

TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS

Community Transit of Delaware County, Inc. is herein referred to as "Community Transit".

Public Notice of Rights

The following statement shall be posted on site at the Community Transit office and on the applicable websites; permanently displayed on public transit vehicles; and other appropriate materials made available to the public: *(Documents will be translated into languages other than English, upon request.)*

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

Community Transit of Delaware County, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Community Transit of Delaware County, Inc.

- For more information on Community Transit's civil rights program, and the procedures to file a complaint, call (610)490-3977; email generaladmin@ctdelco.org; or visit our administrative office at 332 Chester Pike, Norwood, PA 19074. For more information, visit our website: www.ctdelco.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 or U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights Region 3, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124.
- If information is needed in another language, contact (610) 490-3977.

Community Transit's current Title VI Plan, which includes Limited English Proficient (LEP) information, is available upon request.

Community Transit grants all citizens equal access to all its transportation services. It is further the intent of Community Transit that all citizens are aware of their rights to such access. This Public Notice is designed to serve as an educational tool for citizens so that they may understand one of the Civil Rights laws that protect their access to and participation in benefits of Community Transit programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that 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. Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit other types of discrimination.

What is LEP?

As part of Title VI requirements, Community Transit has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Community Transit transit/services as required by Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

COMMUNITY TRANSIT'S TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the Community Transit of Delaware County, Inc. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Community Transit may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file separate complaints.

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A Community Transit Title VI complaint form can be obtained from the Community Transit office or on our website. Community Transit encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

**Chief Operations Officer/Title VI Coordinator
Community Transit of Delaware County, Inc.
332 Chester Pike
Norwood, PA 19074**

2. 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 Community Transit Chief Operations Officer/Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Community Transit Chief Operations Officer/Title VI Coordinator will assist the complainant in completing a written statement.
3. When a complaint is received, the Chief Operations Officer/Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within 15 business days from receipt of a complete complaint, Community Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail or hand delivery informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of Community Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When Community Transit does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Executive Director or his/her authorized designee will instruct the Chief Operations Officer /Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Chief Operations Officer /Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
8. The Executive Director or his/her authorized designee will issue letters of finding to the complainant and Respondent within 90 days from receipt of the complaint.
9. If the Complainant is dissatisfied with Community Transit's resolution of the complaint, he/she has the right to file a complaint in the time allotted by law with:

**Federal Transit Administration Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590**

Or

**U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights Region 3
1760 Market Street Suite 500
Philadelphia, PA 19103-4124**