Federal Transit Administration
Title VI Program
Version 0126

Delaware County Transit

Plan Effective Date:
[August 28,, 2026]

Title VI Contact Information
Contact (Position): Mobility Manager
Contact Phone Number: 740-513-2207
Contact Email: ADACRO@delcotransit.com

Mailing Address:119 Henderson Ct, Delaware OH 43015
Website: www.delcotransit.com

Language Interpretation Assistance
Interpretation Services Provided By: LanguageLIne
For Interpreter Services Individuals Will Call (Phone Number): 1-888-808-9008

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Section 1: Annual Certifications and Assurances

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

Delaware County Transit will remain in compliance with this requirement by annual submission of certifications and assurances as required by ODOT. This certification is included with the annual grant assurances and certifications attached with the ODOT Grant. It is completed annually.

Section 2: Title VI Policy Statement

Delaware County Transit, operating demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Ohio Department of Transportation (ODOT), 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 ODOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. Delaware 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: Notice to the Public

Delaware County Transit's Notice to the Public can be found in Appendix C. Whenever a Safe Harbor analysis shows a language group exceeding 5% or 1,000 persons, then Delaware County Transit will translate the notice into that language. According to FTA Circular 4702.1B, transit agencies are required to inform the public of their rights under Title VI by strategically posting a Notice to the Public in high-visibility areas. The Title VI Notice shall be displayed in the following locations at a minimum:

- Agency Website: The notice must be posted on the recipient's website.
- Public Areas of the Office: This includes reception rooms and meeting rooms at the agency's administrative or central office.

Transit Vehicles: It is strongly recommended notices be placed inside all vehicles used in the provision of transit service (e.g., posters, flyers, or comment cards). Delaware County Transit:

☒ Posts notices inside vehicles.

☐ Does not post notices inside vehicles.

Delaware County Transit may post notices in locations other than the aforementioned areas, Currently, Delaware County Transit has:

☒ No other locations.

☐ Additional locations including: Click or tap here to enter text.

Section 4: Title VI Complaint Procedure

An example of the Delaware County Transit complaint procedure directions can be found in Appendix E. Whenever a Safe Harbor analysis shows a language group exceeding 5% or 1,000 persons, then Delaware County Transit will translate the complaint procedure into that language.

According to FTA Circular 4702.1B and standard compliance guidelines for subrecipients, the Title VI complaint procedure and form shall be posted in the following minimum locations:

- Agency Website: Both the complaint procedure and the complaint form must be available on the recipient's website.
- Central Administrative Office: A hard copy must be available at the agency's central office.
- Inside the Title VI Plan: The full procedure and form must be included as part of the agency's formal Title VI Program document.

Section 5: Title VI Complaint Form

An example of the Delaware County Transit complaint form can be found in Appendix F. The complaint form is made available to the public and can be found:

- On the Delaware County Transit website
- At the agency's central office/administrative office (hard copy made available)
- Within the Title VI Program document (can be found in Appendix F as mentioned)

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

Delaware County Transit maintains a list or log of all Title VI investigations, complaints, and lawsuits, pertaining to its transit-related activities. This list can be found in Appendix G.

Section 7: Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Delaware County Transit will employ the following strategies, as appropriate:

- ✔ 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.

Public Outreach Activities

The public outreach and involvement activities conducted by Delaware County Transit since the last Title VI Program submission are summarized in the table in Appendix H.

Section 8: Language Assistance Plan

Overview

Delaware County Transit is required to take reasonable steps to ensure meaningful access for Limited-English Proficient (LEP) persons. LEP refers to individuals who speak English "less than very well". Delaware County Transit shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with LanguageLine to obtain translators. The agency will also use web-based translation programs, if available.

Four-Factor Analysis

To determine the right level of service, complete the following four factors.

Factor 1: Demography (The Number of LEP Persons)

Instructions: Go to data.census.gov. Search for Table **S1601** (Language Spoken at Home) for your specific County. Use the most recent "5-Year Estimates".

