



**Albany Transit System  
2008 Title VI Program  
March 2008**



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## **TITLE VI PROGRAM**

### **A REPORT DOCUMENTING THE ONGOING IMPLEMENTATION OF TITLE VI CONDITIONS OF THE CIVIL RIGHTS ACT OF 1964**

#### **INTRODUCTION**

In 2008 the Albany Transit System (ATS) will submit a report to the Federal Transit Administration (FTA) providing for a program to ensure that its transit services are made available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin. This program will be updated every three years and submitted to FTA for approval.

This Title VI Plan has been prepared pursuant to Title VI of the Civil Rights Act of 1964; April 13, 2007 FTA issued Circular 4702.1A, "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients"; U.S. Department of Transportation's Title VI regulations (49 CFR part 21); Environmental Justice (Order 5610.2); and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087).

#### **GENERAL REPORTING REQUIREMENTS**

##### **Active Lawsuits or Complaints**

Currently there are no lawsuits or complaints alleging that ATS discriminates on the basis of race, color, or national origin with respect to service or other transit benefits.

##### **Pending Applications for Financial Assistance Provided By Other Federal Agencies**

To date ATS has three pending applications for financial assistance from the FTA. All other funding comes from state and local sources. Two applications are for Section 5307 funds and one application is for bus replacement funds.

##### **Civil Rights Compliance Review Activities**

There have been no federal, state, or local reviews of civil rights compliance in the last three (3) years.

##### **FTA Civil Rights Assurance, DOT Title VI Assurance**

All certifications and assurances for fiscal year 2008 were filed electronically with the FTA's online Grants Management Information System, including the FTA Civil Rights Assurance and the DOT Title VI Assurance.

##### **Title VI Compliant Procedures**

ATS has developed a public notice to inform customers of their rights under 49 CFR Section 21.9b, which is posted in the transit operations facility, online at [www.albany.ga.us/ats/ats\\_index.htm](http://www.albany.ga.us/ats/ats_index.htm), and at the individual's request. See Appendix A copy of posted notice. All complaints received by ATS will be maintained as an official record by the ATS director for five years from the date the complaint is resolved. In addition, ATS will

develop contract language to include adherence to its Title VI program for all contracts funded with federal dollars.

## **PROGRAM SPECIFIC REQUIREMENTS FOR GRANTEES IN URBANIZED AREAS OF POPULATIONS LESS THAN 200,000**

### **Internal Review Process for Service Delivery and Capital Programs Decisions**

ATS, City of Albany and MPO staff provide technical oversight for all service improvements and capital projects. The director of ATS meets with the City of Albany Transit Liaison quarterly to discuss transit services and capital projects. In addition, the ATS Director meets with the MPO transit Liaison on a monthly basis to discuss service improvements, service delivery, current and future needs, and capital projects. ATS must also receive approval from the Albany City Commission prior to moving forward with capital projects and service improvements.

ATS through its annual budget process conducts the following: review and oversight 1) review and evaluate service performance and efficiency, 2) review and incorporate customer requests and comments into service changes as the budget allows, 3) assist in prioritizing short range service changes, and 4) review equity and accessibility of service.

All ATS services undergo examination of their economic performance and efficiency. The first component of this review is the evaluation of National Transit Database (NTD) statistics. During this review, route performance is detailed based upon specified performance criteria, including passengers per trip, passengers per revenue mile, passengers per revenue hour, and percent farebox recovery.

In order to comply with 49 CFR Section 21.5 (b) (2) and (7), Appendix C to 49 CFR part 21, ATS adopted quantitative system-wide service standards necessary to guard against discriminatory service design or operations decisions. Service reviews should quantitatively evaluate the following information.

- Vehicle load – Expressed as the ration of passengers per vehicle or the ration of passengers to the number of seats on a vehicle during a vehicle's maximum load point. When vehicle loads exceed the service standard, ATS should consider adding additional vehicles.
- Vehicle headway – A vehicle headway policy might establish a minimum frequency of service by area based on population density.
- On-time performance – Criterion must define what is considered to be "on time". The service evaluation measures the percentage of times that vehicles on a particular route or line complete runs within this standard.
- Distribution of transit amenities – Standards for the installation of transit amenities along bus routes are often based on the number of passenger boardings that occur at stops along the routes.
- Service availability – Policies to evaluate service availability might be to distribute service so that 90 percent of all residents in the service area are within one-fourth of a mile of bus or rail service. The policy might also indicate the maximum distance between stops along bus routes.

