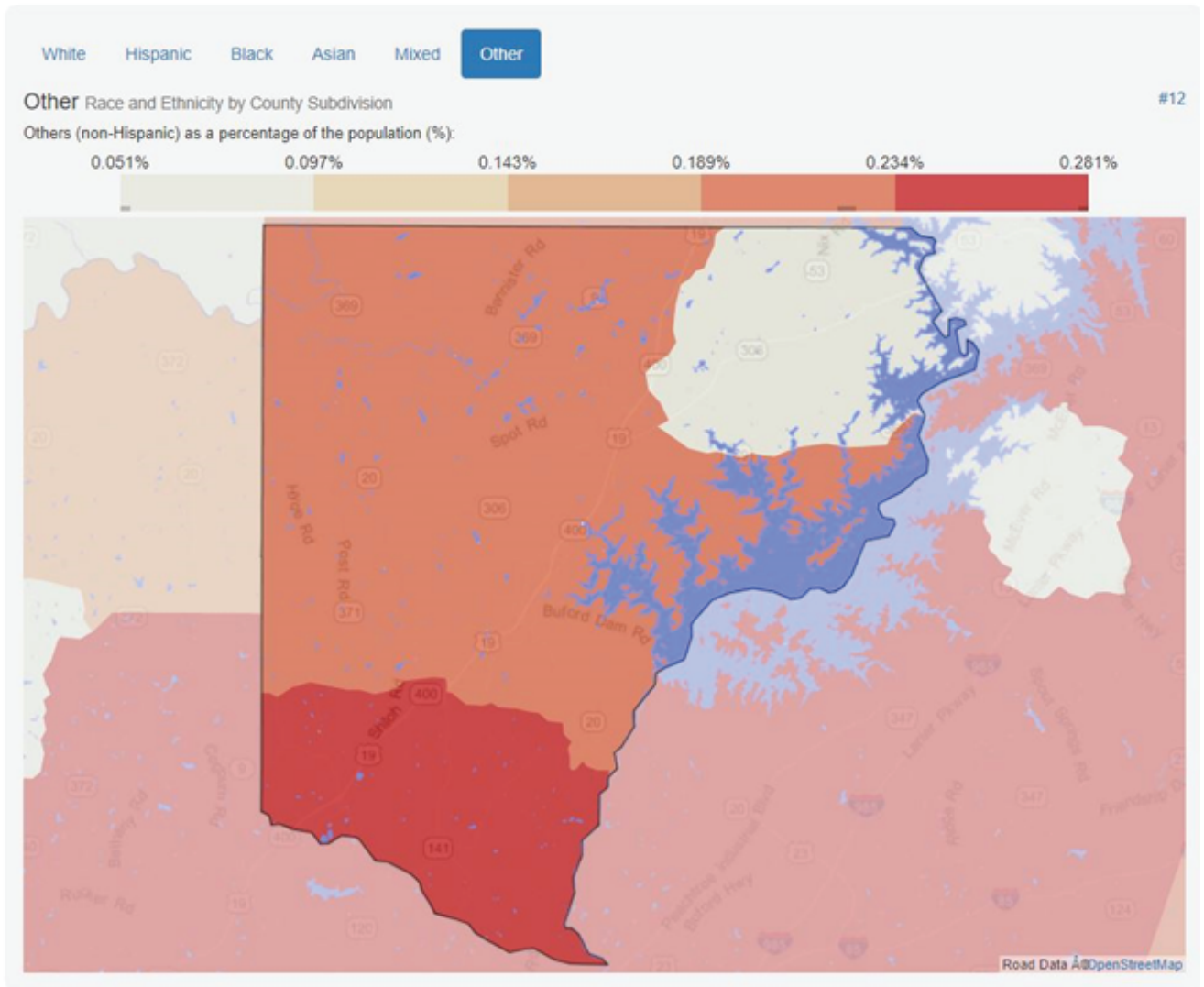
Source: Statistical Atlas

## Map of Race and Ethnicity by County Subdivision in Forsyth County





## Map of Race and Ethnicity by County Subdivision in Forsyth County



# **Appendix J**

## **Title VI Equity Analysis**

There are no plans to construct new facilities, and none are planned in the immediate future regarding the Access Forsyth Program. Major Service changes such as service area modifications, increased or reduced service considerations, fare increases/decreases over 25% are all thresholds that require Forsyth County to conduct an Equity Analysis to ensure disparate populations are not adversely affected.

