
Title VI Plan and Procedures
Title VI of the Civil Rights Act of 1964

Hanover DASH
Hanover County, Virginia



Adopted date
December 2021

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I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how Hanover County Department of Community Resources incorporates nondiscrimination policies and practices in providing services to the public. Hanover County Department of Community Resources' Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

II. OVERVIEW OF SERVICES

Hanover DASH is a program for transportation services coordinated by Hanover County government for eligible Hanover County residents who are elderly, and/or have a physical, cognitive, emotional, visual or other disability, either permanent or temporary. The program is intended to serve riders of all types, including all types of disabilities with a wide range of special needs. These disabilities include but are not limited to: visual impairment, individuals who use wheelchairs (motorized and non-motorized), those who are frail and/or slow moving, and persons with cognitive and development disabilities. It may also include a diverse, multi-cultural population with English as a second language.

The service provides alternative transportation options to prequalified users. Initially, transportation will be limited to trips for medical appointments such as doctor, dental or other health care providers, as well as to conduct personal business such as grocery shopping, banking and attending formal social and recreational programs within the County's defined service area which includes Hanover County and a 7 mile buffer beyond the county line. Transportation will also be provided to Hanover County government buildings. In order to further accommodate the needs of Hanover's veteran population, an exception to the 7 mile buffer was established to include transportation to the local Veteran's Administration medical facility, Hunter Holmes McGuire VA Medical Center in Richmond, VA.

The service area may be expanded or reduced as services are evaluated. It is estimated that 3,000 trips will be conducted during the initial year, starting winter 2019. All trips must start or end within Hanover County. Customers are charged a six dollar fee per one-way trip.

III. POLICY STATEMENT AND AUTHORITIES

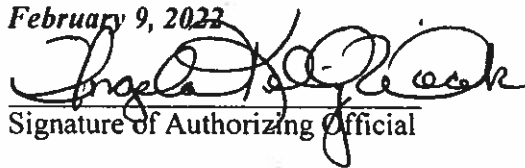
Title VI Policy Statement

Hanover County Department of Community Resources is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The Hanover County Department of Community Resources Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

See Board Chair Signature on page 38 of Board of Supervisors minutes dated

February 9, 2022


Signature of Authorizing Official

2/9/2022
Date

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, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low- Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

IV. NONDISCRIMINATION ASSURANCE TO DRPT

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the DRPT, Hanover County Department of Community Resources submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting this assurance, Hanover County Department of Community Resources confirms to DRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

V. PLAN APPROVAL DOCUMENT

See attached Board of Supervisors minutes dated February 9, 2022. Consent agenda page ~~14~~²²⁻²³ and pages 22-23, adoption of plan.

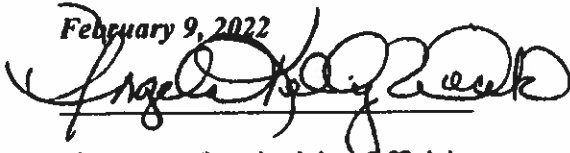
Mr. Peterson made a motion, seconded by Ms. Prichard, to adopt the updated Title VI plan and procedures for Hanover DASH specialized transportation program.

	Vote:
Sean M. Davis	Aye
R. Allen Davidson	Aye
Susan P. Dibble	Aye
F. Michael Herzberg, IV	Aye
Angela Kelly-Wiecek	Aye
W. Canova Peterson	Aye
Faye O. Prichard	Aye

Motion passed

Reference Signature on page 23 of Board of Supervisors minutes attached dated

February 9, 2022



Signature of Authorizing Official

2/9/2022

DATE

VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

The Hanover County Department of Community Resources department director is responsible for ensuring implementation of the Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

Overall Organization for Title VI

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

Detailed Responsibilities of the Title VI Manager

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

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

General Title VI responsibilities of the agency

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

1. Data collection

To ensure that Title VI reporting requirements are met, Hanover County Department of Community Resources will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

2. Annual Report and Updates

As a sub-recipient of FTA funds, Hanover County Department of Community Resources is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year. Hanover County Department of Community Resources will also maintain and provide to DRPT on an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, we will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

3. Annual review of Title VI program

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the “public outreach and involvement” section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Hanover County Department of Community Resources will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency’s Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

6. Written policies and procedures

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

7. Internal education

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

Title VI training is the responsibility of the Department Administrator.