Population Group	Number of Persons	Percentage (%)
Total Population (Age 5+)	214,212	100%
Total LEP Population (English "less than very well")	5,931	2.77%
Largest LEP Language: Asian and Pacific Island Languages	2,659	1.24%
2nd Largest LEP Language: Other Indo-European Languages	1,681	0.78%
3rd Largest LEP Language: Spanish	1,115	0.52%

Factor 2: Frequency of Contact

How often does your staff (drivers, dispatchers, reception) interact with LEP individuals?

☐ Daily

☒ Weekly

☐ Monthly

☐ Rarely (Once or twice a year)

☐ Never

A log of LEP encounters can be found in Appendix I.

Factor 3: Importance of the Service

Delaware County Transit recognizes that public transit is a vital service. To ensure safety and access, we prioritize the translation of Vital Documents. Vital documents to be translated upon request include: Title VI Notice, Complaint Form, and ADA Information.

Factor 4: Resources and Costs

Select the resources your agency uses to assist LEP persons (check all that apply):

☒ Telephone Interpretation: Provided by service noted on Main Page of plan.

☒ "I Speak" Cards: Carried by drivers and dispatchers to identify languages. Example in Appendix J.

☒ Website Translation: Our website includes a Google Translate or similar widget.

☐ Community Partners: We coordinate with local social service agencies or schools.

Section 9: Minority Representation (Simplified)

Overview

If Delaware County Transit has a non-elected transit-related planning board, advisory council, or committee, a subrecipient must track the racial breakdown of those members to ensure representation. If the transit board is elected, a subrecipient does not need to track that information. The following table clarifies “elected” versus “non-elected.”

If the Board Member is...	Category
Voted for by the citizens of the county/city.	Elected
Appointed by a Mayor or Commissioner.	Non-Elected
Voted in by the existing Non-Profit Board members.	Non-Elected
A volunteer who joined the committee.	Non-Elected

The Delaware County Transit governing board is:

☐ Elected – the following membership breakdown information is not needed.

☒ Non-Elected – the following membership breakdown must be completed.

Step 1: Membership Breakdown

Instructions: In the first row, enter the population percentages for your service area (found in the same Census Table S1601 used in Section 8). In the second row, enter the actual number of members on your board/committee by race.

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Group	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Service Area Population %	79.9%	3.5%	4.4%	8.6%	.1%	6.1%
Number of TAC Members	16					

Step 2: Efforts to Encourage Participation

☐ Elected Board: Our board is comprised of elected officials and therefore no non-elected committee exists.

If non-elected board members - how does Delaware County Transit encourage minority participation on its boards? (Check all that apply):

☐ Public Notices: We include "Equal Opportunity" language in all board recruitment advertisements.

☒ Community Outreach: We reach out to local minority-owned businesses or community centers when vacancies occur.

☐ Other Efforts: Click or tap here to enter text.

Appendix A
Proof of Governing Board Adoption of Plan

Delaware County Transit Board August 28, 2026

RESOLUTION 26-08-04

In the matter of approving the Updated Title VI Program Plan for Delaware County Transit;

WHEREAS, the Delaware County Transit Board ("Board") is committed to providing public transportation services in a fair, equitable, and nondiscriminatory manner to all members of the public; and;

WHEREAS, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 5 2000d), the regulations of the United States
Department of Transportation, Federal Transit Administration (FTA) Circular 4702.1B, and the Ohio Department of Transportation (ODOT) require recipients of federal transit assistance to develop, maintain, and periodically update a Title VI Program; and;

WHEREAS, Delaware County Transit receives federal financial assistance administered through the Federal Transit Administration and the Ohio Department of Transportation and is therefore required to maintain an approved Title VI Program demonstrating compliance with applicable federal civil rights requirements; and;

WHEREAS, the updated Title VI Program includes the agency's Title VI Policy Statement, Notice to the Public, Complaint Procedures and Forms, Public Participation Plan, Language Assistance Plan for Limited English Proficient (LEP) individuals, Minority Representation information, and supporting appendices necessary to demonstrate continued compliance with federal requirements; and

WHEREAS, the Board has reviewed the updated Title VI Program and finds that its adoption is in the best interest of Delaware County Transit and necessary to ensure continued eligibility for federal and state transit funding while affirming the agency's commitment to nondiscrimination in the delivery of public transportation services.

