



ALEA Driver License Title VI Public Engagement Plan

I. Introduction

- a. ALEA is dedicated to engaging the public to provide better services and ensure uniformity and consistent operations for all citizens of our state and other recipients of our services. This document describes our plan to meet this goal.
- b. As ALEA progresses towards improved service, it will provide a variety of opportunities for the public to learn about ALEA, as well as provide feedback to ALEA to help us improve our services. These opportunities will include ALEA-led public meetings, other meetings where ALEA has been invited to participate, web-based forums and social media. Our goal is to reach as many people as possible.

II. Stakeholders

- a. The diverse demographics of Alabama can present difficulties providing uniform and consistent licensing services. Our state has numerous dense and highly populated regions, as well as vast rural and sparsely populated areas. Alabama has a 32% minority population, but often a much higher minority population in rural areas. ALEA is committed to serving all communities in Alabama with great services.
- b. ALEA's licensing operations potentially affect all residents of Alabama age 13 and older¹, as well as many out-of-state visitors to Alabama. For a breakdown of the state population by demographic group, see *Appendix A*.
- c. When a change in ALEA operations may take place, ALEA will contact local elected officials in the geographical areas of potential effect to make its plans known and encourage feedback from the local officials.
- d. To allow individuals and entities with interest in driver license matters (and other ALEA-provided services) to receive more information, ALEA will provide an online sign-up form to let us know their specific interests and provide us with contact information. ALEA will use their contact information to send updates and notice of opportunities.

III. Public Meetings Plan

- a. Anytime a change in ALEA Driver License operations is necessary, such as a change in a license office location or type of service provided, ALEA will reach out to the potentially affected communities for explanation and feedback to present comments and concerns.
- b. Community outreach will be conducted through a public meeting or by establishing a designated time for any member of the public to meet directly with an ALEA official.

¹ A vessel operators certificate may be issued to any qualified person age 13 or older.

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- c. These opportunities will take place at or near the location where the change will take place. ALEA will coordinate with local officials to use facilities for the meetings with adequate access for people with disabilities.
- d. ALEA will advertise the opportunity through local news media and online. ALEA maintains a list of each media outlet within each county, as well as statewide media contacts. Public Information Officers will have the responsibility to directly contact each media outlet and ask them to engage in public outreach. ALEA will also use its public website, Facebook and Twitter to announce all public meetings.
- e. ALEA will list all meetings on its website and link any materials used for the meetings. All notices and materials will be made available in English and Spanish languages.
- f. With notice, ALEA will provide translation services upon request. The opportunity for interaction in a different language than English, may be scheduled at a different time. ALEA will coordinate language translation through local universities and colleges.
- g. All PIO staff, as well as all DL office staff, will receive training on Title VI issues annually.

IV. Publicize Proposed Changes

- a. ALEA will post a notice in all impacted Driver License office locations, as well as all county offices that provide license services, 90 days prior to changes in operations. These changes will also be posted on the ALEA public website, and through Twitter and Facebook feeds.
 - i. Signage shall be provided in English and Spanish languages. Reasonable accommodations for other languages will be made.
- b. The ALEA Public Information Office will directly contact the local newspaper most closely related to an office that has potential changes. This office will also send out a statewide press release to all media, including print, television and radio.
 - i. The sworn personnel of the Alabama Law Enforcement Agency's Public Information/Education Unit (PI/E) provide information to the public, media, law enforcement agencies, constituents, agency staff and others concerning ALEA operations and all aspects of law enforcement and traffic safety; conduct safety programs and campaigns; and are responsible for recruiting efforts by producing and distributing recruiting materials and making individual and group contacts. *See Appendix B for details.*
- c. ALEA's Driver License Division Chief will send notice to a county commission for any potentially-affected-county of proposed changes to ALEA services 90 days prior to changes.

V. Conduct the Public Meetings

- a. At each ALEA license office potentially affected by a change, ALEA will provide public opportunity to express concerns or ask questions to senior agency officials prior to any proposed change of service. Such opportunities will be announced via local media, social

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media and through signage at the office and in associated county offices at least 30 days out. The senior official will be available for at least two hours during business hours and will not be responsible for conducting any other services so he or she can focus on providing attention to customers' concerns or questions. At its discretion, if a change is so significant as to affect the entire community served by that office, ALEA will host a public meeting.

