

***Federal Transit Administration  
Title VI Program***

**Wayne County Transit**

**Approved October 17, 2024**

## **Title VI Plan Table of Contents**

The Wayne County Transit Title VI plan includes the following elements:

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**Section 1: Title VI Plan Approval**

Title VI Plan Adopted on: October 17, 2024

Adopted by: Wayne County Board of Commissioners

Signature(s):   
Mike Gordon, Chairman

Approval:

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## **Section 2: Title VI Policy Statement**

### **Policy Statement**

Wayne County Transit, operating as a public transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Georgia Department of Transportation (GDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and GDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. Wayne County Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

**Section 3: Title VI Notice to the Public**

**Title VI Notice to the Public**

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

**Wayne County Transit**

- Wayne County Transit 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 the Wayne County Transit.
- For more information on Wayne County Transit's civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact: 912-427-5914; email Carolyn Cooper [cmckenzie@waynecountyga.us](mailto:cmckenzie@waynecountyga.us) or visit our administrative office at 341 E. Walnut Street, Jesup, Ga 31546. For more information, visit <https://www.waynecountyga.us>
- For transportation-related Title VI matters, a complaint may also be filed directly with GDOT's Equal Employment Opportunity Office: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, GA 30308; via phone: 404-631-1972; TTY: 711 or email: [civilrights@dot.ga.gov](mailto:civilrights@dot.ga.gov)

or to

- Federal Transit Administration, Office of Civil Rights, Director  
East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.
- If information is needed in another language, contact **912-427-5900**.
- Si se necesita información en otro idioma, comuníquese con 912-427-5900.

The **Wayne County Transit** Notice to the Public is posted in the following locations:

1. <https://www.waynecountyga.us>
2. Wayne County Transit Busses
3. Wayne County Transit Office

**Sample Title VI Notice to the Public in Spanish**

**Notificación al Público de Derechos Bajo el Título VI**

- Wayne County Transit opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con Wayne County Transit.
- Para obtener más información sobre el programa de derechos civiles o los obligaciones Título VI de Wayne County Transit, o para obtener más información sobre los procedimientos para, o a presentar una queja, se pone en contacto con:

**Wayne County Transit**

**Telefono: (912)427-5900 o visite a:**

**341 E. Walnut Street, Jesup, Ga 31546**

Para más información, visite a: <https://www.waynecountyga.us>

- Para asuntos relacionados con el Título VI relacionados con el transporte, también se puede presentar una queja directamente ante la Oficina de Igualdad de Oportunidades en el Empleo del GDOT.: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, GA 30308; via phone: 404-631-1972; TTY: 711 o correo electronico: [civilrights@dot.ga.gov](mailto:civilrights@dot.ga.gov)

o, a:

- Administración Federal de Tránsito (FTA), Oficina de Derechos Civiles, Director East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 912-427-5900.

#### **Section 4: Title VI Complaint Procedure**

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by Wayne County Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

If the complainant is unable to reduce the complaint to writing, please contact the Title VI Coordinator using the information below, and a staff member will help dictate the complaint or provide other necessary assistance.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with Wayne County Transit no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, Wayne County Transit will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the agency's Title VI Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Wayne County Transit has (90) days to investigate the complaint. If more information is needed to resolve the case, the Wayne County Transit may contact the complainant requesting further information. The complainant has **10** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **10** business days, Wayne County Transit can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A **closure letter** summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A **letter of finding (LOF)** summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision it must direct the appeal back to the agency. The complainant has (10) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on Wayne County Transit's website <https://www.waynecountyga.us>

#### Complaint Form

A copy of the complaint form in English is provided in Appendix E and on Wayne County Transit's Website <https://www.waynecountyga.us>

#### Record Retention and Reporting Policy

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

Compliance records and all Title VI related documents will be retained for a minimum of three (3) year's and reported to the primary recipient annually.