Appendix E  
Language Assistance Plan (LAP)



# **FORSYTH COUNTY GA**

## Limited English Proficiency (LEP) and Language Assistance Plan (LAP) **2024**



Prepared by  
Forsyth County,  
Title VI Coordinator  
May-2024

# FORSYTH COUNTY GA

## Limited English Proficiency and Language Assistance Plan (LAP)

### Table of Contents

A. Introduction, Definitions, and Background .....	
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1. The number/proportion of LEP persons eligible to be served or likely to be encountered by a county program, activity, or service.....	
2. The frequency with which LEP individuals come in contact with the County's programs, activities, or services .....	
3. The nature and importance of programs, activities, and services provided by the County to people's lives .....	
4. Resources available to the County and LEP/LAP-related costs.....	
C. Components of the LAP	
1. Identifying LEP Individuals.....	
2. Language Assistance Services.....	
3. Training Staff .....	
4. Monitoring and Updating LAP Plan .....	
D. Dissemination of the LEP Plan/LAP.....	
E. Definitions:	
Language Assistance Plan (LAP) - a document that instructs how to provide services to individuals who are non-English speaking or have limited English proficiency.	
Limited English Proficiency (LEP) - Refers to a person who is not fluent in English, often because it is not their native language.	
n-H – (non-Hispanic)	
Safe Harbor Provision or Threshold – Stipulates if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes <b>5% or 1,000 persons, whichever is less, of the total population</b> of persons eligible with Limited English Proficiency, then such action will be considered to comply with the recipient's written translation obligations.	

## F. Appendices

Exhibit A. Resolution of FORSYTH COUNTY GA Board of Commissioners .....
Exhibit B. Language Identification Flashcard Tool.....
Exhibit C. Interpreter/Translator Services .....
Exhibit D. Process Flow: How to Request Language Assistance Services .....
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Exhibit F. U.S. Census Updated: Limited English Proficient Language Data Set.....

## **A. Introduction**

A Limited English Proficiency (LEP) person does not speak English as his/her primary language and has a limited ability to read, speak, write, or understand English. The purpose of identifying the County's LEP population by the Civil Rights Act of 1964 and Executive Order 13166 is to outline the responsibilities of Forsyth County GA to develop a Language Assistance Plan (LAP) for providing LEP persons access to county programs, activities, and services.

### **Title VI of the Civil Rights Act of 1964**

"No person in the United States 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 under any program or activity receiving Federal financial assistance."

### **Executive Order 13166**

"Improving Access to Services for Persons With Limited English Proficiency". Different treatment based on a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 directs each Federal agency that is subject to the requirements of Title VI of the Civil Rights Act of 1964 to publish guidance for its respective recipients and sub-recipients clarifying that obligation. The U.S. Department of Transportation (USDOT) published policy guidance on December 14, 2005, to clarify the responsibilities of recipients of Federal financial assistance from the USDOT.

This LAP is intended to address the Forsyth County, GA responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared to ensure compliance with Title VI of the Civil Rights Act of 1964, and its implementing regulations and to ensure equal opportunity, and access to programs and activities by persons with LEP. The Language Assistance Plan will be provided through translated documentation and interpretation based on the needs of the identified LEP groups.

Forsyth County recognizes three (3) pieces of legislation that provide the foundation for the development of a Language Assistance Plan (LAP):

- (1) Title VI of the Civil Rights Act of 1964
- (2) Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency" which directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The order applies to all state and local agencies that receive Federal funds.
- (3) Resolution of the Forsyth County GA, Board of Commissioners to approve and adoption of amended County-Wide Plan (including Appendix E, Language Assistance Plan (LAP) in connection with its acceptance of federal transit funding.