- b. In preparation for a public meeting led by ALEA, ALEA will analyze and determine community norms for the location to best provide the public opportunity.
- c. ALEA Public Information Officers (PIOs) are invited to conduct public-service educational sessions throughout the state; sometimes as many as 30 per month. Every PIO will dedicate a segment of each session explaining local offered licensing services and give the audience an opportunity to ask questions or raise concerns, either during the session or afterward. If proposed changes may occur in or near the location of the session, the PIO will specifically discuss those changes. When possible, notice of such educational session will be advertised at the local DL Driver License office.
- d. Annually, ALEA will send a letter to every county commission expressing its willingness to host or participate in a town hall meeting for the county.
- e. When public meetings are within the direction and control of ALEA, provisions will be made to assure access by people with disabilities.

VI. Other Public Engagement Opportunity

- a. ALEA will maintain a Title VI Civil Rights section on its public website. Within this section, it will provide a public feedback mechanism for easy submission of ideas, concerns or questions. This mechanism will be monitored daily by the ALEA Public Information Office. A person posting a comment can provide their contact information and request a response, or make an anonymous posting. This section of the website will also maintain a list of upcoming public opportunities described earlier.
- b. The Public Information Office will submit a quarterly summary of comments to the ALEA Driver License Division Chief and the Title VI Coordinator.

VII. Review and Analysis

- a. After any outreach opportunity, the agency official conducting such opportunity will write up a report detailing concerns and summarizing questions occurring during the session. These reports will be sent to the Driver License Division Chief and the Title VI Coordinator for review.
- b. The Chief and Coordinator will analyze all submitted reports and summaries, and determine if improvements or changes should be made, or otherwise what, if any, proper course of action should be taken to respond to concerns. Such analysis will be documented as to how the proposed change(s) will impact customers and maintained by the Title VI Coordinator.

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- c. ALEA will post report summaries in the Title VI Civil Rights section of its website of comments received, how comments were addressed, and other aspects of public meetings or opportunities.
- d. ALEA will evaluate the effectiveness of outreach efforts (i.e., meetings held and breakdown of participants, did participants represent those that may be affected by the proposed change, etc.).

VIII. Written Report

- a. Annually, the Title VI Coordinator will prepare a detailed record to capture all aspects of the outreach efforts by ALEA. This report will be submitted to DOT and FMCSA. On a periodic basis or as events occur, ALEA will report directly to FMCSA of concerns received and ALEA's responses or planned actions.

IX. Adjustments

- a. If the ALEA Driver License Division Chief and the Title VI Coordinator determine that services are having a negative impact on any part of the customer base and changes may be necessary to improve or remove a negative impact, recommendation for such change shall be made to the ALEA Secretary. If the recommendation for a service change is approved by the ALEA Secretary, the process of notice and public engagement will begin. This process will be designed to meaningfully provide the public with an opportunity to provide input into the nature and ultimate outcome of the proposed service change.

X. Post Change Feedback

- a. After a change, each ALEA Office will encourage customer feedback through the public comment mechanism on the website and through a feedback box located at every office.
- b. Each District Commander over licensing offices will instruct staff on encouraging feedback and collecting comments given locally. Each District will summarize and provide this feedback to the ALEA Driver License Division Chief and the Title VI Coordinator.

XI. Notification of Title VI Program Protections

- a. The ALEA website will add a Title VI Civil Rights section to notify beneficiaries of protections available to them under the Title VI Program and how to file a Title VI complaint.
- b. A notice of Title VI protections will also be posted at each ALEA Driver License office. A detailed pamphlet will also be available upon request. Each of these will be provided in English and Spanish languages.