The comparative evaluation is conducted to determine the relative value of transit services that have been proposed or that could be considered for removal. The services are

evaluated and ranked according to a number of community benefits and the cost of operation. This evaluation provides an indication of the effectiveness of the current use of resources, and whether these resources should be used elsewhere to achieve greater customer benefits.

All services included in the comparative evaluation are evaluated and ranked, by individual operating periods, with respect to four measures of community benefit:

- Ridership: The number of present and new customers who would receive a significant benefit from proposed change.
- Change in accessibility: An indicator of the average reduction or increase in walking time to transit stops.
- Transit dependency: The degree to which people do not have access to other modes of travel other than public transit.
- Change in travel time: The extent to which the proposed service change would increase or decrease customers' travel times and the number of transfers.

These four separate ratings are combined into one overall total of benefit points for each route. Each benefit point total is then divided by the cost of the service change and the routes are ranked on the basis of this number. This final ranking indicates which routes would provide the most effective service, on a relative basis, for every dollar spent. The ranking indicates services on which the current use of resources is relatively ineffective, and from which resources could be drawn if they are required to operate another service which could deliver more community or customer benefits.

Changes to ATS services are made as required, in order to meet the needs of the Albany community. Small changes developed through the continuing monitoring of services, are introduced on an as needed basis. Larger, more significant service changes occur at regularly scheduled periods after the community has been apprised).

ATS ensures oversight of capital projects through its internal budget review process. The budget is developed by the ATS Executive Director and submitted to the Assistant City Manager for review and comment. The Assistant City Manager submits the budget to the City Manager for another internal review. After the City Manager's review and comment the budget is reviewed at a City Commission workshop. This workshop allows the commission to ask questions and review the overall budget with the ATS Executive Director and City Management staff. After the City Commission workshop, the budget is openly presented to the City Commission. The City Commission meeting is advertised and the agenda is posted on the City of Albany website including the specific mention of the budget presentation. The public is provided an opportunity to comment on the budget at this meeting. After the budget presentation at the initial City Commission meeting, the ATS Executive Director is to revise the budget based on any additional direction from the City Commission meeting. The final budget is then presented to the City Commission for approval.

The approved budget is then submitted to the Georgia Department of Transportation (GDOT) and the Dougherty Area Regional Transportation Study (DARTS) which is the Metropolitan Planning Organization. The submitted budget is then incorporated into the Transportation Improvement Program (TIP) and taken through DARTS public involvement process for TIP approval. The DARTS TIP public participation process includes committee reviews as well as public workshops. If public comment is received, in regard to the ATS

portion of the TIP, it is referred back to the ATS Executive Director for review and possible budget amendments. Budget amendments are processed with the same procedures as the initial budget. As a final opportunity for public comment and capital oversight the ATS budget, as a component of the TIP, is incorporated into the State Transportation Improvement Program (STIP) and taken through GDOT's public involvement process. Any public comments received during the STIP public involvement process is handled in the same manner as comments received during the TIP public participation process. The Capital Improvement Program (CIP) process is a dynamic practice, which involves budget development/submittal by ATS of their respective capital requests, project/program evaluation, strategies for programming, project implementation and close-out. In collaboration with the Assistant City Manager and City Manager, the ATS director coordinates projects and funding review meetings, including prioritization of project meetings, as part of the annual budgeting cycle. During the course of the year, the ATS director conducts project review meetings with staff to evaluate progress. These meetings also involve financial and technical oversight of grant-funded projects.

The key annual dates in ATS's Title VI internal review process relating to the budget process are the February budget review meetings, and the June Board of City Commissioner meetings. Through this process, the proposed ATS budget is presented to elected officials and to the public at large.

At the February budget meetings, the proposed operating and capital budgets are presented, during which time all aspects relating to proposed service and capital allocation are discussed. This is the first formal time that the next fiscal year's budget is presented to City staff. Title VI considerations are part of this input and feedback and are further incorporated into ATS's service delivery and capital allocation plan from this point forward.