NOW THEREFORE BE IT RESOLVED, by the Board of Directors of Delaware County Transit that:

Section 1. Approval

The Board hereby approves and adopts the updated Federal Transit Administration Title VI Program, Version 0126, as the official Title VI Program for Delaware County Transit.

Section 2. Administration

The Executive Director, or the Executive Director's designee, is authorized to implement, administer, and maintain the Title VI Program; ensure compliance with applicable federal and state civil rights requirements; submit the Program to the Ohio Department of Transportation and other appropriate agencies as required; and provide all necessary employee training and public notifications.

Section 3. Administrative Revisions

The Executive Director, or the Executive Director's designee, is further authorized to make administrative, non-substantive revisions to the Title VI Program as necessary to maintain compliance with changes in applicable laws, regulations, FTA or ODOT guidance, demographic data, contact information, forms, appendices, language assistance resources, or other operational updates, provided such revisions do not materially alter the policies adopted by the Board.

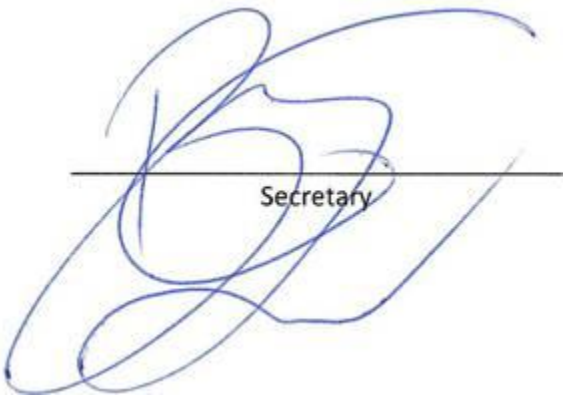
Section 4. Public Availability

The Executive Director shall ensure the Title VI Program, including the Notice to the Public and Complaint Procedures, is made available to the public through the agency website, administrative offices, transit vehicles where appropriate, and in accessible formats as required by law.

This Resolution shall take effect immediately upon its adoption.

PASSED AND ADOPTED by the Board of Trustees of the Delaware County Transit Board at a meeting held on the 28 day of August, 2026.

Chairman



Secretary

Appendix B
Title VI Plan Revision Log

Date Month/day/year	**Action Taken**	**Authorizing Individual**
11/18/2023	Updating LEP Program Statistics; Demographic makeup of county; LEP Appendix A and	Delaware County Board of Directors
6/18/2026	Update Required Title VI Notice Language; Include Title VI Notice translated in 4 languages; update Public Participation Activities	

Appendix C
Title VI Notice to the Public in English

Notifying the Public of Rights Under Title VI

Delaware County Transit

- The Delaware 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 Delaware County Transit.

- For more information on the Delaware County Transit's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Mobility Manager at 740-513-2207 (TTY 800-750-0750); email ADACRO@delcotransit.com; or visit our administrative office at 119 Henderson Ct Delaware OH 43015. For more information, visit www.delcotransit.com**.**

- For transportation-related Title VI matters, a complaint may also be filed directly with the:

  Ohio Department of Transportation, Attn: Office of Opportunity, Diversity, and Inclusion, Title VI Coordinator, 1980 West Broad Street, Mailstop 3270, Columbus, Ohio 43223

  Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact 1-740-513-2207

Appendix D
Title VI Notice to the Public in Spanish

Notificación al público de derechos bajo el Título VI

- El Delaware County Transit opera sus programas y servicios sin distinction de raza, color y origen nacional, segun 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 el Delaware County Transit.

  Para obtener más información sobre el programa de derechos civiles de Delaware County Transit, o para obtener más información sobre los procedimientos para presentar una queja, por favor llame al gestor de movilidad al 740-513-2207 (TTY 800-750-0750), correo electrónico ADACRO@delcotransit.com, o visite nuestra oficina administrativa en 119 Henderson Ct, Delaware, OH 43015.

- Un demandante puede presenter una queja directamente a la el Departmento de Transporte del estado de Ohio, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223.