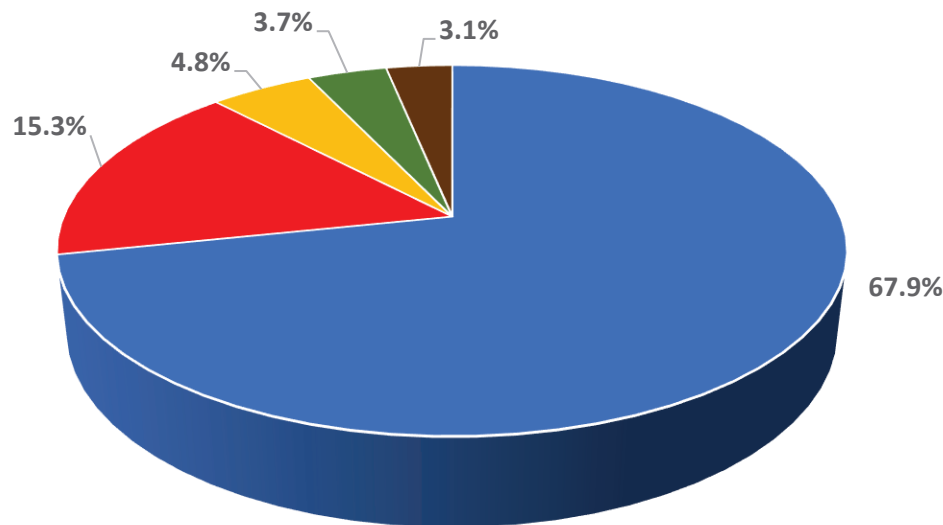
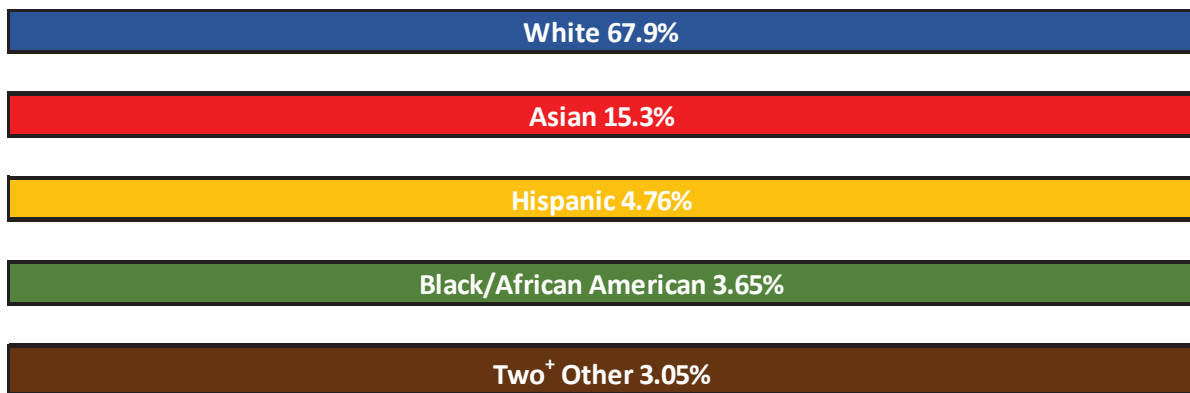
## **Background**

Forsyth County, Georgia (the County) is located in the north-central portion of Georgia with a population of 244,252 and is historically rural. A five-member Board of Commissioners governs the County. It provides many public services, not limited to Law Enforcement, Fire, Water & Sewer, Public Works, Economic Development, Parks & Recreation, Public Transportation,

Elections, Senior Services, Justice Courts, E-911, Emergency Management, and others.

The rapid population growth, excellent school system, thriving business, and healthcare community are the catalysts for the County becoming more diverse than the average county of growth size. The 5 largest ethnic groups in Forsyth County, GA are White (non-Hispanic) (67.9%), Asian (Non-Hispanic) (15.3%), White (Hispanic) (4.76%), Black or African American (non-Hispanic) (3.65%), and two+ (non-Hispanic) (3.02%). Most county citizens read, write, speak, and understand English. However, the Safe Harbor threshold identified four ethnic languages in Forsyth County, GA who spoke English less than “very well”, as being identified as having Limited English Proficiency (LEP), which are Spanish, Korean, Chinese (various dialects), and Hindi (various dialects). These language barriers may prevent these particular identified groups from accessing the County’s services and benefits.

### Forsyth County GA Majority Ethnic Key



Source Data: Census Bureau ACS 1-year Estimate

### B. Four-Factor Analysis

Forsyth County GA provides a variety of services, so dependent upon the specific service the application of the four-factor analysis will vary. The four-factor analysis fact-gathering was provided by staff from various county departments. As a recipient of Federal funds, the County considers the four (4) factor analysis when assessing language needs and determining what steps it should take to ensure access for LEP persons as follows:

- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by our county programs, activities, or services; such as and not limited to: Public Safety, Fire, E-911, Water & Sewer, Parks & Recreation, Business Licensing; Planning, Public Transit (Access Forsyth), and Senior Services and others.
- b. The frequency with which LEP individuals come in contact with county programs, activities, or services;
- c. The nature and importance of the County program, activity, or service to people's lives; and
- d. Level of resources available to the County for LAP-related costs.

A brief description of the County's self-assessment undertaken in each of these areas follows.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a county program, activity, or service**

The following charts illustrate LEP persons (over the age of 5 years) as of 2021 in Forsyth County GA, speaking languages other than English.

**a.) Language-Based Populations in Forsyth County GA. There are (14,188 persons) who speak English "less than very well"**

Language - Population 5 years and over	Speak English "only" or Speak English "very well"	Speak English less than "very well"
<b>Speak English Only</b>	183,944	
Speak Spanish	17,621	5,386
Speak Hindi and Other Indo-European Languages <sup>18</sup>	15,104	1,914
Speak Other Asian and Pacific Island Languages <sup>19</sup>	14,646	2,506
Speak Chinese (incl. Mandarin and Cantonese)	4,339	1,980
Speak Korean	1,915	728
Speak Other unspecified languages <sup>20</sup>	1,871	147
Speak German or Other West Germanic Languages	1,823	251
Speak Russian, Polish or Other Slavic Languages	1,696	494
Speak French, Haitian, or Cajun	1,073	0
Speak Vietnamese	993	547
Speak Arabic	693	140
Speak Tagalog	642	95
<b>Total Number of Residents</b>	<b>246,360</b>	<b>14,188</b>