At the June Board of City Commissioner meetings, ATS senior management presents the ATS budget for adoption by the City Commission.

During ATS's budget process, Title VI considerations are integrated throughout the budget development process, which runs from February through June each year. These considerations are integrated along with a variety of other federal, state and local laws, regulations and considerations in a way that allows ATS to meet a variety of obligations while allocating its operating and capital funds in a way that maximizes value for its customers and stakeholders so that all requirements are met while service efficiency is maximized.

Persons and/or agencies responsible for ATS's budget process are as follows:

- Albany Transit System Director – Nedra Woodyatt
- Dougherty Area Regional Transportation Metropolitan Planning Organization
- Budget Meetings – Assistant City Manager and City Manager
- General Public
- Albany City Commission

## **Narrative of Implementation of Internal Review Process**

### **Disparity in Levels and Quality of Service**

No disparities in either levels or quality of service during the past three years have been found. ATS currently provides service based on customer needs and availability of funds.

Level and quality of transit service is monitored and evaluated based on federal and internal Title VI guidelines to ensure that communities and populations are not underserved by transit. ATS has a 100% ADA compliant active fleet and provides paratransit service city-wide for those persons who cannot functionally access a fixed-route stop. The following categories are evaluated to ensure equitable transit service: Level of Service by Minority Group, Routes Servicing Tracts, Vehicle Loads, Vehicle Assignments, Service Headways, and Transit Access. Appendix B has a map of the ATS routes overlaid on the minority block groups displaying the equity in transit service to the Albany community. ATS's dedication to best serve the Albany community's transit needs also prompts a proactive approach to informing the public of any service changes to help ensure that transit services are provided in an equitable, affordable and reasonable manner.

### **Service Standards and Policies**

ATS service standards and policies are reviewed to ensure equity of transit throughout the service community. No significant changes in route structure or service area have occurred.

Vehicle Load - ATS has a service standard specifying that load factors will not exceed 120% of vehicle capacity for peak periods. ATS addresses vehicle overloads by either increasing frequency, or using plug buses for seasonal or short term unexpected overloads until a system service change can be implemented to increase scheduled frequency on targeted routes.

Vehicle Assignment – Buses are randomly assigned to all routes for each system service change. Oldest buses are maintained on the fleet's spare line, and are put into service as needed to accommodate maintenance objectives.

Transit Access – Under the *Americans with Disabilities Act of 1990*, transit agencies are required to provide access to services via either accessible fixed route buses or complementary paratransit service. ATS is currently 100% compliant in the active fleet and provides wheelchair lifts on all fixed routes. For disabled passengers unable to functionally access a fixed route stop, paratransit services are offered city-wide, which is beyond the  $\frac{3}{4}$  mile legal limit.

Service Headways - There are 10 routes in the current fixed-route bus system. All provide service on weekdays, 10 (100% of total) operate on Saturdays, and 4 routes (40% of total) operate on Sundays and holidays.

On weekdays, service is provided generally between the hours of 5:30 AM and 8:00 PM, on Saturdays, buses run generally between 6:30 AM and 8:00 PM, and on Sundays and holidays, service is provided between 7:25 AM and 6:30 PM.

On weekdays and Saturdays, 9 routes (90%) operate at 60 minute frequency and 1 route (10%) operates at 30 minute or better frequency. On Sundays, service is extremely limited with 4 routes operating at 90 minute frequency.

ATS must balance the service provided with available funding. The current configuration of service best meets the demand of when and where service is needed. The unique limitations of each route composes the gaps in the overall service network which ATS will address as funding becomes available.

Distribution of Transit Amenities – Comments and staff knowledge indicate a major need for continued enhancements in transit amenities throughout the service area, primarily shelters and sidewalks. In recognition of these needs ATS currently provides the following:

*Passenger Shelters* – ATS continues to analyze the service area for the placement of passenger shelters to maximize customer benefit without regard to race, color, or national origin. Partnerships with private interests as well as governmental jurisdictions are highly important when siting shelters. Oftentimes there is limited public right of way available for shelter placement.