- Un demandante puede presenter una queja directamente a la Administración Federal de tránsito, Office of Civil Rights, Atención: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- Si se necesita información en otro idioma, comuníquese con 1-740-513-2207

《根据《民权法案》第六章（**Title VI**）向公众告知其权利》

特拉华县交通局（**Delaware County Transit**）

● 特拉华县交通局依据《1964年民权法案》第六章（Title VI）的规定，在提供各项服务和项目时，不因种族、肤色或国籍而歧视任何人。任何认为自己受到《第六章》所禁止的歧视行为影响的人，均可向特拉华县交通局提出投诉。

● 如需了解特拉华县交通局民权

Mobility Manager（出行服务经理）
电话：740-513-2207
听障专线（TTY）：800-750-0750电子邮箱：ADACRO@delcotransit.com
办公地址：119 Henderson Ct, Delaware, OH 43015

更多信息请访问：www.delcotransit.com

● 关于与交通运输相关的《第六章》投诉，也可直接向以下机构提出：

Ohio Department of Transportation
Office of Opportunity, Diversity, and Inclusion
Title VI Coordinator
1980 West Broad Street, Mailstop 3270
Columbus, OH 43223

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

● 如果您需要以其他语言获取信息，请拨打 **1-888-808-9008**。

简体中文语言协助声明

如果您需要中文帮助或将本文件翻译成中文，请拨打 **1-740-513-2207**。我们将免费为您提供语言协助服务。

Title VI(민권법 제**6**편**)**에 따른 권리 안내
델라웨어 카운티 교통국 **(Delaware County Transit)**

델라웨어 카운티 교통국은 1964년 민권법(Civil Rights Act) 제6편(Title VI)에 따라 인종, 피부색 또는 출신 국가에 관계없이 모든 프로그램과 서비스를 제공합니다. Title VI에서 금지하는 차별을 받았다고 생각하는 사람은 누구나 델라웨어 카운티 교통국에 불만을 제기할 수 있습니다.

델라웨어 카운티 교통국의 민권 프로그램, 불만 제기 절차 또는 불만 접수에 대한 자세한 정보는 아래로 문의해 주시기 바랍니다.

Mobility Manager (이동지원 관리자**)**
전화: 740-513-2207
TTY: 800-750-0750
이메일: ADACRO@delcotransit.com
주소: 119 Henderson Court, Delaware, OH 43015

추가 정보는 웹사이트를 방문해 주십시오: www.delcotransit.com

교통 관련 **Title VI** 불만 제기

불만은 아래 기관에 직접 제출할 수도 있습니다.

Ohio Department of Transportation
Office of Opportunity, Diversity, and Inclusion
Title VI Coordinator
1980 West Broad Street, Mail Stop 3270
Columbus, OH 43223

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

언어 지원 서비스

다른 언어로 된 정보가 필요하신 경우 740-513-2207로 연락해 주십시오.

ટાઇટલ **VI** હેઠળના અધિકારો અંગે જાહેર સૂચના
ડેલાવેર કાઉન્ટી ટ્રાન્ઝિટ **(Delaware County Transit)**

ડેલાવેર કાઉન્ટી ટ્રાન્ઝિટ 1964ના સિવિલ રાઇટ્સ એક્ટના ટાઇટલ VI અનુસાર જાતિ, રંગ અથવા રાષ્ટ્રીય મૂળના આધારે કોઈપણ પ્રકારનો ભેદભાવ રાખ્યા વિના તેના તમામ કાર્યક્રમો અને સેવાઓ પ્રદાન કરે છે. જે કોઈ વ્યક્તિ માને છે કે તેના પર ટાઇટલ VI હેઠળ પ્રતિબંધિત ભેદભાવ કરવામાં આવ્યો છે, તે ડેલાવેર કાઉન્ટી ટ્રાન્ઝિટમાં ફરિયાદ નોંધાવી શકે છે.

ડેલાવેર કાઉન્ટી ટ્રાન્ઝિટના નાગરિક અધિકાર કાર્યક્રમ, ફરિયાદ નોંધાવવાની પ્રક્રિયા અથવા ફરિયાદ દાખલ કરવા અંગે વધુ માહિતી માટે કૃપા કરીને નીચે સંપર્ક કરો:

મોબિલિટી મેનેજર **(Mobility Manager)**
ફોન: 740-513-2207
TTY: 800-750-0750
ઇમેઇલ: ADACRO@delcotransit.com
સરનામું: 119 Henderson Court, Delaware, OH 43015

વધુ માહિતી માટે અમારી વેબસાઇટ www.delcotransit.com ની મુલાકાત લો.