<sup>18</sup> The "Other Indo-European languages" classification includes Persian (incl. Farsi, Dai), Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Telegu, Tamil, Malayalam, and Kannada

<sup>19</sup> The "Other Asian and Pacific Island languages" classification includes Burmese, Hmong, Khmer, and Thai

<sup>20</sup> The "Other Unspecified languages" classification includes Amharic, Somali, Yoruba, Twi, and other Afro-Asiatic and Western, Central, Eastern, and Southern African languages



**b.) Top 5 languages in the category of speaking English "less than very well"**

Language	Speak English less than "very well"	Vital Documents Translated
Spanish	5,386	Y
Other Asian and Pacific Island Languages <sup>19</sup>	2,506	Y
Chinese (incl. Mandarin and Cantonese)	1,980	Y
Hindi and Other Indo-European Languages <sup>18</sup>	1,914	Y
Korean	728	Y
<b>Total Number of Residents</b>	<b>12,514</b>	

**Source U.S. Census Bureau:** 2018-2022 ACS 5-year Estimate for Language Spoken At Home by Ability to Speak English for the population 5 Years and Older

**c.) Translation Services – “Safe Harbor Threshold”**

**Safe Harbor Threshold**

To provide LEP individuals with the most effective access to language translation services, the County will adhere to the “Safe Harbor” threshold rule. The U.S. Department of Justice has determined that a “safe harbor” threshold is met when an eligible LEP language group constitutes five (5) percent or one thousand (1,000), whichever is less, of the population of persons in the County that are eligible to be served or likely to be affected or encountered. Once any particular language in the County reaches the designated threshold, the County is required to make a best-practice effort to provide free translation services of vital documents and notices to LEP persons.

**Written Translation Services**

Written translation for other languages may be provided upon request, a competent oral translation must be promptly provided if requested. If written translation is unavailable, competent oral interpretation must be made available at no charge to the individual needing the services. “Safe Harbor” thresholds apply only to the need for translation services. No threshold is allowable for meeting the oral language (interpretation) needs of LEP individuals.

Based on the County’s “safe harbor” analysis, the number of LEP applicants or beneficiaries speaking Spanish and Chinese (Mandarin) in the County continues to be within “safe harbor” levels. Therefore, the County will direct departments to reasonably provide vital documents and notices in Spanish and Chinese (Mandarin).

**Factor 2: The frequency with which LEP individuals come in contact with County programs**

County staff provided the following information regarding the number of prior interactions with LEP citizens.

**Frequency of Interaction:**

**Tax Commissioner’s Office – Daily**

**For Daily Activities:**

- When interacting with individuals by telephone; and
- When interacting with individuals in person

The Commissioner's Office serves the entire county for tax collections. With the daily interaction of citizens, often the Tax Commissioner's Office is presented with people who require an interpreter. Staff has indicated there are two (2) bilingual Spanish employees, and one (1) employee bilingual in Hindi, Gujarati, and Marathi. As warranted, these employees may be asked to assist with language barriers.

### **Justice Court System – Daily**

#### **For Daily Activities:**

- a. When interacting with individuals by telephone;
- b. When interacting with individuals during court appearances;
- c. When interacting with the individual requiring legal representation; and
- d. When interacting with victims and witnesses

Forsyth County's court system (Superior, State, Juvenile, Magistrate, and Probate) serves a variety of persons who speak their native languages and do not speak English "well". This classifies the individual as being LEP. Services are provided by a local multilingual agency upon request by either the individual or staff. Staff are unable to quantify how many individuals have and/are being served. However, they were able to identify the top language requests for interpreters but not limited to as follows:

Spanish	Chinese	Swahili
Hindi	Farsi	Telugu
Russian	Korean	Portuguese

#### **E-911 - Frequently**

E-911 is an entity serving the County daily and encounters a variety of individuals who may not speak English "well". E-911 supports our Sheriff's Office, Fire Department, and Cumming Police Department. Staff members are also well-versed in how to assist individuals with LEP in an emergency. Staff utilizes two(2) multilingual agencies (Language Line and Voiance) to assist with translations during non-emergencies and emergency calls as warranted.

#### **Business Licensing – Infrequent**

Business Licensing serves the county daily and encounters a variety of persons who may not speak English "well". Staff is well versed in how to assist individuals who speak English less than "well". When confronted with an LEP individual, staff will present the Language Identification Tool, which lists all the different languages. Once the language has been identified, a call is made to the local multilingual service to assist with translations. Often individuals with LEP are accompanied by someone bilingual in English and their native language.

