

CITY OF JACKSONVILLE NORTH CAROLINA	TRANSPORTATION SERVICES TRANSIT POLICIES			SUBJECT: TITLE VI POLICY AND COMPLAINT PROCESS
	NUMBER	REVISIONS	EFFECTIVE DATE	PAGE: 1 of 5
	SUPERSEDES	APPROVED BY		

PURPOSE:

1. Jacksonville Transit gives notice that it is the policy of the Transportation Department to assure full compliance with the Title VI Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, Executive Order 13166 *Improving Access to Services for Persons with Limited English Proficiency*, and related non-discrimination statutes and regulations in all programs and services. It is the Department’s policy that no person in the United States shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program, activities, or services for which Jacksonville Transit receives Federal financial assistance.

Jacksonville Transit will grant equal access to its programs and services to all citizens regardless of race, color, or national origin. This policy serves to inform the citizens of their rights to such access, and also to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Section 601 of Title VI of the Civil Rights Act of 1964 which states the following:

No person in the United States shall, on the ground 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.

It should be noted that **Title VI does not address gender, age, or disability discrimination**. It only covers race, color and national origin. Other Civil Rights laws protect against gender, age, or disability discrimination.

JACKSONVILLE TRANSIT TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES:

1. 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 Jacksonville Transit.

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 Jacksonville 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 a complaint.

A. A formal complaint must be filed within one-hundred eighty (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 Jacksonville Transit Title VI complaint form can be found at the end of this document.** Jacksonville Transit encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

**Title VI Coordinator
Jacksonville Transit
C/O City of Jacksonville
815 New Bridge Street
Jacksonville, NC 28541**

- B. 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 Jacksonville Transit Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Jacksonville Transit Title VI Coordinator will assist the complainant in completing a written statement.
- C. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) business days by certified mail.
- D. If a complaint is deemed incomplete, additional information will be requested and the Complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- E. Within fifteen (15) business days from receipt of a complete complaint, Jacksonville 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 Transit Operations Manager or his/her authorized designee will notify the Complainant and Respondent, by certified mail, informing them of the disposition.
 - 1. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - 2. If the complaint is to be investigated, the notification shall state the grounds of the jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- F. When Jacksonville Transit does not have sufficient jurisdiction, the director or his/her authorized designee will refer the complaint to the appropriate local, state or federal agency holding such jurisdiction.
- G. If the complaint has investigative merit, the Assistant City Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the director within sixty (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 Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

- H. The director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.
- I. If the Complainant is dissatisfied with the resolution of the complaint, he/she has the right to file a complaint with:

Stat of North Carolina, Department of Human Relations

<http://www.doa.nc.gov/hrc/>

-or-

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor-TCR

1200 New Jersey Ave., SE.

Washington, DC 20590

Jacksonville Transit

TITLE VI COMPLAINT FORM

INSTRUCTIONS: If you would like to submit a Title VI Complaint to Jacksonville Transit, please complete the form below and return to : Jacksonville Transit, Attention: Title VI Coordinator, C/O City of Jacksonville, 815 New Bridge Street, Jacksonville, NC. 28541

For questions, please contact the City of Jacksonville at (910)938-5292 or
Email to: aprinz@jacksonvillenc.gov

1. Name (Complainant): _____

2. Phone: _____

3. Home Address (Street #, City, State, Zip Code): _____

4. If applicable, the name of the person(s) who you believe discriminated against you: _____

5. Date of the Incident: _____

6. Discrimination based on (Please check all that apply):

_____ Race

_____ Color

_____ National Origin

7. Briefly explain what happened and how you feel you were discriminated against.
Please include how you feel that others were treated differently than you. _____

8. Why do you believe these events occurred? _____

9. Is there any other information that you feel may be relevant to this investigation? _____

10. How can these issues be resolved to your satisfaction? _____

11. Please list any person(s) who we can contact for additional information or to support/clarify your complaint:
Name: _____ Phone Number: _____
Address: _____

12. Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? (Circle One) Yes No

If yes, circle all that apply:

- | | |
|----------------|---------------|
| Federal Agency | Federal Court |
| State Agency | State Court |
| Local Agency | |

If filed at an agency and/or court, please provide information on a contact person at that agency/court:

Name of Agency/Court: _____

Agency/Court Contact's Name: _____

Address of Agency/Court: _____

Phone Number of Agency/Court: _____

Signature (Complainant): _____

Date of Filing: _____