For transportation-related Title VI matters, a complaint may also be filed directly with GDOT's Equal Employment Opportunity Office: Title VI Liaison, 600 West Peachtree Street N.W. Atlanta, GA 30308; via phone: 404-631-1972; TTY: 711 or email: [civilrights@dot.ga.gov](mailto:civilrights@dot.ga.gov)

Or

Federal Transit Administration, Office of Civil Rights, Director  
East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, please contact **(912)427-5900**.

*Si necesita información en otro idioma, por favor llame **(912)427.5900**.*



**Section 5: Title VI Complaint Form**

**Wayne County Transit  
Title VI Complaint Form**

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-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):**

**Title VI:**  Race     Color     National Origin

**Other (specify):** \_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Section IV**

Have you previously filed a Civil Rights related complaint with this agency?	Yes	No
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**Section V**

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 \_\_\_\_\_

If marked Yes in Section V, 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:**

**Wayne County Transit System  
Carolyn Cooper  
1896 South Macon Street  
Jesup, Ga 31545  
912-427-5914**

**Section 6: List of Title VI Investigations, Complaints and Lawsuits**

The Wayne County Transit maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

There have been investigations, complaints and/or lawsuits filed against us. See list below. Attach additional information as needed.

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

## **Section 7: Public Participation Plan**

### ***Wayne County Transit's Public Involvement Philosophy***

Wayne County Transit welcomes and values public involvement. GDOT and its recipients believe that well-designed, proactive public involvement improves its planning and policy efforts and ultimately leads to better decisions, better projects, and maximized, long-term public benefits. Creating long-term, sustainable systems requires our agency to embrace outside skills and knowledge, including input from the public. Advantages of enhanced public involvement include:

- Increased public collaboration. Citizen collaboration on projects benefits our agency's processes and outcomes, promoting public participation and respectful, productive dialogue.
- Decisions that better reflect diverse interests. Consulting with all identifiable interests helps Wayne County Transit better understand and reflect the full range of community values and livability standards.
- Efficient transportation decision implementation. Early public involvement fosters better decision making and reduces costly project plan revisions and change orders.
- Enhanced agency credibility. Increased public involvement results in more meaningful and better interactions between Department personnel and customers. This interaction aids everyone. The agency better understands public concerns, and customers gain an appreciation of the agency and its responsibilities.
- Wayne County Transit proactively involves the public in addressing transportation issues. The agency communicates its mission and goals to the widest audience possible and considers feedback received from transportation stakeholders and the public.

The agency embraces several specific goals:

- Provide for open and continuous communication to incorporate public input into decision-making and inform the public of planning, program functions, project activities, designs, and construction.
- Implement a public involvement strategy to identify and use agency resources to inform the public of our activities and receive public input. The strategy will establish levels (based on the nature and complexity of the activity) for communicating with transportation stakeholders and the public.
- Consult with local governments in identifying transportation needs, coordinating projects, and selecting viable solutions.
- Respond quickly and transparently to concerns expressed about agency activities and educate the public about transportation programs and issues.
- Review and update the public involvement strategy and process as needed, continuously evaluate public outreach activity effectiveness, and use the results to improve the program.
- Ensure minorities and low-income populations have opportunities to participate in the public involvement process.
- Foster internal communication and training to promote public involvement process understanding and implementation.

### **Strategies and Desired Outcomes**

To promote inclusive public participation, Wayne County Transit will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement

Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

In addition to these general strategies, Wayne County Transit has also employed these specific strategies or activities:

- Distributed pamphlets to doctor offices and local hospital
- Promoting transit services available to all citizens

## **Section 8: Four Factor Analysis and LEP Data**

### **What does it mean to be Limited English Proficient (LEP)?**

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

### **Background**

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "Improving Access to Services by Persons with Limited English Proficiency," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

### **Framework for Deciding when Language Services are Needed**

Wayne County Transit will take the following steps to ensure meaningful access to its programs, services, and activities for LEP individuals in a manner that balances the following four factors.



## FOUR-FACTOR ANALYSIS

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the agency;
2. The frequency with which LEP persons come into contact with the agency's services and programs;
3. The nature and importance of the agency's services and programs in people's lives; and
4. The resources available to the agency for LEP outreach, as well as the costs associated with that outreach.