પરિવહન સંબંધિત ટાઇટલ **VI** ફરિયાદ

પરિવહન સંબંધિત ટાઇટલ VI ફરિયાદ નીચે દર્શાવેલ સંસ્થાઓમાં સીધી પણ દાખલ કરી શકાય છે:

Ohio Department of Transportation
Office of Opportunity, Diversity, and Inclusion
Title VI Coordinator
1980 West Broad Street, Mail Stop 3270
Columbus, OH 43223

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

ભાષા સહાય સેવા

જો તમને આ માહિતી અન્ય ભાષામાં જોઈએ હોય, તો કૃપા કરીને 740-513-2207 પર સંપર્ક કરો.

Appendix H
Complaint Process

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

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 Delaware 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, Delaware 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 Ohio Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Delaware County Transit has 45 days to investigate the complaint. If more information is needed to resolve the case, Delaware 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, Delaware 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 to the agency initially. The complainant has **30** days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: Ohio Department of Transportation, Attn: Office of Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223, or the
Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 1-740-513-2207

Appendix I
Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			**Telephone (Work):**	
Email 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):

[ ] Race [ ] Color [ ] National Origin

Date of Alleged Discrimination (Month Day, Year) _____

Explain as clearly as possible what happened and why you believe you were intentionally 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? [ ] Yes [ ] No If yes, check all that apply: [ ] Federal Agency: _____ [ ] Federal Court _____ [ ] State Agency _____ [ ] State Court _____ [ ] 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

If information is needed in another language, contact 1-888-808-9008.
Please submit this form to:
Delaware County Transit
Mobility Manager
119 Henderson Ct Delaware OH 43015
740-513-2207

Appendix J
Transit Related Title VI Investigations, Complaints and Lawsuits

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

Appendix K
Public Participation Activities

Event Date	**Insert Agency Name** Staffer(s) or Department	**Activity**	**Communication Method** (Public notice, posters, social media)	**Notes**
4/11/2024	SourcePoint/Jill Smith Mobility Coordinator	Presentation of transportation options in Delaware County	Posted on Facebook, SourcePoint Monthly Newsletter	Meeting held @ SourcePoint—facility is accessible
4/16/24	United Way Partners/Brande Urban	Presentation on transportation in community and travel training opportunities	FaceBook; email to partners	Arranged by United Way Meeting room was accessible
6/5/2024	SourcePoint/Jill Smith Mobility Coordinator	Introduction to using App technology for scheduling transportation	Posted on Facebook, SourcePoint Monthly Newsletter	Meeting held @ SourcePoint—facility is accessible
6/5/2024	Senior Health Expo	Provide information on transporation options in Delaware County	Posted on Facebook, SourcePoint Monthly Newsletter	Held at the fairgrounds, building fully accessible
6/28/24	Smith Elementary—Posted on Facebook	Discuss using public transporation in the community	Posted on Facebook/Parent newsletter	Held in classrooms at school; ride on accessible vehicles
6/28/24	Schultz Elementary--Posted on Facebook	Discuss using public transporation in the community	Posted on Facebook/Parent newsletter	Held in classrooms at school; ride on accessible vehicles
8/15/24	Public Hearing/DCT	New Sunbury/Galena FLEX Service	Posted on Facebook, newspaper, local radio	Held in public space that was accessible in Sunbury
8/17/24	Sunbury Sizzle	New Sunbury/Galena FLEX Service	Posted on Facebook, newspaper, local radio	Held in public space that was accessible in Sunbury
9/16/24	One on one Travel Trainng with disabled adult/K Laughlin	Learning out to use public transportation	N/A	Met in conference area of facility; facility is ADA compliant
9/17/24	Delaware County Fair	Transportation options in Delaware County	Posted on Facebook, newspaper, local radio	In tent area of fairgrounds—accessible to all