#### **Planning & Community Development and Building & Economic Development – Infrequent**

Approximately 1-2 citizens per day may require an interpreter. The dominant language is Spanish. Those clients generally are accompanied by someone who speaks English "well" and can assist with both communications between the County and the client requiring assistance.

#### **Public Transportation – Infrequent**

Approximately six (6) LEP individuals a year have required interpreter services who communicate in Spanish via phone. Two riders are transported weekly to health appointments via our Forsyth County Access Forsyth program, who also require an interpreter in Spanish. The services are not prohibited by their limitation to speak English "well" while services are made available as warranted.

**Tax Assessor's Office – Infrequent**

Approximately 3-4 citizens within the past 6 years have required an interpreter to assist due to LEP. Although the Tax Assessors Office serves the county where various languages are spoken, the LEP citizens often are accompanied by someone fluent in reading and speaking English.

**Water & Sewer – Infrequent**

Approximately the Water & Sewer Department serves four (4) customers per day with LEP out of 66K customers per day that may require multilingual service. The most frequent languages are Spanish, Hindi, and Urdu. The Water & Sewer Department has several multilingual Customer Service Representatives (CSR) who speak Spanish, Hindi, and Urdu and are called upon to assist as an interpreter for both parties.

**Factor 3: The nature and importance of programs, activities, and services provided by the County to people's lives**

Forsyth County prides itself on ensuring the County offers the highest quality of living that provides various amenities accessible to all our citizens. As pointed out in Factor 2, there is limited contact with LEP persons in many departments within the County. Aside from the Sheriff's Office, the most frequent are the Justice Courts, Tax Commissioner's Office, Health & Human Services, and Public Transportation (Forsyth County Access Forsyth). Our Health & Human Services and Public Transportation programs are vital to many of the citizens in Forsyth County. "Providing public transportation access to LEP persons is crucial. A LEP person's inability to effectively utilize public transportation may adversely affect their ability to obtain healthcare, education, or access to employment."

Forsyth County's Parks & Recreation Programs is one of many prize jewels in the County. The mission of Parks and Recreation is to enhance the quality of life for all citizens of Forsyth County by providing passive and active recreational, educational, and cultural programming services and to provide parks and recreational facilities that are safe, accessible, and aesthetically pleasing to the entire community. The County's Parks & Recreation programs provide affordable educational and recreation opportunities to residents that encourage preservation, conservation, and stewardship of natural resources.

The County's Senior Services provides services and activities for 55+ active adults. The County desires to respond to the active adult's diverse needs, and that their interest is enhanced with dignity while supporting their independence and encouraging community involvement. The activities and programs are designed to reduce isolation, improve, and support nutritional health, and community education, and provide access to all-embracing services while providing support to seniors living with Alzheimer's and dementia, caregivers, and their families. Senior Services staff have indicated their infrequent contact with LEP individuals, however, should an LEP individual require language assistance in Spanish. The department has several bilingual employees. All other LEP language assistance needed will be directed to a local multilingual agency.

Note: The County will take reasonable steps to develop a standardized Language Assistance Plan (LAP) to provide meaningful access to services and programs outlined above for persons with LEP.

**Factor 4: Resources Available to the County Departments and LEP-Related Costs**

Presently, interpretation and translation services are de-centralized. As indicated above, some County departments currently utilize language assistance agencies externally and internally. Forsyth County's Board of Commissioners infrequently utilizes a local language assistance service when businesses come before them during board meetings. The County's Public Transportation

(Forsyth County Access Forsyth) service has posted literature on the buses and their county website in the four languages identified Spanish, Korean, Chinese, and Hindi.

The county's Information Systems & Technology has added "Google Translate" to the county's public website, which allows the residents to select the language necessary for their reading and understanding.

### **Language Assistance Plan**

After reviewing the three (3) factors outlined above, Forsyth County GA is developing the following Language Assistance Plan (LAP) to assist LEP individuals. Forsyth County will comply with additional required language services by law, rule, or grant funding terms or conditions as warranted.

## **C. Components of the Plan**

Three (3) areas comprise FORSYTH COUNTY GA's LAP plan:

1. Identifying LEP Individuals Who Need Language Assistance
2. Language Assistance Services
3. Monitoring and updating the LAP Plan

### **C1. Identifying LEP Individuals Who Need Language Assistance**

The County recognizes any interaction with the public has the potential to interact with LEP individuals. These could include, but are not limited to, program applicants and participants; hotline or information line calls; outreach programs; public meetings and hearings; public access to agency websites; written materials or complaints sent to an agency; agency brochures intended for public distribution; contacts with potential witnesses, victims, defendants; and interactions with detainees and prisoners.

When there is difficulty determining the language spoken, the County will present individuals with Language Identification Flashcards. The Language Identification Flashcards will be available to LEP individuals, so they can more easily identify their primary language to others.