ATS does not currently have its capital amenities geocoded to determine if they are equitably placed throughout the service area. However, shelter placement has been implemented in a non-capricious, race-neutral manner based upon route ridership and availability of right-of-way.

*Operations Base* - A central operations, maintenance, and inventory distribution facility for ATS services is located at 712 Flint Avenue Albany, Georgia 31701. This facility provides maintenance services for the bus fleet.

*Transfer Facilities* - ATS has one transfer terminal located in the Greyhound Station located at 300 W Oglethorpe Boulevard Albany, Georgia 31701.

### **Transit Construction Projects**

ATS is in the process of finalizing a contract for the engineering and construction of a multi-modal passenger terminal.

### **Proposed Service Changes, FYs 2008-2010**

ATS's 2009-2014 Transportation Development Plan (TDP) includes a comprehensive evaluation of service alternatives and realistic recommendations of service improvements proposed for the next five years. These recommendations have been developed as a result of existing service performance evaluations, customer requests and suggestions, recent and projected regional growth indicators, road construction plans, perceived funding levels, and staff input from local jurisdictions.

ATS recently implemented a fare increase. It has been ten years since an increase in fares has been conducted. A public hearing was held to gauge customer opinions on the proposed increase. The customer feedback was generally supportive of the increase recognizing that transit cost would still be very affordable. Some individuals objected to the increase, as is typical with any proposed change in fares. The Albany City Commission approved the increase and the new fares went into effect.

## **ASSESSMENT OF COMPLIANCE**

ATS has reviewed the objectives of the Title VI Program and has concluded that its Title VI Program, through this report and subsequent monitoring, meets and exceeds the objectives of providing equal access to transit service and decision-making.

Further, ATS has established a program that will evaluate system wide service changes, improvements, and expansions based on the following to ensure that benefits are distributed equally and are not discriminatory:

1. Service changes will meet ATS's overall mobility goals for the entire community;
2. Service additions are market driven based on the type of service appropriate for a market segment and travel demand;
3. Improvements to existing routes will include alignments to improve connectivity, improve travel time, night and weekend service; and increase frequencies; and
4. Capital equipment and facilities will be equitably distributed throughout the service area.

### **Monitoring**

Level of Service Methodology – There is always additional need for transit services; however, the service provided is based on the funding availability and greatest demand. Demand is determined by reviewing population, affordable housing, employment, automobile availability, and economic statistics prior to implementing service. Existing services are reviewed against these same categories in addition to those listed in the service standards noted above.

Routes Serving Tracts – A map of ATS service and minority census tracts has been developed to ensure that there is equity in service.

Vehicle Load – Since it is ATS's policy to increase frequencies on routes that have peak vehicle loads greater than 120%, all routes serving the minority census tracts have a peak load factor of 120% or less.

Vehicle Assignment – Vehicle assignments for routes serving all reviewed minority census tracts are random.

Service Headways – 90% of ATS fixed-route buses operate at 60 minutes or better frequencies. The headway policy is typically related to vehicle load.

Transit Access – Since all buses are equipped with wheelchair lifts, all routes serving the minority census tracts are equally accessible.

## **OTHER AREAS OF TITLE VI CONSIDERATIONS**

### **Information Dissemination**

In compliance with Title 49 CFR part 21, ATS shall provide the public with information about their protections against discrimination afforded to them by Title VI. Options for notifying the public include posting Title VI information on the agency's website, using posters, sending out comment cards, and placing flyers at stations and in transit vehicles. The notice must include the following.

- A statement that the agency operates programs without regard to race, color, and national origin.
- A description of the procedures that members of the public should follow in order to request additional information on the recipient's or subrecipient's nondiscrimination obligations.

- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the recipient or subrecipient.

## **Fare Increases**

### Required Activities

Fare increases are increases to the base full adult fare. When the full adult fare is increased, discount fares and fare media may also be increased at the same time. The ATS Director initiates fare increases. Once initiated, the following activities will be conducted to solicit public input:

- ◆ Prepare notices in the form of press releases and notices on-board buses;
- ◆ Schedule public hearings;
- ◆ Notice public hearings in accordance with notice procedures below;
- ◆ Hold public hearings to gain public input

### Other Activities Related to Fare Increases – Not Required

When deemed appropriate and reasonable, the Executive Director may also elect to conduct other activities to solicit public comment, including but not limited to:

- ◆ Hold public workshops in communities affected by the fare increase;
- ◆ Make presentations to elected officials and local jurisdictions;
- ◆ Make presentations to business and community groups; and
- ◆ Publicize the fare increase via promotions on radio, television and in newspapers.