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
10/8/2024	Inclusion Fair for HS Seniors/DACC	Provide information on transportation available in Delaware County and opportunity for Travel Training	Posted on Facebook and other social media	Held in school building—area was accessible
11/13/24	Dempsey MS/Inclusion Classroom	Travel Training, using public transportation, how to use a transportation app	Social Media and parent information	Held in school—area was accessible
1/22/25	Del-Mor-Dwellings Board of Directors	Transportation options in Delaware County Presentation	Social Media	Held on accessible vehicle
1/22/25	SourcePoint/Jill Smith	Transportation options for over 55	Social Media/Monthly Newsletter	Held @ SourcePoint—building is accessible
2/3/25	OWU—Sustainability & Environmental	Career Opportunities in Mobility Management in community	Unknown	Held @ OWU
2/5/25	OWU—Ohio Loves Transit Week	Promote transit to students	Social Media/Student newsletter	Held @ Student Commons
2/7/25	OWU—Ohio Loves Transit Week	Promote transit to students	Social Media/Student newsletter	Held @ Student Commons
2/19/25	Connections Senior Companion Program/Suzanne Pengry	Presentation on using Public Transit with their companions to get out into community	Connections Newsletter	Held @ DCT in Conference room
2/22/25	OWU Winter Community Day Expo	Table to provide information on transportation options in community	Student news letter/Social media/radio	Held @ OWU Track & Field House--accessible
2/27/25	Delaware County Employee Health Fair	Table to provide information on transportation options in community	County Newletter and social media	Held @Byxbe Center--accessible

Event Date	**Insert Agency Name** Staffer(s) or Department	**Activity**	**Communication Method** (Public notice, posters, social media)	**Notes**
3/28/25	OH Travel Trainers Workshop	Discussion on Public Transit in communities and the postive impact	By invitation	Held @ COTA site--accessible
4/11/25	Delaware City Schools HS—Inclusion Room	How to incorporate public transit to improve daily living	By invitation	Held @ Delaware City High School
4/11/25	Olentangy ACT Classroom Presentation	How to incorporate public transit to improve daily living	By inviitation	Held @ Olentangy School Building
5/28/25	Delaware County Community Resource Fair	Provide transportation option information to people re-entering the community	Social Media/County news letter	Held @ Byxbe Center
6/4/25	SourcePoint Health Expo	Provide information on Transportation options in Delaware County	Social Media, Newsletter	Held @ Fairgrounds
6/24/25	Carlisle Elementary SACC Program	Intro to public transit in community	By invitation	Held @ Carlisle ES
6/26/25	Travel Training with OOD—passenger and staff member	Intro to how to use public transit	By invitation	Held @ DCT Conference room---accessible
8/8/25	Bact to School Bash	Provide information on Transportation options in Delaware County	By invitation/social media	Held outside--accessible
9/4/25	DCBDD Block Party	Provide information on Transportation options in Delaware County	By invitation/social media	Held outside---accessible
9/9/25	National Guard & ODOT Career Expo	Provide information on Transportation options in Delaware County	By inivitation/social media	Held in Community room of National Guard building--accessible

Event Date	**Insert Agency Name** Staffer(s) or Department	**Activity**	**Communication Method** (Public notice, posters, social media)	**Notes**
9/16/25	Delaware County Fair—Senior Day	Provide information on Transportation options in Delaware County	By inivitation	Held @ Fairgrounds outdoors
11/7/25	First Friday	Provide information on Transportation options in Delaware County	Social Media	Held Downtown Delaware outdoors
12/1/25	Mature Driver Safety Week	Provide information on Transportation options in Delaware County	By invitation/social media	Held @ SourcePoint--accessible
2/14/26	OWU Winter Community Festival	Provide information on Transportation options in Delaware County	By invitation/social media	OWU Track & Field House
2/17/26	Travel Training/Disabled Adult	How to incorporate use of public transit in day to day living	By appointment	@ passenger's residence
2/26/26	Delaware County Health Fair	Provide information on Transportation options in Delaware County	By invitation/social media/local radio	@ Byxbe Center--accessible
3/12/26	Delaware County Foundation	Provide information on Transportation options in Delaware County	By invitation	Done on accessible vehicle
3/15/26	Delaware County League of Women Voters	Provide information on Transportation options in Delaware County—including free transportation for all residents in Delaware County on Voting Days	By invitation	Held @ Orange Library--accessible