### **C2. Language Assistance Services**

#### Procedure for In-Person communication with LEP Individuals

Staff will have available to them "Language Identification Flashcards to present to LEP individuals, with additional information regarding how to access the local multilingual translation service if needed.

Staff who encounter a Spanish LEP individual will seek the assistance of a Spanish-speaking staff member in their department or another department at the same location, who will inform the LEP individual the provided interpretation service is free. The LEP individual can decline the interpretation assistance if he or she wishes to utilize another individual for an interpreter. When there is no Spanish-speaking staff member available for translation, staff will utilize the multilingual agency of their choice. The same procedure applies to other LEP individuals.

#### Procedure for Utilizing Bilingual Staff

Bilingual staff may be used for short questions and answers and translation of casual documents and conversations. When it is believed to be in the best interest of the LEP individual, the Department will use its best efforts to assign LEP individuals to bilingual staff members who speak their language.

#### Procedure for LEP callers

Staff will use the same procedure, above, i.e., for Spanish-speaking LEP individuals by contacting Spanish-speaking staff in the department or another department at the same location. If staff are unable to communicate with the individual, staff will three-way the call to the multilingual agency of their choice.

#### Procedure for Written Communication with LEP Individuals

Following the same procedure for oral translation, staff will attempt to respond to written communication from Spanish-speaking LEP Individuals by seeking assistance from Spanish-speaking staff in their department or another department at the same location. Any written communications not in English that cannot be translated by readily available staff will be referred to ONE Language Service Bilingual Agency or the translation agency of the department's choice.

#### Access to Public Meetings

Meetings held by the County's Board of Commissioners are open to the public under the Open Meetings Law. When the Board has scheduled LEP individuals at its Called Board Meetings, the County's Title VI Coordinator contacts a multilingual agency to request an oral interpreter be present at the public meeting free of charge to the LEP individuals.

#### Complaints

The County's Title VI Plan outlines the process the County will intake complaints. A complaint must be in writing and be filed within 180 days following the date of the alleged discriminatory occurrence. The County may provide an authorized interpreter or translated forms as appropriate. LEP individuals will be referred to the County's Title VI Coordinator, who will provide information on how to file the complaint and the documentation or forms to file his/her complaint.

Any complaints, questions, or comments regarding this plan should be directed to:

Finance Department  
Attn: Title VI Coordinator  
110 East Main St., Suite 255  
Cumming, GA 30040  
Tel. (678) 965-6139

### C3. Monitoring and Updating the LAP Plan

The plan is designed to be flexible and should be viewed as a work in progress. The County will evaluate, monitor, and update the LAP plan as warranted. The LEP Plan will be evaluated once a year to identify any changes that may result from changes in demographics and types of services and to update the LEP plan when appropriate. The County will also consider whether new documents and services need to be made accessible for LEP individuals, each update will examine the following:

































































- How many LEP individuals were encountered by the Department?
- Is the existing Language Assistance Plan meeting the needs of LEP individuals?
- Has the LEP population changed in Forsyth County GA since the last certification?
- How many Title VI or LEP complaints have been reported since the last certification?

### D. Access to the Title VI and LAP Plan

The County will post on its website at <https://www.forsythco.com/Departments-Offices/Finance/Title-VI>

# APPENDIX EXHIBIT B LANGUAGE IDENTIFICATION

## VOICE LANGUAGES (OPI) 24/7

 Aderi *	 Basque **	 Cree **	 French Canadian
 African Creole/Krahn **	 Bengali/Bangla	 Croatian	 French Creole
 Afrikaans *	 Bosnian	 Czech *	 Fukienese (Chinese)
 Akan	 Brazilian Portuguese	 Danish *	 Fulani
 Albanian	 Bulgarian	 Dari	 Fuqing *
 Amharic	 Burmese	 Dinka *	 Ga
 Arabic	 Buryat **	 Dutch *	 Georgian *
 Arabic Juba *	 Cambodian	 Dyula **	 German
 Armenian	 Cape Verdian	 Estonian	 Grebo **
 Ashanti *	 Carolinean **	 Ewe	 Greek
 Assyrian	 Cebuano *	 Falam (Chinn) *	 Gujarati
 Azerbaijani *	 Chaldean	 Fanti *	 Haitian Creole
 Badini	 Chamorro **	 Farsi	 Hakka (Chinese) *
 Bajuni **	 Chinn *	 Finnish *	 Hakka (Chinn)
 Balochi **	 Chui-Chow	 Flemish *	 Hausa **
 Bambara *	 Chuukese *	 French	 Hebrew