8. Title VI clauses in contracts

In all federal procurements requiring a written contract or Purchase Order (PO), Hanover County Department of Community Resources’ contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Hanover County Purchasing Division Director who is responsible for procurement contracts and PO’s to ensure appropriate non-discrimination clauses are included.

VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT

Requirement to Provide a Title VI Public Notice

Title 49 CFR Section 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. At a minimum, Hanover County Department of Community Resources shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc.

Title VI Notice to the Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Hanover County Department of Community Resources is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Hanover County Department of Community Resources or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Debra A. Preston

Director

Hanover County Department of Community Resources

12310 Washington Highway

Ashland, VA 23005

Phone: 804-365-3274 Fax 804-365-4299

Office Hours: Monday-Friday 8:30 a.m. -5:00 p.m.

Website: www.HanoverDASH.org

VIII. TITLE VI COMPLAINT PROCEDURES

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), 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 members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with Hanover County Department of Community Resources if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Hanover County Department of Community Resources includes the following language on printed information materials, on the agency's website, in press releases, in public notices, and in published documents.

Hanover County Department of Community Resources is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964. For additional information on Hanover County Department of Community Resources nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.HanoverDASH or contact Debra Preston, PO Box 470 Hanover, VA 23069; 804-443-4300.

Instructions for filing Title VI complaints are posted on the agency's website and in posters, the Hanover DASH lobby and is also included within Hanover County Department of Community Resources Hanover DASH rider's guide.

A copy of Hanover DASH's Title VI Complaint Form is attached as APPENDIX C.

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits are filed against Hanover County Department of Community Resources, the department will follow these procedures:

Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
 - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The complaint shall be in writing and signed by the complainant(s).
 - c. The complaint should include:
 - the complainant's name, address, and contact information
 - (i.e., telephone number, email address, etc.)
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
 - a description of the alleged act of discrimination
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
 - if known, the names and/or job titles of those individuals perceived as parties in the incident
 - contact information for any witnesses
 - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
 - d. The complaint shall be submitted to the Hanover County Department of Community Resources Title VI Manager at *PO Box 470 Hanover, VA 23069* or dapreston@hanovervounty.gov.
 - e. Complaints received by any other employee of Hanover County Department of Community Resources will be immediately forwarded to the Title VI Manager.
 - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Department of Community Resources Administrative Assistant will assist the complainant in converting the verbal allegations to writing
2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify DRPT (no later than 3 business days from receipt)
 - b. ensure that the complaint is entered in the complaint database

3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The Title VI Manager will also advise the department's assigned Hanover county attorney representative.
7. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
8. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
9. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures
 - b. reviewing routes, schedules, and fare policies
 - c. reviewing operating policies and procedures
 - d. reviewing scheduling and dispatch records
 - e. observing behavior of the individual whose actions were cited in the complaint
10. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
11. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
12. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Department Administrator, DRPT, and, if appropriate, Hanover County Department of Community Resources' legal counsel.
13. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
14. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. An interview cannot be scheduled with the complainant after reasonable attempts.
 - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
15. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Hanover County Department of Community Resources. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually.

SEE APPENDIX D- Investigations, Lawsuits and Complaints Document

IX. PUBLIC OUTREACH AND INVOLVEMENT

PUBLIC PARTICIPATION PLAN

Introduction

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Hanover County Department of Community Resources utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Hanover County Department of Community Resources established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Hanover County Department of Community Resources will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process.

SEE APPENDIX E-Summary of Outreach Efforts

X. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Introduction and Legal Basis

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by Hanover County Department of Community Resources is based on FTA guidelines.

As required, Hanover County Department of Community Resources developed a written LEP Plan (below). Using 2010 and American Community Survey (ACS) Census data, Hanover County Department of Community Resources has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

Assessment of Needs and Resources

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population

Hanover County Community Resources has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

U.S. Census Data – American Community Survey (2016)

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through www.census.gov by Hanover County Department of Community Resources’ service area. The agency’s service area includes a total 243 (0.6%) persons with Limited English Proficiency (those persons who indicated that they spoke English “less than very well,” in the 2016 ACS Census).

Information from the 2016 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

• Spanish	852	2.2%
• Indo-European	477	1.3%
• Asian and Pacific Island Languages	443	1.2%
• Other Languages	39	0.1%

It is noted that there are relatively low number of LEP persons in the service area - no language is spoken by over 5% or a total of 1,000 persons in the LEP population.

More specifically, persons using Hanover DASH’s Specialized Transportation service is a further subset of these statistics. Persons defined eligible for the transportation service are those 60 years of age or older or persons with a short term or long term disability.