3/18/26	Ashley Villas 55+ residents	Transportation available to Srs. in community	By invitation	Heald in community room of Ashley Villas
Event Date	**Insert Agency Name** Staffer(s) or Department	**Activity**	**Communication Method** (Public notice, posters, social media)	**Notes**
3/19/26	Travel Training w/disabled adult—request by OOD	Explain and use public transportation to assist passenger in becoming comfortable with using Public Transit in day to day living	By invitation	Provided at passenger's residence
3/26/26	Dempsey MS—Inclusion Classroom	Explain and use public transportation to assist passenger in becoming comfortable with using Public Transit in day to day living	By invitation	Dempsey Middle School--accessible
3/27/26	OH Travel Trainers Conf	Conference to discuss ways on educating and explaining how to use public transit in communities	By invitation	Held @ GCRTA--accessible
4/8/26	Travel Training/disabled adult	Explain and use public transportation to assist passenger in becoming comfortable with using Public Transit in day to day living	By invitation	
4/14/2026	Franklin County Mobility Advisory/Seniors	Franklin County Transit Advisory Committee meeting with organizations providing transportation for Seniors in community and identifying transportation available to them	By invitation	Age-Friendly Innovation Center's conference room --accessible

Event Date	**Insert Agency Name** Staffer(s) or Department	**Activity**	**Communication Method** (Public notice, posters, social media)	**Notes**
4/24/26	Olentangy ACT Program/Disabled Adults	Explain and use public transportation to assist passenger in becoming comfortable with using Public Transit in day to day living	By inviation	Held @ DCT Conference Rm--accessible
5/8/26	Olentangy Alum Creek Enrichment Day	Provide information on Transportation options in Delaware County	By invitation	Alum Creek Elementary--accessible
5/15/26	Olentangy Peachblow Enrichment Day	Discuss careers in Public Transit/Mobility Management	By invitation	Peachbloow Elementary--accessible
5/14/26	Delaware City Dempsey MS	Explain and use public transportation to assist passenger in becoming comfortable with using Public Transit in day to day living	By invitation	Dempsey MS--accessible
5/19/26	SourcePoint Health Expo	Provide information on Transportation options in Delaware County & Programs for 55 & over	By invitation/social media/SourcePoint Newsletter	Fairgrounds---accessible
5/26/26	Delaware County Re-entry Fair	Provide information on Transportation options in Delaware Count	By invitation/social medial/local radio	Byxbe Center—accessible

Appendix L
Log of LEP Encounters

		Phone Number 1-888-808-9008		**PIN Number: 16552512**		
Date	Translator ID	Name of Passenger	Passenger Phone Number	Call Length (minutes)	Reason for Call	MM Initials
8/29/2024					Used Translation App on Phone to communicate address with passenger	
10/25/2024					Used Translation Service on Phone to communicate address with passenger.	
10/24/2024		Jesus Trioconis	484-794-2004	5:19	used translation service to communicate address for PU	SH
3/17/2025		Marin Duran Arm	614-290-1257	12:15	Used Translation Service to communicate	KML
3/26/2025		Berta Parades	571-562-9462	10:14	Used Translation Service to communicate	KW
3/27/2025		Maria Restrepo	347-896-2264	27	Used Translation Service to communicate and email sent in english/Spanish	KW
3/31/2025		Berta Parades	571-562-9426	2:56	Used Translation Service to expain service	SH
5/13/2025		Maria Restrepo	929-218-9020	13:15	translation service used to schedule rides	SH
5/22/2025					Translation service used to collect payment	
5/22/2025	37009	Miseal Pena	220-221-9236	7:30	Translating Ride Guide	SH

		Phone Number 1-888-808-9008	PIN Number: 16552512			
Date	**Translator ID**	**Name of Passenger**	**Passenger Phone Number**	**Call Length (minutes)**	**Reason for Call**	**MM Initials**
5/5/2025					sent text in spanish	
5/21/2025					sent text and email in spanish	
5/28/2025					Email in spanish explaining how to pay reinstatement fee	
5/28/2025					sent email in Gujarati with DCT brochures translated into Gujarati	
5/29/2025					Slower speaking, but able to understand	
6/16/2025					sent in both spanish and english	
6/18/2025					sent text and email in spanish	
7/5/2025					sent text and email in spanish	
7/5/2025					sent text in spanish	
7/17/2025					sent text in spanish	
8/7/2025					sent text in spanish	
9/5/2025					sent text in spanish	
9/12/2025	465981	Karoolay Muniz	740-203-7889	11	used interp services	SM
9/16/2025					used google translate app	
9/24/2025	255070	Isaias Hernandez	614-897-	7	used interp services	
10/7/2025	384487	Maria	740-803-4568	24 : 24		KW
10/13/2025					text snt to adv of susp	