## **Service Reductions**

Service reductions occur when ATS does the following to an individual route or set of routes:

- ◆ Reduces the span of service (hours in a day when service operates);
- ◆ Reduces the days during which service operates;
- ◆ Reduces the frequency of service;
- ◆ Eliminates a route altogether unless the route is a planned service development or experimental service that has been in existence for less than two years.

### Required Activities

Public involvement is required if any of the above activities impact more than 25% of an individual route's total service hours or 25% of an individual route's current ridership. When the Executive Director deems that one or both criteria have been met, the following activities will occur:

- ◆ Prepare notices in the form of press releases and notices on-board buses.
- ◆ Schedule public hearings;
- ◆ Notice public hearings in accordance with notice procedures below;
- ◆ Hold public hearings to gain public input

### Other Activities Related to Service Reductions – Not Required

When deemed appropriate and reasonable, the Executive Director may also elect to conduct other activities to solicit public comment, including but not limited to:

- ◆ Hold public workshops in communities affected by the service reduction;
- ◆ Make presentations to elected officials and local jurisdictions;
- ◆ Make presentations to business and community groups; and
- ◆ Publicize the service reduction via promotions on radio, television and in newspapers.

### **Capital Investments**

Capital investment projects will be programmed in the annual update of the budget and the MPO's Transportation Improvement Program. The MPO provides a process for early consultation and public involvement to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties, and local jurisdiction concerns. The MPO presents all key issues to its technical committees. Public hearings are also held on the Long Range Transportation Plan and the Transportation Improvement Program (TIP) prior to adoption by the MPO.

The public involvement process will be as follows:

- ◆ Once annually, ATS will develop a Program of Projects proposed to be funded with federal funding. This Program of Projects will be incorporated into the TDP. Comments received on the PIP during the ATS's public participation process for the TDP will be reviewed by ATS and any appropriate revisions will be made to the PIP at that time.
- ◆ The Program of Projects will then be incorporated in to the Transportation Improvement Program and submitted to the MPO for consideration.
- ◆ The MPO then completes a public involvement process that includes consulting with technical and citizens committees, holding a public hearing and final adoption.
- ◆ Public comments received regarding the Program of Projects or Transportation Improvement Program will be considered by ATS throughout the adoption process and incorporated into final programs.

### **Public Notice**

When formal public notice is warranted for public hearings, ATS will publish notice at least fourteen (14) days prior to the proposed action(s). The notice will include:

- ◆ Purpose of public hearing;
- ◆ The date, time and location of the public hearing;
- ◆ Address and business hours whereby information regarding the action can be available for public review.
- ◆ Contact address and period of time in which written public comments will be received;
- ◆ Contact telephone number for the public to gain additional information.
- ◆ Contact information to request information in an accessible format or transportation to the meeting for persons with disabilities.

After the public hearing and at the conclusion of the public comment period, the Executive Director is charged with summarizing and packaging all public comments for review and evaluation by the Albany City Commission prior to the time action is taken.

Public hearings conducted by the Albany City Commission will be at regularly scheduled commission meetings. Public hearings by staff may be conducted at any time based on federal or state requirements or based on the impacts to a particular community or customer base. Notice provisions for public hearings will be the same as those indicated above.

Whenever applicable, all public comments received through any of these means listed above will be summarized and evaluated prior to adoption or implementation of the action to be taken.

### **Public Outreach Activities**

Public outreach is not required but is pursued by ATS

1. Annual Transportation Development Program
2. MPO Coordination –
  - A. Transportation Improvement Program (TIP) – annual submission to MPO.
  - B. Unified Planning and Work Program (UPWP) – annual submission of proposed planning projects to be funded in the UPWP.
  - C. Long Range Transportation Plan – participation and input into development of regional multimodal transportation system.
3. Internet customer service email with response from ATS staff.
  - A. Web site ([www.albany.ga.us/ats/ats\\_cust\\_serv.htm](http://www.albany.ga.us/ats/ats_cust_serv.htm)).