Factor 2: Assessment of Frequency with Which LEP Individuals Come Into Contact with the Transit Services or System

Hanover County Department of Community Resources reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through the following channels:

- Contact with transit vehicle operators;
- Calls Hanover County Department of Community Resources’ telephone line;
- Visits to the Department’s office
- Access to the Hanover DASH website;
- Attendance at community meetings or public hearings hosted by Hanover County Department of Community Resources

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>) These cards are used by our front desk Administrative Assistant and our Hanover DASH manager as

needed. The call center staff responsible for booking direct trip requests have processes to address LEP callers.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

Hanover County Department of Community Resources provides the following programs, activities and services:

The Hanover Department of Community Resources acts as a volunteer center for the community as well as a facilitator within the community to develop resources and address community needs in partnership with local human service agencies, faith community and other county departments. Hanover DASH is administered by the Department.

- Hanover DASH was established after over 20 years of expressed needs from community partners for greater mobility, independence, access and improved social connectedness by specialized populations.
- The Richmond Regional Planning District Commission's (RRPDC) 2018 report on specialized transportation needs in Hanover County included the following findings:
 - An estimated 9.6% of Hanover County's population has a disability (US Census ACS 2016 5-year estimate). The percentage of disabled persons within senior populations is even more significant (ages 64-75 is 19% and 75 and older is 43%).
 - It was estimated that Hanover County has 4,468 persons who are both elderly and disabled, 1,760 persons have both poverty and a disability, 730 who have poverty and are elderly, and 354 persons comprise being elderly, disabled, and having poverty.

As a new program, Hanover DASH currently has limited experience or anecdotal information related to current or potential LEP persons. This will be a continued element of Title VI plan /program assessment and strategy as the program develops.

The Department is actively involved in and facilitates various community coalitions. Most recently a new coalition has recently been established in the Ashland area that will be discussing Healthcare access by a sector of LEP persons identified as Spanish speaking residents of the Ashland area. Strategies will be discussed to integrate Hanover DASH services within this population if the population fits specialized transportation criteria.

We will use these coalitions to conduct further focus groups and surveys.

Factor 4: Assessment of the Resources Available to the Agency and Costs

Costs

The following language assistance measures currently being provided by Hanover County Department of Community Resources.

With the development of the Hanover DASH services, we will seek to obtain volunteer translation services or services of collateral staff within other county departments to create documents or other accommodations for LEP persons.

Our current Hanover DASH manager possesses working familiarity with Spanish language. We project that the time spent with a non-English speaker is currently less than 5%

We will continue to assess needs, staff training, or other strategies to ensure accommodations for the LEP population.

Based on the analysis of demographic data and contact with community organizations and LEP persons, Hanover County Department of Community Resources has determined that the following additional services are ideally needed to provide meaningful access:

It is ideally determined that additional documents may need to be translated into Spanish if county staff or volunteer support is not available or additional oral or written language services may be needed at later date.

These services would include: translation of public documents \$500-\$1,000; language line services \$100 to \$200. Prorated cost estimates are based upon experiences of a transit agency in the Charlottesville area.

Resources

There are no additional financial resources available to expand language assistance, this is likely to be stable over time. Additional funding will need to be explored if current county staff or volunteer assistance is unavailable.

Feasible and Appropriate Language Assistance Measures

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

- Language Identification card
- Language Line Translation Services for telephone or in person contacts

LEP Implementation Plan

Through the four-factor analysis, Hanover County Department of Community Resources has determined that the following types of language assistance are most needed and feasible:

- Language Identification card
- Language Line Translation Services for telephone or in person contacts
- Translation of vital documents into Spanish. These documents include:
 - Application
 - System Map and Riders Guide
 - Title VI Policy
- In-person translation for ADA eligibility assessments

Staff Access to Language Assistance Services

Agency staff who come into contact with LEP persons can access language services by *offering* the individual a language identification flashcard, having a supply of translated documents on hand, transferring a call to bilingual staff. All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

Responding to LEP Callers

Staff who answer calls from the public respond to LEP customers as follows:

- Use of the language line as needed

Responding to Written Communications from LEP Persons

The following procedures are followed when responding to written communications from LEP persons:

Responding to LEP Individuals in Person

The following procedures are followed when an LEP person visits our customer service and administrative office Agency staff who come into contact with LEP persons can access language services by offering the individual a language identification flashcard, having a supply of translated documents on hand, transferring a call to bilingual staff. All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations which can assist LEP persons). This list will be updated at least annually.