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Appendix A

County Race Statistics

Source: US Census Bureau 2015

County	Total Estimated Population	Total by Race					*Hispanic Origin by Race				
		White	Black or African American	American Indian & Alaska Native	Asian	Native Hawaiian & Other Pacific Islander	White*	Black or African American*	American Indian & Alaska Native*	Asian*	Native Hawaiian & Other Pacific Islander*
Autauga	55,347	43,670	11,116	590	925	99	1,383	158	76	34	33
Baldwin	203,709	180,520	20,808	3,115	2,654	303	8,670	505	350	95	71
Barbour	26,489	13,467	12,815	266	149	58	944	120	96	2	25
Bibb	22,583	7,356	5,123	195	91	39	473	52	19	5	23
Blount	57,673	55,933	1,328	828	273	92	4,920	136	142	25	51
Bullock	10,696	3,015	7,542	141	41	80	559	132	79	6	75
Butler	20,154	10,931	9,007	139	225	16	162	68	7	7	1
Calhoun	115,620	89,208	25,563	1,380	1,478	238	3,577	470	228	102	48
Chambers	34,123	20,093	13,780	234	363	37	539	127	33	14	14
Cherokee	25,859	24,379	1,419	389	114	20	356	13	25	13	6
Chilton	43,943	38,781	4,958	431	272	110	3,046	195	115	33	74
Choctaw	13,170	7,558	5,595	49	31	8	74	24	1	2	1
Clarke	24,675	13,519	11,024	176	143	14	257	84	15	5	1
Clay	13,555	11,452	2,134	175	59	4	415	31	13	3	-
Cleburne	15,018	4,350	658	130	49	17	349	15	10	-	12
Coffee	51,211	40,114	9,733	1,254	1,168	303	2,830	348	220	69	177
Colbert	54,354	44,708	9,467	752	362	62	1,177	189	82	14	13
Conecuh	12,672	6,662	5,989	118	49	10	144	84	12	4	3
Coosa	10,724	7,326	3,341	131	36	27	161	53	31	1	17
Covington	37,835	32,367	5,291	521	240	21	508	71	43	7	4
Crenshaw	13,963	10,239	3,525	161	271	16	216	25	7	4	8
Cullman	82,005	79,711	1,575	1,136	561	84	3,424	126	136	18	21
Dale	49,565	38,193	10,680	932	1,055	172	2,742	331	189	64	28
Dallas	41,131	12,159	28,841	187	234	39	220	150	13	9	5
Dekalb	71,130	67,205	1,916	2,637	392	587	8,596	305	780	112	503
Elmore	81,468	62,924	18,011	871	904	165	2,014	205	98	34	38
Escambia	37,789	24,021	12,590	1,635	189	48	634	108	66	17	10
Etowah	103,057	85,036	16,929	1,387	1,038	347	3,016	288	321	78	267
Fayette	16,759	14,598	2,151	138	62	6	226	25	20	2	1
Franklin	31,696	29,419	1,806	710	159	91	4,480	361	389	37	39
Geneva	26,777	23,761	2,825	488	170	31	918	60	63	19	9
Greene	8,479	1,628	6,840	45	25	1	55	26	7	-	-
Hale	15,068	6,291	8,749	75	54	2	123	52	6	1	-
Henry	17,221	12,356	4,790	130	149	10	359	81	14	13	-
Houston	104,173	74,601	28,789	1,266	1,328	185	3,014	378	208	72	42
Jackson	52,419	49,272	2,266	1,863	356	87	1,236	87	186	59	33
Jefferson	660,367	361,589	288,505	4,973	12,875	637	21,493	2,692	933	255	295
Lamar	13,886	12,301	1,644	113	34	4	176	22	2	1	1
Lauderdale	92,596	81,631	10,323	992	983	96	2,020	216	121	81	37
Lawrence	33,115	27,344	3,949	3,135	162	27	622	47	87	8	2
Lee	156,993	113,169	38,560	1,441	6,152	273	5,136	590	344	129	95
Limestone	91,663	76,827	13,310	1,622	1,745	234	4,868	448	420	90	125
Lowndes	10,458	2,811	7,615	69	45	6	72	57	16	17	2
Macon	19,105	3,485	15,629	156	117	23	154	156	38	11	5
Madison	353,089	251,942	91,589	6,382	12,167	766	14,456	2,001	773	279	155
Marengo	20,028	9,648	10,296	129	88	46	409	69	8	5	30
Marion	30,168	28,609	1,479	297	131	35	706	47	27	12	13
Marshall	94,725	89,967	3,364	1,820	925	275	11,155	616	595	91	163
Mobile	415,395	254,138	150,982	6,732	10,183	571	9,765	1,343	637	236	187
Monroe	21,673	12,368	9,054	436	142	24	185	66	16	7	5