# APPENDIX EXHIBIT B LANGUAGE IDENTIFICATION (Cont'd)

## VOICE LANGUAGES (OPI) 24/7 (CONTINUED)

 Hindi	 Malaysian	 Palau **	 Swedish *
 Hmong	 Malayalam *	 Pashtu	 Sylheti *
 Hungarian	 Malinke **	 Pokomchi **	 Tagalog
 Ibo *	 Maltese **	 Pangasina (Filipino) *	 Taiwanese
 Icelandic **	 Mam [Myam]	 Pampango **	 Tamil
 Ilocano (Filipino)	 Mandarin	 Pashto	 Tatar **
 Indonesian	 Mandingo *	 Polish	 Telugu
 Italian	 Marathi (Indian) *	 Poqomchi **	 Thai
 Japanese	 Marshallese *	 Portuguese	 Tibetan *
 Jarai **	 Masalit **	 Portuguese Creole	 Tigre *
 Kachin **	 May May	 Pulaar *	 Tigrinya
 Kanjoval [Myan] *	 Mende **	 Punjabi	 Toisanese
 Kannada **	 Micronesian Kosrae **	 Quiche **	 Tongan
 Kaqchikel **	 Micronesian Pingelapese **	 Rohingya *	 Tshiluba **
 Karen	 Micronesian Pomphei **	 Romanian	 Turkish
 Karenni	 Mien *	 Russian	 Turkman *
 Kaya	 Mina (Togolese) *	 Samoan *	 Twi
 Kazak **	 Mixteco Alto **	 Serbian	 Ukrainian
 Khmer	 Mixteco Bajo **	 Shanghaiese	 Urdu
 Kikuyu *	 Mizo (Chinn) *	 Shona **	 Uzbek *
 Kinyarwanda	 Moldovan *	 Sichuanese	 Vietnamese
 Kirundi	 Mon **	 Singhalese	 Visayan *
 Korean	 Mongolian *	 Slovak *	 Welsh *
 Kurdish	 Navajo Indian **	 Slovenian **	 Wolof
 Lao	 Ndebele **	 Somali	 Yiddish
 Latvian *	 Nepali	 Soninke **	 Yoruba
 Lingala	 Norwegian *	 Sorani	 Zomi (Chinn)
 Lithuanian *	 Nuer *	 Spanish	 Zulu *
 Macedonian *	 Oromo	 Swahili	

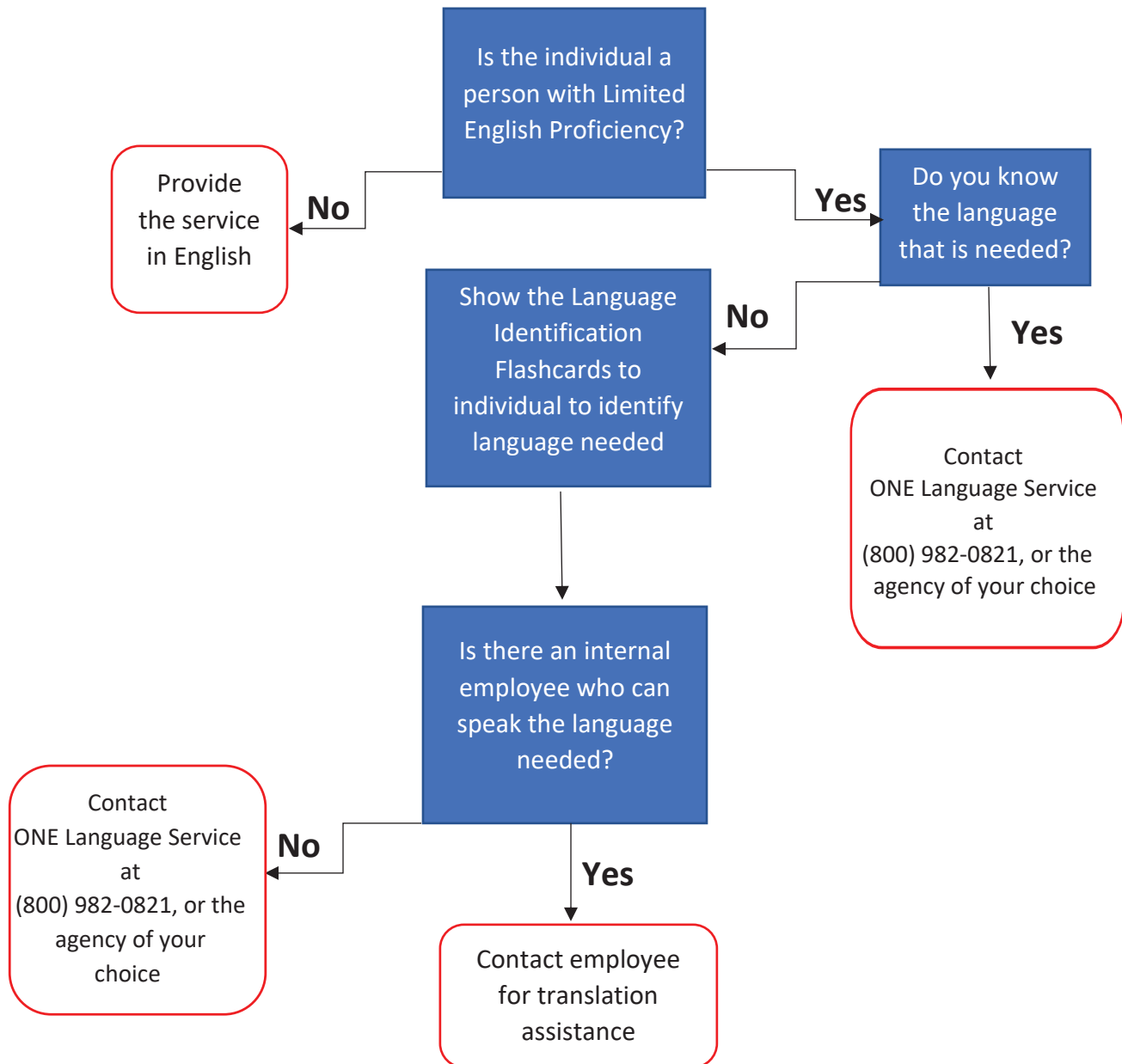
\*Rare Language, available on-demand with infrequent longer than usual connect time \*\*Exotic Language, pre-scheduling recommended