11/14/2025	484733	Maria Restrepo	347-896-2264	42:48:00	Info about flex, how to schedule JFS	KW
		Phone Number 1-888-808-9008	**PIN Number: 16552512**			
Date	**Translator ID**	**Name of Passenger**	**Passenger Phone Number**	**Call Length (minutes)**	**Reason for Call**	**MM Initials**
12/8/2025	453470	Maria Restrepo	347-896-2264	47:44:00	needed help resetting app password	SH
12/11/2025					advising not to sched other riders in their name	
12/22/2025	487482	Maria Restrepo	347-896-2264	17:05	Scheduled JFS rides	SH
12/26/2025					texted to advise of new flex arr/dept times	
12/26/2025					texted to advise of new flex arr/dept times	
12/29/2025	485562	Maria Restrepo	347-896-2264	4:58	Update about ride , if she could get pu sooner	CC
12/31/2025					texted to advise of new flex arr/dept times	
1/6/2026	376366	Maria Restrepo	347-896-2264	5:55	Called , called us back and left a message	KW
1/8/2026					texted to collect on money owed	
1/9/2026					Talked for 30 minutes with a Spanish interpreter, scheduled 3 trips, discussed using Flex in Sunbury, hours of service, and scheduling Flex.	
1/9/2026					Asked for help in Spanish and seeks more socialization, then called back	

					with info on weekend transportation option	
		Phone Number 1-888-808-9008	**PIN Number: 16552512**			
Date	**Translator ID**	**Name of Passenger**	**Passenger Phone Number**	**Call Length (minutes)**	**Reason for Call**	**MM Initials**
1/12/2026	465311	Maria Restrepo	347-896-2264	18:09	asked about flex times, scheduled flex ride,updated contact info	KW
1/12/2026					called asking for interpreter, called back with interpreting service. needed help understanding the new Flex times and asked me to help schedule a trip.	
1/15/2026					adv her in spanish via text the correct depart time for Elementry Schools Isaias Hernandez	
1/22/2026	478362	Maria Restrepo	347-896-2264	6:51	asked about callouts, confirmed pick up times, discussed weather precautions with trips	KW
1/22/2026					Used spanish interpreter, about the call outs for trips booked the next day, confirmed pick up times for the next day trip and asked about our weather closing policy	

1/26/2026	476745	Maria Restrepo	347-896-2264	4:12	Called about being done early	CC
1/29/2026	489640	Maria Restrepo	347-896-2264	1:53	Called about her call out ,	CC
		Phone Number 1-888-808-9008	**PIN Number: 16552512**			
Date	**Translator ID**	**Name of Passenger**	**Passenger Phone Number**	**Call Length (minutes)**	**Reason for Call**	**MM Initials**
3/30/2026	437750	Dayana Gonzalez	1-939-261-4785	11:40	made new account , confirmed address and birthday , placed ride for tomorrow	AE
4/23/2026	489617	Maria Restrepo	347-896-2264	9:56	scheduled a JFS medical trip	KW
	266516	Josefina Ramirez Hernandez	-3894	5:52	verbal advisory of paying exact change	AE
4/30/2026	215700	Maria Restrepo	1 347-896-2264	2:02	needed PU window for trip scheduled next day	KW
5/1/2026	489092	Maria Restrepo	1 347-896-2264	3:27	calling to check ride PU times, we are running late	KW
5/1/2026	496970	Maria Restrepo	1 347-896-2264	2:00	calling to inform us she was done early and ready to go.	CC

Appendix M

"I Speak" Language Identification Card

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 noùi ñöôïc Vieät Ngöõ.	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

Note: For additional languages visit the US Census Bureau website
http://www.lep.gov/ISpeakCards2004.pdf