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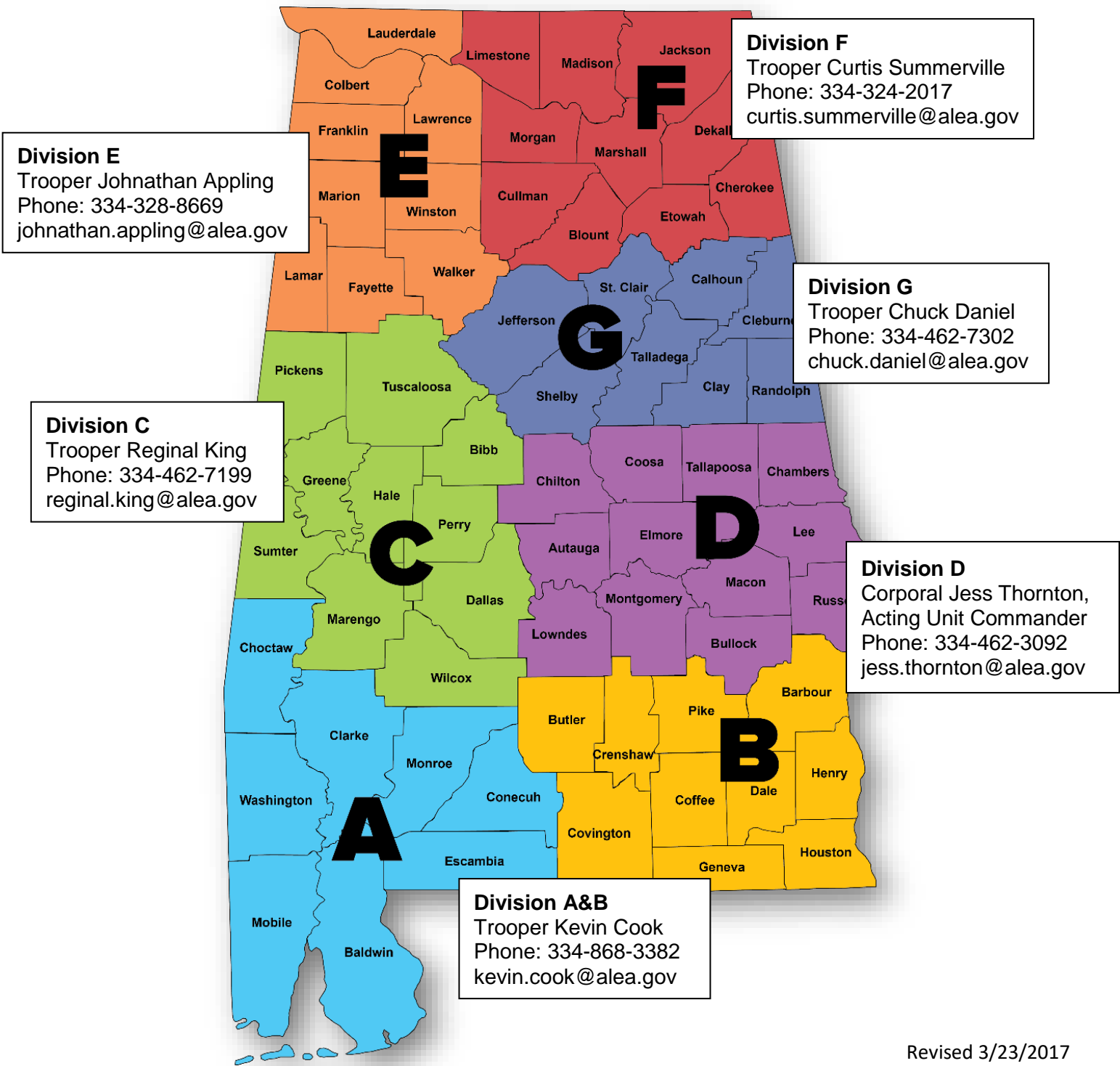
County	Total Estimated Population	Total by Race					*Hispanic Origin by Race				
		White	Black or African American	American Indian & Alaska Native	Asian	Native Hawaiian & Other Pacific Islander	White*	Black or African American*	American Indian & Alaska Native*	Asian*	Native Hawaiian & Other Pacific Islander*
Montgomery	226,519	89,553	130,983	1,763	7,253	410	6,093	1,244	393	162	186
Morgan	119,565	101,891	16,264	2,459	1,266	208	8,536	597	437	91	96
Perry	9,652	3,079	6,517	45	63	6	98	43	5	2	-
Pickens	20,864	12,316	8,469	105	95	72	876	83	-	5	66
Pike	33,046	19,719	12,513	457	865	69	533	164	51	32	38
Randolph	22,696	17,920	4,741	225	130	23	641	43	28	19	7
Russell	59,660	32,349	26,942	828	922	264	2,361	694	174	87	38
Shelby	87,074	177,029	27,382	1,745	5,443	251	11,392	446	342	140	66
St. Clair	13,103	77,470	8,925	847	914	92	1,829	149	93	29	23
Sumter	208,713	3,456	9,490	40	178	6	93	49	1	1	2
Talladega	80,862	53,536	27,002	827	708	82	1,521	275	117	34	21
Tallapoosa	40,844	29,243	11,463	346	282	39	711	252	50	19	19
Tuscaloosa	203,976	135,899	65,274	1,427	3,677	254	5,982	569	280	65	66
Walker	65,294	60,366	4,628	740	421	94	1,378	124	103	33	48
Washington	16,804	11,236	4,178	1,461	140	36	167	34	34	5	8
Wilcox	11,059	3,196	7,847	56	26	6	55	59	5	-	1
Winston	23,877	23,260	396	390	121	59	566	37	66	10	39

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Appendix B

ALEA PIO Regions and Contacts

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