

RESOLUTION APPROVING THE ASHTABULA COUNTY TRANSPORTATION SYSTEM (ACTS) TITLE VI PLAN

WHEREAS, the Board of Commissioners of Ashtabula County, Ohio, on behalf of the Ashtabula County Transportation System (ACTS), is committed to operating its programs and services without discrimination based on race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964; and

WHEREAS, any person who believes they have been subjected to discrimination prohibited under Title VI may file a complaint with the Board of Commissioners of Ashtabula County, Ohio; and

WHEREAS, the Board has reviewed the Ashtabula County Transportation System (ACTS) Title VI Plan and has determined that its approval is appropriate and in the best interest of the County; now

THEREFORE, BE IT RESOLVED by the Board of Commissioners of Ashtabula County, Ohio, that the Ashtabula County Transportation System (ACTS) Title VI Plan is hereby approved in accordance with the plan on file with the Board.

ASHTABULA COUNTY COMMISSIONERS
CERTIFICATION PAGE

Resolution No. 2026-341

August 10, 2026

**RESOLUTION APPROVING THE ASHTABULA COUNTY TRANSPORTATION
SYSTEM (ACTS) TITLE VI PLAN**

Upon the motion of J.P. Ducro IV, seconded by Kathryn L. Whittington.

VOTE:

**Casey R. Kozlowski
Kathryn L. Whittington
J.P. Ducro IV**

**Aye
Aye
Aye**

CERTIFICATE OF CLERK

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon and duly passed by the Board of County Commissioners of Ashtabula County, Ohio, on the date noted above.

Lisa Hawkins

Lisa Hawkins, Clerk of the Board
Board of County Commissioners
Ashtabula County, Ohio

Federal Transit Administration

Title VI Program

Version 0126

ACTS Transportation

Plan Effective Date:
July 20, 2026

Title VI Contact Information

Contact (Position): Transit Program Manager
Contact Phone Number: 440-994-2065
Contact Email: Ashtabula-Transportation@jfs.ohio.gov

Mailing Address: 25 W Jefferson St., Jefferson, Ohio 44047
Website: www.ashtabulacounty.us

Language Interpretation Assistance

Interpretation Services Provided By (Company or Service Name): Propio Language Services
For Interpreter Services Individuals Will Call (Phone Number): 1-888-528-6692.

Title VI Plan Table of Contents

The ACTS Transportation Title VI plan includes the following elements:

1. Annual Certifications & Assurances
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis for Facility Acquisition
12. Fixed Route Transit Providers Service Standards and Policies

Appendix A – Governing Board Adoption Resolution or Proof

Appendix B – Annual Certification & Revision Log

Appendix C – Notice to the Public (English Version)

Appendix D – Notice to the Public (Spanish Example)

Appendix E – Complaint Procedures

Appendix F – Complaint Form

Appendix G – Investigations, Complaints, Lawsuits

Appendix H – Public Participation

Appendix I – LEP Encounters

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.

ACTS Transportation 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

ACTS Transportation, 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. ACTS Transportation 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

ACTS Transportation'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 ACTS Transportation 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). ACTS Transportation:

- ☒ **Posts notices inside vehicles.**
- ☐ **Does not post notices inside vehicles.**

ACTS Transportation may post notices in locations other than the aforementioned areas,
Currently, ACTS Transportation has:

☐ No other locations.

☒ Additional locations including: ACTS Operations Center Lobby, ACTS Operation Center Meeting Room, and ACTS Website

Section 4: Title VI Complaint Procedure

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

- On the ACTS Transportation 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

ACTS Transportation 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, ACTS Transportation 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 ACTS Transportation since the last Title VI Program submission are summarized in the table in Appendix H.

Section 8: Language Assistance Plan

Overview

ACTS Transportation 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". ACTS Transportation 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 Prolo Language Services to obtain translators. The agency will also utilize web-based translator 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+)	91,750	100%
Total LEP Population (English "less than very well")	2,568	2.80%
Largest LEP Language: Other Indo-European languages	1,434	1.56%
2nd Largest LEP Language: Spanish	935	1.02%

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

ACTS Transportation recognizes that public transit is a vital service. To ensure safety and access, we prioritize the translation of Vital Documents. Vital documents currently translated 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 ACTS Transportation 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 ACTS Transportation 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						
Number of Board Members						

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 ACTS Transportation 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.

Section 10: Providing Assistance to and Monitoring Subrecipients

Does agency provide funding to subrecipients?

☐ No, the agency does not have subrecipients.

