

I. TITLE VI COMPLAINT PROCEDURES

REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM.

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. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with **Southern Nevada Transit Coalition** if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to NDOT within three (3) business days (per NDOT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported to NDOT in the Quarterly Report (in addition to immediately).

A person may also file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590 or Nevada Department of Transportation (NDOT), Civil Rights, 1263 S. Stewart Street, Carson City, NV 89712.

Southern Nevada Transit Coalition includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

Southern Nevada Transit Coalition is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on Southern Nevada Transit Coalition's nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.sntc.net or contact the Title VI Manager, LuzMa Ramirez at silverriderlaughlin@gmail.com or call 702-298-4435 Monday through Friday, 8:00 am thru 4:00 PM.

Copies of Southern Nevada Transit Coalition's TITLE VI COMPLAINT FORM in both English and Spanish are attached as APPENDIX B.

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Should any Title VI investigations be initiated by FTA or NDOT, or if any Title VI lawsuits are filed against Southern Nevada Transit Coalition, the agency will follow these procedures:

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager.

The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
 - b. The complaint should include:
 - the complainant's name, address, and contact information (i.e., telephone number, email address, etc.),
 - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance),
 - a description of the alleged act of discrimination,
 - the location(s) of the alleged act of discrimination (include vehicle number if appropriate),
 - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin,
 - if known, the names and/or job titles of those individuals perceived as parties in the incident,
 - contact information for any witnesses; and,
 - indication of any related complaint activity (i.e., was the complaint also submitted to NDOT or FTA?),
 - c. The complaint shall be submitted to the Title VI Manager at 260 E. Laughlin Civic Dr., Laughlin, NV 89029 and or silverriderlaughlin@gmail.com.
 - d. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
 - a. notify NDOT (no later than three (3) business days from receipt);
 - b. notify Southern Nevada Transit Coalition's Authorizing Official; and
 - c. ensure that the complaint is entered in the complaint database.
 3. Within three (3) business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.

4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If NDOT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
 - a. investigating contractor operating records, policies or procedures,
 - b. reviewing routes, schedules, and fare policies,
 - c. reviewing operating policies and procedures,
 - d. reviewing scheduling and dispatch records; and
 - e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager shall prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, NDOT, and if appropriate our legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to NDOT in the event the complainant wishes to appeal the determination. This letter will be copied to NDOT.
13. A complaint may be dismissed for the following reasons:
 - a. the complainant requests the withdrawal of the complaint,
 - b. an interview cannot be scheduled with the complainant after reasonable attempts; and the complainant fails to respond to repeated requests for additional information needed to process the complaint.

Appendix B, Title VI Complaint Form English and Spanish Versions

Title VI Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
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 any witnesses. If more space is needed, please use the back of this form.			
Section IV:			
Have you previously filed a Title VI complaint with this agency?		Yes*	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			
<input type="checkbox"/> Yes <input type="checkbox"/> 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

Please submit this form in person at the address below, or mail this form to:

Title VI Manager
Southern Nevada Transit Coalition
260 E. Laughlin Civic Drive
Laughlin, NV 89029

Forma de reclamo del Título VI



Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato?	Impresión grande		Cinta de audio	
	TDD		Otro	
Sección II:				
¿Está usted presentando esta forma de reclamo para su propio beneficio?			Sí *	No
*Si respondió "sí" a esta pregunta, vaya a la Sección III.				
Si respondió no, proporcione el nombre y la relación que tiene usted con esta persona:				
Por favor, explique por qué ha presentado esta forma de reclamo a nombre de una tercera persona:				
Tiene el permiso de presentar esta forma de reclamo a nombre de una tercera persona.			Sí *	No
Sección III:				
Cre usted que la discriminación que experimenta esta basada en (marque todas las que apliquen):				
[] Raza [] Color [] Origen Nacional				
Fecha del incidente (mes, día, año): _____				
Explica lo más claro posible lo que sucedió y por qué crees usted que fue discriminado. Mencione a todas las personas que están envueltos en incidente. Incluya el nombre y la información de todos los testigos. Si se necesita más espacio, utilice la parte posterior de esta forma.				
Sección IV:				
¿Ha presentado anteriormente alguna forma de reclamo referente al título VI en esta agencia?			Sí *	No
Sección V				
¿Ha presentado esta forma de reclamo en otra agencia federal, estatal o local, o en algún tribunal federal o estatal?				
[] Sí [] No				

Si contest "sí", marque todas las que apliquen:

Agencia Federal: _____

Agencia Estatal _____

Agencia Local _____

Tribunal Federal _____

Tribunal del Estatal _____

Proporcione la información de la persona que contracto en la agencia/tribunal donde presentó la forma de reclamo.

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Teléfono: _____

Sección VI

Nombre de la agencia está en contra de quien es el reclamo: _____

Persona de contacto: _____

Título: _____

Número de teléfono: _____

Adjunté cualquier material escrito u otra información que usted considere relevante para su reclamo.

Se requiere la firma y fecha.

Firma

Fecha

Por favor presente esta forma en persona en la dirección de abajo, o envíela por correo a:

Title VI Manager
Southern Nevada Transit Coalition
260 E. Laughlin Civic Drive
Laughlin, NV 89029