

4. Title VI Complaint Procedures and Complaint Form

CTRTRD developed the Title VI Program, as a transit provider, to specifically address the requirements of Chapter III and IV of the FTA Circular 4702.1B, Title VI Requirements and Guidelines for FTA Recipients. CTRTRD has developed all the necessary procedures and processes to be in compliance with Title VI regulations, and additional statutes including a complaint process and a Title VI notice to the public.

CTRTRD's Board of Directors reviewed and approved the Title VI Program. A copy of the resolution approving the program is provided in this plan.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, and additional statutes relating to any transportation or program or activity receiving federal financial assistance administered by CTRTRD or sub-recipients and contractors. The program is also conducted in accordance with FTA C 4702.1B. CTRTRD's Compliant Forms are provided in this plan.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The Title VI Investigator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability as prohibited by Title VI nondiscrimination provisions by CTRTRD, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. Complaint procedures and complaint forms are available on CTRTRD's website: www.cityandruralrides.com and CTRTRD Administrative Office's reception desk.

The complainant must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s).
- b. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- c. Present a detailed description of the issues including name(s) and job(s).

Allegations received by fax or email will be acknowledged and processed, but a signed, original copy of the complaint with the identity(ies) of the complainant(s) and the intent is required to be mailed to CTRTD to be able to process it.

Allegations received by telephone will be put into writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to CTRTD for processing. CTRTD will notify their Public Transportation Coordinator by email or fax of any Title VI-related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

CTRTD will process all complaints that are completed and submitted in a timely manner. Once the complaint is received, CTRTD will review it to determine if CTRTD has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office.

Complaints will be reviewed for:

- a. Allegations involving discrimination based on race, color, national origin, sex, age, or disability;
- b. Allegations involving a program or activity of a federal funding recipient, sub-recipient, or contractor;
- c. The complainant(s) acceptance of reasonable resolution based on CTRTD's administrative authority.

All Title VI complaints are to be sent to the Title VI coordinator. The Title VI coordinator of CTRTD has 10 days to investigate the complaint. If more information is needed to resolve the case, CTRTD may contact the complainant.

The complainant has 5 business days from the date of the letter to send the requested information to the Title VI coordinator. If the Title VI coordinator is not contacted by the complaint or does not receive the additional information within 5 business days from the request, CTRTD can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Title VI coordinator reviews the complaint, he/she will issue one of the two (2) letters to the complainant: A closure letter or letter of finding.

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 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 disagrees with CTRTD's response, the complainant may appeal against the response by submitting a written appeal to the General Manager/CEO within 30 days of receiving the closure letter or determination of finding.

If the complainant is dissatisfied with the response or resolution to the complaint, they may also file a complaint with the Texas Department of Transportation (TxDOT) or with the Federal Transit Administration (FTA) within 180 days of the alleged offense. Texas Department of Transportation Attn: TXTDOT-PTN, 125 E 11th Street, Austin, TX 78701-2483, Or Federal Transit Administration, Office of Civil Rights Attn: Title Vi Program Coordinator, East building, 5th floor-TCR, 1200 New Jersey Ave, SE Washington DC, 20590.

Title VI Complaint Form

Central Texas Rural Transit District (CTRTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, sex, age, or disability as provided by Title VI of the Civil Rights Act of 1964, as amended and additional statues. Title VI complaints must be filed within 180 days from the date of the alleged discrimination. CTRTD Title VI Complaint Procedure is available on CTRTD website (www.cityandruralrides.com)

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator for CTRTD by calling 1-800-710-2277. The completed form must be returned to Central Texas Rural Transit District, P.O. Box 712, Coleman, Texas 76834.

Section I:
Name:
Address:
Primary Telephone:
Alternate Telephone:
Email Address:
Accessible Requirements: Format: Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD <input type="checkbox"/> Other <input type="checkbox"/>
Section II:
Are you filing this complaint on your own behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>
If you answered "Yes" to this question, go to Section III.
if you answered "No" to this question please supply the name and relationship of the person whom you are filing the complaint for:
Please explain why you have filed for a third party:

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:

State Agency:

Federal Court:

Local Agency:

State Court:

Please provide information for a contact person at the agency/court where the complaint was filed.

Name and 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 1-800-710-2277

Si necesita información en otro idioma, Contacta con 1-800-710-2277