

Title VI Complaint Procedures

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Tuscaloosa Transit Authority, Alabama Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), The Federal Transportation Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Procedure

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the Route Coordinator of Tuscaloosa Transit Authority. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from Tuscaloosa Transit Authority's website at www.tuscaloosatransit.com or request the complaint form from the Tuscaloosa Transit's Office. The complainant may also submit a written statement that contains all of the information identified in Section 3 a through f below.
3. The complainant will include the following information:
 - d. Name, address, and telephone number of the complainant
 - e. The basis of the complaint; i.e., race, color, national origin, sex, elderly, or disabled.
 - f. The date or dates on which the alleged discriminatory event or events occurred.
 - g. The nature of the incident that led the complainant to feel discrimination was a factor.
 - h. Names, addresses and telephone numbers of persons who may have knowledge of the event.
 - i. Other agencies or courts where complaint may have been filed and contact name.
 - j. Complainant's signature and date.
- k. If the complainant is unable to write a complaint, the Transit Staff will assist the complainant. If requested by the complainant, the Transit will provide a language or a sign interpreter.
- l. The complaint may be sent or faxed to the following address

Jesse White, Transit Manager
Tuscaloosa Transit Authority
601 23rd Ave.
Tuscaloosa, AL 35401
205-343-2300
205-349-1360 (fax)

- a. The complaint may be sent via email to: jjwhite@tuscaloosa.com
- b. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one hundred eighty (180) calendar days of the last alleged incident. The address to file a complaint directly to the FTA:

Office of the Civil Rights

**Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave. SE
Washington, DC 20590**

1. Transit will begin an investigation within fifteen (15) working days of receipt of a complaint.
2. Transit will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, Transit may administratively close the complaint.
3. Transit will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
4. The Route Coordinator will review the report . A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from the receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the Route Coordinator. If neither party responds, the complaint will be closed.
5. The investigation report with the recommendations and corrective actions taken will be forwarded to the appropriate city, state or federal agency, the complainant and the respondent.
6. Transit will advise complainants of their appeal rights to the appropriate federal agency.

**Tuscaloosa Transit Authority
Title VI Complaint Form**

Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Two Executive Orders extend Title Vi protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to Jesse White, Route Coordinator, Tuscaloosa Transit Authority, 601 23rd Ave, Tuscaloosa, AL 35401.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone Number: (home): _____ (Business/Cell): _____
5. Person Discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

1. What was the discrimination based on? (circle all that apply)

Race/color Disability

National origin Elderly

Low Income

Limited English Proficiency

1. Date of incident in discrimination: _____
2. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use back of form.

1. Did you file this complaint with another federal, state, or local agency; or with federal or state court? (check the appropriate space) Yes _____ No _____

If you answered yes, check each agency complaint was filed with:

Federal Agency _____ Federal Court _____ State Agency _____

State Court _____ Local Agency _____ Other _____

1. Provide contact person information for the agency you also filed the complaint with:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Date Filed _____

1. Sign the complaint in space below. Attach any documents you believe supports your complaint.

Complainant's Signature Date

Discrimination Complaints Log

Log Years:

[illegible]

No Complaints or Lawsuits:

I certify to best of my knowledge, the above described complaints or lawsuits alleging discrimination, or **NO complaints or lawsuits** alleging discrimination, have been filed against Tuscaloosa Transit Authority since the previous Title VI program submission to FTA.

Signature of Title VI Coordinator or Other Authorized OfficialDate:

Print Name and Title of Authorized Official

At this time, there have been no complaints or lawsuits filed related to any service performed by Tuscaloosa Transit Authority since the last program update.

Title VI Complaint Documentation Requirement

Recipients of Federal Financial Funds are required to record and report any Transit related Title VI investigations, complaints, and lawsuits.

Tuscaloosa Transit Authority will maintain a list of any public transit related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of last program submission.

At this time, there have not been any complaints or lawsuits filed related to any service performed by the Tuscaloosa Transit Authority.