☒ Yes. If yes, list the subrecipient names: Sunset Transportation

- ACTS Transportation monitors subrecipients using the following process:
- ACTS Transportation uses the following process to ensure all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B:
 - Quarterly Monitoring
- ACTS Transportation collects Title VI programs from the subrecipients listed above and reviews programs for compliance by doing the following:

Section 11: Title VI Equity Analysis for Facility Acquisition

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

☒ No, ACTS Transportation has not built a facility.

☐ Yes, ACTS Transportation has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. Appendix K will include the Title VI plan a copy of the Title VI equity analysis.

Section 12: Fixed Route Transit Providers Service Standards and Policies

☒ ACTS Transportation is not a fixed route transit provider. As such, the remainder of Section 12 is not applicable to ACTS Transportation and may be deleted from this document.

☐ ACTS Transportation is a fixed route transit provider. As such, the remainder of Section 12 is applicable to ACTS Transportation and is to be filled out completely and attached in Appendix M.

Appendix A

The board consists of the Ashtabula County Commissioners:

Casey R. Kozlowski

Kathryn L. Whittington

J.P. Ducro, IV

Appendix B

Title VI Plan Revision Log

Date Month/day/year	Action Taken	Authorizing Individual

Appendix C

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

ACTS Transportation

- The ACTS Transportation 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 ACTS Transportation.
- For more information on the ACTS Transportation's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Transit Program Manager at 440-994-2065 (TTY 800-750-0750); email Ashtabula-Transportation@jfs.ohio.gov; or visit our administrative office at 25 W Jefferson St., Jefferson, Ohio 44047. For more information, visit www.ashtabulacounty.us.
- 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 1-888-528-6692..

Appendix D

Title VI Notice to the Public in German

Benachrichtigung der Öffentlichkeit über Rechte nach Titel VI

- **ACTS Transportation betreibt seine Programme und Dienstleistungen ohne Unterscheidung nach Rasse, Hautfarbe oder nationaler Herkunft gemäß Titel VI des Bürgerrechtsgesetzes. Jede Person, die glaubt, von einer illegalen diskriminierenden Praxis nach Titel VI betroffen zu sein, kann eine Beschwerde bei ACTS Transportation einreichen.**
- **Für weitere Informationen über das Bürgerrechtsprogramm von ACTS Transportation oder über das Verfahren zur Einreichung einer Beschwerde rufen Sie bitte den Transit Program Manager unter 440-994-2065 (TTY 800-XXX-XXX) an, senden Sie eine E-Mail an Ashtabula-Transportation@jfs.ohio.gov oder besuchen Sie unser Verwaltungsbüro unter 25 W Jefferson St., Jefferson, Ohio 44047.**
- **Ein Beschwerdeführer kann eine Beschwerde direkt beim Ohio Department of Transportation einreichen, z. Hd.: Office of Opportunity, Diversity and Inclusion, 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223.**
- • **Ein Beschwerdeführer kann pres**

Appendix E

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 ACTS Transportation 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 ACTS Transportation 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, ACTS Transportation 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.

ACTS Transportation has 45 days to investigate the complaint. If more information is needed to resolve the case, ACTS Transportation 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, ACTS Transportation 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 1-888-528-6692.

Appendix F

Title VI Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Requirements?	Format	Large Print	Audio Tape
		TDO	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 1-888-528-6692.

Please submit this form to:

ACTS Transportation
Transit Program Manager
25 W Jefferson St., Jefferson, Ohio 44047
440-994-2065
Ashtabula-Transportation@jfs.ohio.gov

Appendix G

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				

Public Participation Actives

[illegible]

Appendix I

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Official Signatures



Casey R. Kozlowski, President, Board of County Commissioners

8-10-26

Date



Kathryn L. Whittington, Board of County Commissioners

8-10-26

Date



J. P. Ducro, IV, Board of County Commissioners

8-10-26

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Federal Transit Administration
Title VI Program
Version 0126

ACTS Transportation

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- ☒ Posts notices inside vehicles.
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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".

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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.

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ACTS Transportation recognizes that public transit is a vital service. To ensure safety and access, we prioritize the translation of Vital Documents. Vital documents currently translated include: Title VI Notice, Complaint Form, and ADA Information.

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

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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 ACTS Transportation 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						
Number of Board Members						

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

If non-elected board members - how does ACTS Transportation 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.

Section 10: Providing Assistance to and Monitoring Subrecipients

Does agency provide funding to subrecipients?

☐ No, the agency does not have subrecipients.

