

Rochester Public Transit Title VI Complaint Procedures

The Title VI Circular provides the following direction regarding Title VI Complaint procedures:

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

The complete Title VI complaint procedures are as follows:

1. Any individual, group of individuals, or entity who believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with Rochester Public Transit. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s).
 - b. Include the date of the alleged act of discrimination (the date when the complainant(s) became aware of the alleged discrimination, the date on which that conduct was discontinued, or the latest instance of the conduct).
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
 - d. Allegations received by fax or e-mail will be acknowledged and processed, once the identities of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or email transmittal for Rochester Public Transit to be able to process it.
 - e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for them to complete, sign, and return to the Rochester Public Transit for processing.
2. Upon receipt of the complaint, the Transit Administrator/Title VI Manager will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. Complaints against Rochester Public Transit will be referred to FTA or the appropriate federal agency for proper disposition pursuant to their procedures.
3. In order to be accepted, a complaint must meet the following criteria:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b. The allegation(s) must involve a covered basis such as race, color, national

- origin.
- c. The allegation(s) must involve a program or activity of a federal-aid recipient, sub recipient, or contractor.
4. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.
 5. Once Rochester Public Transit decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven calendar days. The complaint will receive a case number and will then be logged into Rochester Public Transit's records, identifying its basis and alleged harm.
 6. In cases where Rochester Public Transit assumes the investigation of the complaint, Rochester Public Transit will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of Rochester Public Transit written notification of acceptance of the complaint to furnish their response to the allegations.
 7. Rochester Public Transit final investigative report and a copy of the complaint will be forwarded to the appropriate federal agency and affected parties within 60 calendar days of the acceptance of the complaint.

Rochester Public Transit has a standard process for investigating all complaints. At a minimum, the complaint should include the following information:

- a. Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- b. How, when, where and why the complainant alleges they were discriminated against. Include the location, names, and contact information of any witnesses.
- c. Other significant information.

The complaint may be filed in writing with the City of Rochester Mobility Coordinator or City Clerk at the following addresses:

City of Rochester – Karli McElroy, Mobility Coordinator
4300 East River Road NE, Rochester, MN 55906

City of Rochester - City Clerk
201 4th Street SE, Rochester, MN 55904

In addition to the above process, a complainant may file a Title VI complaint with the following office:

FTA Office of Civil Rights
1200 New Jersey Ave SE, Washington, DC 20590

Rochester Public Transit Title VI Complaint Form

The **Rochester Public Transit's** Title VI Complaint Procedure is made available in the following locations:

- Agency website
- Hard copy in the central office
- Available in appropriate languages for Limited English Proficiency (LEP) populations.

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
If you need accessible format of documents, please list your requirements:		
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):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National		
Origin Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were 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 or additional attachments.		

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes	No
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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: _____