### **Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by Wayne County Transit**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter our agency's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, the agency evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for the state were the ACS 2018-2022 five-year estimates.

#### *Service Area Overview*

Wayne County Transit service area encompasses the cities of Jesup, Odum, Screven, and others in Wayne County. Home to 30,896 people spread over 641.8 square miles, the service area's population speaks ten different language groups, but those groups represent very small numbers. The largest group of those who speak English less than very well were Spanish-speakers, representing 3.26% of the service area population, or 930 people.

Speakers of French, Haitian, or Cajun, who also speak English less than very well, represent 2.22% of the service area, or 633 people.

The total of all other language speakers who speak English less than very well is just over 1% of the population, and 400 people. Those language groups included all of the following: German or other West Germanic languages; Russian, Polish, or other Slavic languages; Other Indo-European Languages; Korean; Chinese; Tagalog (including Filipino); Other Asian and Pacific Island languages; Arabic; and other unspecified languages.

Label	Wayne County, Georgia	
	Estimate	Percentage
Total:	28,569	
Speak only English	27,240	95.35%
Speak Spanish, and English less than "very well"	930	3.26%
Speak French, Haitian, or Cajun, and English less than "very well"	633	2.22%
Speak German or other West Germanic Languages, and English less than "very well"	297	1.04%
Speak Russian, Polish, or other Slavic languages, and English less than "very well"	21	0.07%
Speak Other Indo-European Languages, and English less than "very well"	21	0.07%
Speak Korean, and English less than "very well"	0	0.00%
Speak Chinese (incl. Mandarin, Cantonese) and English less than "very well"	23	0.08%
Speak Vietnamese and English less than "very well"	23	0.08%
Speak Tagalog (incl. Filipino) and English less than "very well"	0	0.00%

Speak Other Asian and Pacific Island languages and English less than "very well"	21	0.07%
Speak Arabic and English less than "very well"	9	0.03%
Speak Other and unspecified languages and English less than "very well"	12	0.04%

*The Safe Harbor Provision*

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice’s Safe Harbor Provision. This provision outlines circumstances that can provide a “safe harbor” for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if a recipient provides written translation of vital documents for each LEP group that constitutes the lesser of 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient’s written translation obligations.

The Safe Harbor Provision only applies to the translation of written documents. It does not affect the agency’s requirement to provide meaningful access to LEP individuals through oral language services.

A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Based on the limited population of foreign language speakers who also speak English less than very well, no languages meet the Safe Harbor Threshold in our service area. The agency

is therefore not designating any vital documents at this time. However, any unmet language needs will still be met as described in the Language Access Plan, below.

**Factor Two: The frequency with which LEP persons come into contact with Agency services and programs.**

Wayne County Transit recognizes the importance of taking measures to gauge LEP needs, but in the spirit of transparency, admits it has done less than planned in the past few years to fortify the Title VI Program. In this situation, our agency is doing all it can to move forward in a positive direction. This includes a plan to collect data on the frequency in which LEP persons come into contact with the agency's various departments and programs. The Title VI Coordinator will create an annual survey to be sent to each department. However, it should be noted that Wayne County Transit has not received a request for translation services in the past fifteen years.

Departments will collect data on any contacts with people who need language assistance, and the Title VI Coordinator will review and analyze this data each year. Departments will also be asked to log their use of any type of Language Line or any other translation or interpretation services. Thus, by the time this Program is due for an update, Wayne County Transit will have concrete data on language access needs to help direct future efforts and planning. However, we anticipate this number will continue to be low or non-existent.

**Factor Three: The Importance of the Agency's Service to People's Lives**

Wayne County Transit services likely affect every community member in some way. Our transit services are used daily by people who do not have access to their own transportation. Our services allow riders access to grocery stores, medical appointments, work, social service agencies, social activities, and a variety of other essential destinations. Some LEP persons are immigrants with no legal way to access a driver's license at this time.

Finally, Wayne County Transit's planning process relies on input from the public. The agency's services are therefore important to LEP person's lives, and must be accessible to everyone, regardless of ability to speak English.