Staff Training

As noted previously, all Hanover County Department of Community Resources staff are provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

Providing Notice to LEP Persons

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents.
- through signs posted in our customer service and administrative offices.
- through ongoing outreach efforts to community organizations, schools, and religious organizations.

LEP persons will also be included in all community outreach efforts related to service and fare changes.

Monitoring/Updating the plan

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Hanover County Department of Community Resources will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic internal meetings with staff who assist LEP persons, review of updated Census data, formal studies of the

adequacy and quality of the language assistance provided, and determine changes to LEP needs.

In preparing the triennial update of this plan, Hanover County Department of Community Resources will conduct an internal assessment using the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers."

Based on the feedback received from community members and agency employees, Hanover County Department of Community Resources will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore Hanover County Department of Community Resources will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, Hanover County Department of Community Resources will strive to address the needs for additional language assistance.

XI. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program."

Hanover County Department of Community Resources has a transit-related, non-elected, advisory councils or committees, the membership of which we select.

The initial membership of the Hanover DASH advisory workgroup was recruited on the basis of expertise and partnership of governmental, nonprofit and faith-based partners. Our notice of intent for the 5310 grant also included an invitation to become a member of this advisory/workgroup.

Once the foundation of the advisory workgroup is established additional user representatives and larger engagement of community representatives will be identified by our rider population, and outreach to minority and LEP communities. We will use community leaders to assist with identifying these potential advisory/workgroup members.

Foundation membership of the Hanover DASH advisory/workgroup includes:

- Hanover County Deputy County Administrator
- Hanover County Director of Social Services

- Hanover County Director of Community Services Board
- Hanover County Community Resources Director
- Hanover DASH Manager, Hanover Senior Services Specialist
- Director of Hanover Senior Rides (community based volunteer transportation service)
- Mobility Manager for Senior Connections, the Capital Area Agency on Aging (planning district 15)
- Public Health Educator, Chickahominy Health District (multi county)

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other	Totals
Citizens Advisory Committee (CAC)	1	7						8
% of CAC Committee	12.5%	87.5%						100%

SEE APPENDIX F- TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

XII. MONITORING TITLE VI COMPLAINTS

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DRPT.

APPENDIX A - TITLE VI NOTICE TO THE PUBLIC

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Hanover County Department of Community Resources is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Hanover County Department of Community Resources or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Debra A. Preston

Director

Hanover County Department of Community Resources

12310 Washington Highway

Ashland, VA 23005

Phone: 804-365-3274 Fax 804-365-4299

Office Hours: Monday-Friday 8:30 a.m. -5 p.m.

Website: www.HanoverDASH.org

APPENDIX B - TITLE VI NOTICE TO THE PUBLIC LIST OF LOCATIONS

To ensure Hanover County Department of Community Resources/ Hanover DASH has provided adequate notice to the public regarding its Title VI plan and policies the following are the locations the notice is posted:

- Hanover DASH's application
- Hanover DASH's rider guide
- on Hanover DASH's website
- Hanover DASH's main headquarters at the Department of Community Resources where the public has access (reception area)

APPENDIX C - TITLE VI COMPLAINT FORM

Hanover DASH
TITLE VI COMPLAINT FORM

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
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
Section III:			
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.			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
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:	
Section VI	
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

APPENDIX D - INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT

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

APPENDIX E - SUMMARY OF OUTREACH EFFORTS

- 1. Hanover DASH utilizes social media to distribute information to the public. All relevant information is channeled through the social platform and can be viewed and commented on by Facebook users. The Facebook page encourages comments and questions on all topics. Facebook users are able to comment or direct message Hanover DASH at any time. Responses to comments and questions will be answered by the close of the following business day. Feedback is openly encouraged on the Facebook page.**
- 2. Hanover DASH holds regularly scheduled advisory committee meetings to address any gaps in service, and to further implement any necessary changes to our policies and procedures**
- 3. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that outreach specifically to members of affected minority and/or LEP communities.**
- 4. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts as is deemed possible.**
- 5. Providing opportunities for public participation through means other than written communication, such as personal interviews or during direct public engagement at community fairs and events and record/make note of oral comments.**

APPENDIX F -TABLE MINORITY REPRESENTATION ON COMMITTEES BY RACE

Committee	Black or African American	White/ Caucasian	Latino/ Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other	Totals
Citizens Advisory Committee (CAC)	1	7						8
% of CAC Committee	12.5%	87.5%						100%