☒ Yes. If yes, list the subrecipient names: Sunset Transportation

- ACTS Transportation monitors subrecipients using the following process:
- ACTS Transportation uses the following process to ensure all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B:
 - Quarterly Monitoring
- ACTS Transportation collects Title VI programs from the subrecipients listed above and reviews programs for compliance by doing the following:

Section 11: Title VI Equity Analysis for Facility Acquisition

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

☒ No, ACTS Transportation has not built a facility.

☐ Yes, ACTS Transportation has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. Appendix K will include the Title VI plan a copy of the Title VI equity analysis.

Section 12: Fixed Route Transit Providers Service Standards and Policies

☒ ACTS Transportation is not a fixed route transit provider. As such, the remainder of Section 12 is not applicable to ACTS Transportation and may be deleted from this document.

☐ ACTS Transportation is a fixed route transit provider. As such, the remainder of Section 12 is applicable to ACTS Transportation and is to be filled out completely and attached in Appendix M.

Appendix A

The board consists of the Ashtabula County Commissioners:

Casey R. Kozlowski

Kathryn L. Whittington

J.P Ducro, IV

Appendix B

Title VI Plan Revision Log

Date Month/day/year	Action Taken	Authorizing Individual

Appendix C

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

ACTS Transportation

- The ACTS Transportation 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 ACTS Transportation.
- For more information on the ACTS Transportation's civil rights program, the procedures to file a complaint, or to file a complaint, please contact the Transit Program Manager at 440-994-2065 (TTY 800-750-0750); email Ashtabula-Transportation@jfs.ohio.gov; or visit our administrative office at 25 W Jefferson St., Jefferson, Ohio 44047. For more information, visit www.ashtabulacounty.us.

- 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 1-888-528-6692..

Appendix D

Title VI Notice to the Public in German

Benachrichtigung der Öffentlichkeit über Rechte nach Titel VI

- **ACTS Transportation betreibt seine Programme und Dienstleistungen ohne Unterscheidung nach Rasse, Hautfarbe oder nationaler Herkunft gemäß Titel VI des Bürgerrechtsgesetzes. Jede Person, die glaubt, von einer illegalen diskriminierenden Praxis nach Titel VI betroffen zu sein, kann eine Beschwerde bei ACTS Transportation einreichen.**
- **Für weitere Informationen über das Bürgerrechtsprogramm von ACTS Transportation oder über das Verfahren zur Einreichung einer Beschwerde rufen Sie bitte den Transit Program Manager unter 440-994-2065 (TTY 800-XXX-XXX) an, senden Sie eine E-Mail an Ashtabula-Transportation@jfs.ohio.gov oder besuchen Sie unser Verwaltungsbüro unter 25 W Jefferson St., Jefferson, Ohio 44047.**
- **Ein Beschwerdeführer kann eine Beschwerde direkt beim Ohio Department of Transportation einreichen, z. Hd.: Office of Opportunity, Diversity and Inclusion, 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223.**
- • **Ein Beschwerdeführer kann pres**

Appendix E

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 ACTS Transportation 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 ACTS Transportation 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, ACTS Transportation 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.

ACTS Transportation has 45 days to investigate the complaint. If more information is needed to resolve the case, ACTS Transportation 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, ACTS Transportation 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 1-888-528-6692.

Appendix F

Title VI Complaint Form

Section I:					
Name:					
Address:					
Telephone (Home):			Telephone (Work):		
Email Address:					
Accessible Requirements?	Format	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 1-888-528-6692..

Please submit this form to:

ACTS Transportation
Transit Program Manager
25 W Jefferson St., Jefferson, Ohio 44047
440-994-2065
Ashtabula-Transportation@jfs.ohio.gov

Appendix G

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 H

Public Participation Actives

Event Date	Insert Agency Name Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
5/12/2025	T Macey, Senior Center Admin	Public Hearing at Senior Center	Posted on Facebook, local paper	Ensured accessible location for meeting

Appendix I

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Ashtabula County Transportation System (ACTS) Title VI Program

Official Signatures

DocuSigned by:

Casey Kozlowski

8/10/2026

3E6154CBF4DA44C...
Casey R. Kozlowski, President, Board of County Commissioners

Date

Signed by:

Kathryn Whittington

8/10/2026

72C9CAG40E3D4A8...
Kathryn L. Whittington, Board of County Commissioners

Date

Signed by:

J. P. Ducro IV

8/10/2026

8CC3D2025A6D44F...
J. P. Ducro, IV, Board of County Commissioners

Date