**Factor Four: Resources and Costs for LEP Outreach**

Given that Wayne County Transit has a very limited number of LEP citizens, we can meet the needs of its LEP population through relatively simple means. First, Wayne County Transit staff members who speak Spanish or any other foreign languages can be consulted or utilized for translation or interpretation in informal or emergency situations. In the event assistance in a rare language is needed, Wayne County Transit can reach out to local colleges or universities to find staff who are proficient and may be willing to assist. Other free resources include the use of Google Translate or other technology-based translation services. Our agency can utilize Google Translate to interpret simple comments or messages left on our social media or in real time if necessary to communicate without advance warning an interpreter is needed.

Wayne County Transit recognizes there will be times when professional interpretation or translation services are needed. In those cases where a citizen needs to communicate with us in another language, Wayne County Transit will pay for document translation services when needed, which generally costs about \$25-\$35 per page.

These resources give our agency the ability to perform outreach with the LEP population at a reasonable cost.

## **Section 9: Language Assistance Plan**

As a recipient of federal US DOT funding, Wayne County Transit is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **Wayne County Transit's** Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons

### ***Four Factor Analysis Results: LEP Populations Served***

#### **Item #1 - Four Factor Analysis Results: LEP Populations Served**

Wayne County Transit service area encompasses the cities of Jesup, Odum, Screven, and others in Wayne County. Home to 30,896 people spread over 641.8 square miles, the service area's population speaks ten different language groups, but those groups represent very small numbers. The largest group of those who speak English less than very well were Spanish-speakers, representing 3.26% of the service area population, or 930 people. Speakers of French, Haitian, or Cajun, who also speak English less than very well, represent 2.22% of the service area, or 633 people.

The total of all other language speakers who speak English less than very well is just over 1% of the population, and 400 people. Those language groups included all of the following: German or other West Germanic languages; Russian, Polish, or other Slavic languages; Other Indo-European Languages; Korean; Chinese; Tagalog (including Filipino); Other Asian and Pacific Island languages; Arabic; and other unspecified languages.

**Item # 2 – Description of how Language Assistance Services are Provided, by Language**

The Wayne County Transit has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) Our website includes a Google Translate widget, so that speakers of any language may access the information on our website.
- c) Any other need for translated documents or interpretation services will be provided on an as-needed basis. That is, anyone requesting specific information in a non-English language will be provided it upon request. The agency will use its internal resources to meet this need, when available. Otherwise, the agency will reach out to the network of resources it has developed, or hire a translator or interpreter as needed.

**Commented [BR1]:** Ensure if your agency lists these language assistance services that you are able to implement them upon request

If you are NOT or will not use these, DELETE THEM, but you must still insert something about how you will provide language assistance (even if NO languages met the threshold, you are obligated to provide translations or interpreters upon request.)

**Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service**

In order to ensure that LEP individuals are aware of Wayne County Transit’s language assistance measures, Wayne County Transit provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.
- The agency’s website includes language stating, “If you need assistance or information in another language, please contact (912)427-5914.”
- 

**Item #4 – Description of how the Language Assistance Plan is Monitored and Updated**

Wayne County Transit will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Wayne County Transit service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Wayne County Transit's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Wayne County Transit has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Wayne County Transit's failure to meet the needs of LEP individuals

**Item #5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons**

The following training will be provided to Wayne County Transit staff:

- Information on the Wayne County Transit Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- How to handle a potential Title VI / LEP complaint.



## "I Speak" Language Identification Card

**Note:** For additional languages visit the US Census Bureau website

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñõõïc Vieät Ngõõ.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

<http://www.lep.gov/ISpeakCards2004.pdf>



**Section 11: Providing Assistance to and Monitoring Subrecipients**

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

**Section 12: Title VI Equity Analysis for Facility Acquisition**

No new facilities have been built or are planned to be built at this time. This section is inapplicable.

**Section 13: Fixed Route Transit Providers Service Standards and 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.*

Wayne County Transit:

Is NOT a fixed route transit provider. This section is inapplicable.