
Policy Statement

Good Earth Transit shall not discriminate in the distribution of transit benefits to persons on the basis of race, color, or national origin.

The mission of Good Earth Transit is to provide safe, reliable, efficient transportation for the citizens of the Houma Urbanized Area and Terrebonne Parish.

Good Earth Transit evaluates its service on an annual basis for service equity. The results of this evaluation are maintained on file and available upon request. All requests for documents must include a fee to cover reproduction and mailing costs for requested materials.

In order to help meet the Good Earth Transit Title VI Program objectives, Good Earth Transit publishes this brochure to inform the public of its Title VI policies and procedures.




The Good Earth Transit system is a division of Terrebonne Parish Consolidated Government, Department of Planning and Economic Development, and is operated with funding from the Louisiana Department of Transportation and Development, and the Federal Transit Administration.



**GOOD EARTH
TRANSIT**

**TITLE VI
INFORMATION
BROCHURE**




Any person who believes that he or she, individually, or as a member of any specific class of persons has been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with Terrebonne Parish Consolidated Government.

All Title VI complaints received by Good Earth Transit must be signed by the complainant or the complainant's representative.

All Title VI complaints must be filed with Terrebonne Parish Consolidated Government within 180 days of the alleged discrimination.

The final authority of all Title VI complaints is the Office of the Secretary, United States Department of Transportation.





Complaint Submission Procedures


Call 850-4616 to ask for a Title VI complaint form. Complete and sign the form then mail it back to Good Earth Transit, PO Box 6097, Houma, LA 70361.

Within 10 working days you will receive a written acknowledgement that your complaint has been received, this begins the Title VI complaint review process.

Within 15 days from the receipt of the complaint, a decision will be made on the investigative merit of the complaint. Should more information be required to make this decision, parties shall have 30 days to comply with requests for additional information.

Within 5 days of the receipt of all requested additional information, a written notice of the complaint status will be mailed.

Cases worthy of investigative merit shall be investigated and a final decision will be made based on the outcome of the investigation. A report on the findings of the investigation shall be submitted to the Director of the Department of Planning and Economic Development for a final decision. All parties will receive a Notice of Disposition with the results of the final decision.





Decision Reconsideration Process

If you believe that the internal Title VI complaint procedure produced an erroneous result, you may request the decision be reconsidered by the Terrebonne Parish Council.

Requests to reconsider investigative findings, or a final decision must be made within 30 days of the mailed notice.

To request reconsideration, submit a copy of the Notice of Disposition, or notice of the complaint status, and any analysis or information you consider relevant to the Terrebonne Parish Council Chairperson.

