

# **Regional Transit Authority (RTA)-RIDES**

## **TITLE VI COMPLAINT PROCEDURE**

RTA/RIDES is the regional bus system for Northwest Iowa. RTA/RIDES provides Demand Response services for various communities in Northwest Iowa.

RTA/RIDES is governed by its Board of Directors. The Board determines the level and nature of services to be provided by purchase of service agreements with private contract carriers and by direct service operation by RTA/RIDES staff.

RTA/RIDES is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities- the delivery of equitable and accessible transportation services. RTA/RIDES recognizes its responsibilities to the communities in Northwest Iowa in which it operates. It is our policy to utilize its best efforts to assure that no person 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 its program of transit service delivery and related benefits.

It is RTA/RIDES objective to:

- A. Operate its transportation service and programs without regard to race, color, and national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out RTA/RIDES commitment to this program rests with the Executive Director. RTA/RIDES Director of Operations is responsible for the day-to-day

operations of this Program and the investigation of Title VI complaints. However, all managers, supervisors and employees share in the responsibility for making RTA/RIDES Title VI Program a success.

To obtain additional information concerning RTA/RIDES Title VI obligations or if you have questions regarding the complaint procedure, please call (800) 358-5037 and ask to speak with RTA/RIDES Director of Operations.

### **Complaint Procedures**

**If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under RTA/RIDES transit service delivery or related benefits, you may file a complaint or concern with the RTA/RIDES Director of Operations, 522 10<sup>th</sup> Ave E P.O. Box 1240, Spencer, IA 51301; by telephone (800)358-5037; or by email at [cvoss@nwiarides.org](mailto:cvoss@nwiarides.org). We encourage you to make your complaint in writing; however comments can also be submitted verbally.**

The Director of Operations will review and investigate every complaint promptly. At a minimum the Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.
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Upon completion of the investigation, the Director of Operations will complete a final report for the Executive Director. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director, 522 10<sup>th</sup> Ave E P.O. Box 1240, Spencer, IA 51301. Complaints may also be filed with the following two organizations no later than 180 days after the date of the alleged discrimination:

**Iowa Civil Rights Commission**

400 East 14<sup>th</sup> Street

Des Moines, IA 50319-1004

515-281-4121

800-457-4416

How to File:

[http://www.iowa.gov/government/crc/file\\_complaint/index.html](http://www.iowa.gov/government/crc/file_complaint/index.html)

**Federal Transit Administration's Office of Civil Rights**

Attention: Title VI Program Coordinator

East Building, 5<sup>th</sup> Floor- TCR

1200 New Jersey Ave., SE

Washington, DC 20590

[http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html)

The Director of Operations shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the RTA/RIDES in response to the complaint. Should RTA/RIDES receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded directly to the RTA/RIDES Attorney.