### **Limited English Proficiency**

Title VI requires that FTA recipients provide Limited English Proficient (LEP) individuals with meaningful access to benefits, services, information, and other important portions of their programs and activities. Steps to ensure meaningful access include developing a Language Implementation Plan and translating Title VI obligations and complaint procedures into languages other than English. ATS will translate any documents into other languages other than English upon requests. At such point that populations other than English speaking populations reach 25% of the total population served, and funding permits, ATS will print all media in English and the alternate language.

### **Environmental Justice**

In order to integrate, into environmental analysis considerations expressed in the DOT Order on Environmental Justice, recipients conducting an analysis of construction projects should incorporate an environmental justice analysis into the National Environmental Policy Act (NEPA) documentation of construction projects. FTA recommends that recipients preparing an environmental assessment (EA) or an environmental impact statement (EIS) integrate the following components into their documents.

- Description of the low-income and minority population within the study area and the methodology used to identify the population.

- All adverse effects of the project both during and after construction that affect the identified minority and low-income population.
- All positive effects that would affect the identified minority and low-income population.
- All mitigation and environmental enhancement actions incorporated into the project to address the adverse effects.
- The remaining effects, if any, and why further mitigation is not proposed.
- For projects that traverse predominantly minority and low-income and a predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

## **QUALITY OF SERVICE METHODOLOGY**

The assessment of local transit needs and opportunities is an integral component of the Transportation Development Plan. This assessment is important in proposing specific transit services, which respond to identified local transit needs. Trend analyses were conducted using past transit statistics to project future transit needs based on changes in ridership and a variety of other variables.

### **Peer Group Analysis**

Transit performance standards from comparable transit systems are obtained to establish an objective perspective for understanding and evaluating ATS's services. The intent of this task is to build upon the experience of other areas to develop a foundation of information to use in determining the needs of the community as measured by how ATS compares with its peers.

#### Current Peer Analysis

One way of evaluating the service of the ATS fixed route system is to compare its performance, which is portrayed through the measures listed, to the performance of other transit systems in the United States. The intent of this task is to show what areas ATS is excelling at in comparison to its peers and what areas need improvement. For this analysis, a total of 5 transit systems were selected as current peers of ATS.

The current peers selected were chosen based on geography (southeastern United States), service area population, service area size (square miles), service area population density, operating expense, revenue miles, passenger trips, average speed, and vehicles operated in maximum service. The 5 peer transit systems identified through the peer review analysis include Augusta Richmond County Transit Department (APT), Metra Transit System (METRA), City of Huntsville, Alabama-Public Transportation Division, High Point Transit (Hi tran), and City of Alexandria, Louisiana (Atrans).

## **FOR MORE INFORMATION**

For more information regarding ATS plans and programs, please contact Nedra Woodyatt, Executive Director at [nwoodyatt@dougherty.ga.us](mailto:nwoodyatt@dougherty.ga.us) or (229) 430-5182.

## APPENDIX A

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### Albany Transit System Title VI Notice to Public



Albany Transit System gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Albany Transit System receives Federal financial assistance.

To request a copy of this agency's Title VI program contact Albany Transit System. To request copies of the program in an alternative format in accordance with ADA and LEP regulations contact Albany Transit System at 229-430-5182.

Any person who believes they have been discriminated against under Title VI has the right to file a formal complaint within 180 days of the alleged discrimination. Individuals and organizations may file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from [www.fta.dot.gov/documents/TitleVIComplaintform.doc](http://www.fta.dot.gov/documents/TitleVIComplaintform.doc). The form should be completed, signed, and sent to:

**Federal Transit Administration Office of Civil Rights**  
**Attention: Title VI Program Coordinator**  
400 7<sup>th</sup> Street SW Room 9100  
Washington, DC 20590

Individuals and organizations may also file a complaint with Albany Transit System by contacting the Transit Director, Nedra Woodyatt, at [nwoodyatt@dougherty.ga.us](mailto:nwoodyatt@dougherty.ga.us) or 229-431-2824.

# APPENDIX B