APPENDIX  
EXHIBIT C  
Interpreter/Translator Services



**APPENDIX  
EXHIBIT D  
PROCESS FLOW: HOW TO REQUEST LANGUAGE ASSISTANCE SERVICES**



## APPENDIX

### EXHIBIT E

# ONE Language Service

Quick Reference Guide for Telephone Interpretation Services  
Please review prior to initiating the conference call



TOLL FREE #: (800) 982-0932  
Office #: (770) 844-5776  
Fax #: (678) 513-0475  
Email: [legalrequests@one-lsp.com](mailto:legalrequests@one-lsp.com)

## How to assist limited English-speakers when language is a barrier by contacting ONE Language Service

### ➤ BEFORE I CALL:

- Know the language that is needed
- Provide the interpreter with an introduction and brief the interpreter about the nature of the call before he/she speaks to your Limited English Speaker:
- For outbound calls, provide the interpreter with a dial out number and he/she will make a 3-way conference call.
- On dial out calls, Provide the interpreter with a message you wish to leave if there is no answer

### ➤ HOW DO I GAIN ACCESS TO AN INTERPRETER?

Dial [\(770\) 844-5776](tel:(770)844-5776) ; you will be asked:

- |                   |                      |
|-------------------|----------------------|
| • Language needed | • Caller's full name |
| • Business name   | • Department         |

### ➤ DURING THE CALL:

- Speak in short phrases or sentences.
- Avoid slang, jargon, and technical terms.
- Check for understanding from your LAP Speaker throughout the call. If needed, rephrase the questions or statements until understood.
- When speaking to the interpreter, do not give and/or ask too much information at one time. Although the interpreter will not have difficulty translating the information, your LAP Speaker may have difficulty understanding all at once.
- Ask questions in the first person.
- Make sure to pause to allow the interpreter time to translate and the LAP Speaker time to respond.

### ➤ ENDING THE CALL:

- Before ending the conversation, ensure that both your LAP Speaker and interpreter know the session is about to end.

## APPENDIX

### EXHIBIT F

#### ACS (2018-2022): 5 Year Estimate for Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language - Population 5 years and over	Speak English "only" or Speak English "very well"
<b>Speak English Only</b>	<b>183,944</b>
Speak Spanish	17,621
Speak Hindi and Other Indo-European Languages <sup>18</sup>	15,104
Speak Other Asian and Pacific Island Languages <sup>19</sup>	14,646
Speak Chinese (incl. Mandarin and Cantonese)	4,339
Speak Korean	1,915
Speak Other unspecified languages <sup>20</sup>	1,871
Speak German or Other West Germanic Languages	1,823
Speak Russian, Polish or Other Slavic Languages	1,696
Speak French, Haitian, or Cajun	1,073
Speak Vietnamese	993
Speak Arabic	693
Speak Tagalog	642
<b>Total Number of Residents</b>	<b>246,360</b>

<sup>18</sup> The "Other Indo-European languages" classification includes Persian (incl. Farsi, Dari) Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Telegu, Tamil, Malayalam, and Kannada

<sup>19</sup> The "Other Asian and Pacific Island languages" classification includes Burmese, Hmong, Khmer, and Thai

<sup>20</sup> The "Other Unspecified languages" classification includes Amharic, Somali, Yoruba, Twi, and other Afro-Asiatic and Western, Central, Eastern, and Southern African languages