

Title VI Complaint Procedures

General Information

Razorback Transit, as a sub-recipient of the Northwest Arkansas Regional Planning Commission (NWARPC), complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act of 1964, and all Federal Transit Administration guidelines.

The objectives of Title VI of the Civil Rights Act of 1964 for FTA funding recipients are:

- To ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- To promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- To ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

For further information or to file a complaint regarding the delivery of services, call (479) 575-7433 (RIDE), visit <http://transit.uark.edu>, or contact the Transit and Parking Director at (479) 575-3304 or transit@uark.edu.

For further information about Razorback Transit's non-discrimination obligations under Title VI of the Civil Rights Act of 1964, or to file a complaint of discrimination, call the University of Arkansas Compliance Officer in the Office of Equal Opportunity and Compliance at 479-575-4019.

Procedures

If you believe that you have received discriminatory treatment by Razorback Transit on the basis of your race, color, or national origin, you have the right to file a complaint with the University's Compliance Officer in the Office of Equal Opportunity and Compliance (OEOC). The OEOC can be contacted at (479) 575-4019 or at <http://oec.uark.edu>. A link to the OEOC website, containing the Title VI Complaint Procedures and Complaint Form, is also available at the Department's website <http://transit.uark.edu>.

Every effort will be made to obtain early resolution of complaints. The option of informal meetings between the affected parties and the UA Compliance Officer may be utilized for resolutions.

In addition to utilizing the Title VI process at Razorback Transit, a Complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor, TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

1. In order to be considered by the UA Compliance Officer, a Title VI complaint must meet the following requirements:

- a. Complaint shall be in writing and signed by the complainant(s). In cases where a Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The UA Compliance Officer will assist the person in converting verbal complaints to writing. All complaints must be signed by the Complainant or his/her representative.

- b. Include the date of the alleged act of discrimination or the dates when the Complainant(s) became aware of the alleged act discrimination.
- c. Present a detailed description of the issues, including the name and job titles of those individuals perceived as parties in the complaint, as well as a list of potential witnesses.
- d. Complaint must be filed within 180 calendar days of the alleged incident.

2. The Complainant will be provided with a written acknowledgement that the UA Compliance Officer has received the complaint.

3. The UA Compliance Officer will review the complaint to determine its jurisdiction, acceptability, and need for additional information. If the complaint is accepted, the Compliance Officer will begin the investigation into the merits of the complaint.

4. Acceptance of the complaint will be based on the following criteria:

- a. The complaint was filed within 180 days of the alleged occurrence.
- b. The allegation must involve a basis covered under Title VI: race, color, or national origin.
- c. The allegation must involve a Razorback Transit service of a federal-aid recipient, sub-recipient, or contractor.

5. A complaint may be dismissed for the following reasons:

- a. The Complainant requests the withdrawal of the complaint.
- b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- c. The Complainant cannot be located after reasonable attempts.

6. Upon the determination to accept or reject the complaint for investigation, the Complainant will be notified in writing.

7. The UA Compliance Officer will have 90 calendar days from the acceptance of the complaint for investigation to prepare a written report. The report shall include a narrative description of the incident, identification of persons interviewed, and a determination of findings in the case. The investigative report and its findings will be reviewed with Razorback Transit officials and University of Arkansas' General Counsel.

8. Upon completion of the investigative report, the UA Compliance Officer will send a letter to the complainant based on its findings:

- A letter of finding indicating there was no a violation of the Title VI regulations. The letter will include an explanation of why the UA Compliance Officer did not find a violation.
- A letter of finding indicating that Razorback Transit is in violation of the Title VI regulations. The letter will include each violation referenced in the applicable regulation, summary the allegations and the interviews regarding the alleged incident, and remediation and/or appropriate action that will occur.

The letter of findings will include information regarding the appeal rights of the complainant.

9. If the Complainant wishes to appeal the decision, she/he/they have 30 calendar days after the date of the letter to do so. Appeals will be determined as follows:

- a. UA Compliance Officer will reconsider the determination if new significant facts are presented.
- b. If the Complainant is dissatisfied with the determination and/or resolution set forth, the same complaint may be submitted to the FTA for investigation. **Complainant will be advised to contact the Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor, TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.**

10. A copy of the complaint, the UA Compliance Officer's investigative report including the letter of findings and, if appropriate, the actions Razorback Transit will implement to remedy the violation will be submitted to the FTA within 120 days of the receipt of the complaint.

11. A summary of all complaints and resolutions will be included as part of Title VI updates to the FTA.

Recordkeeping Requirement

The UA Compliance Officer will retain the official complaint records.

Razorback Transit will ensure that copies of records relating to Razorback Transit's Title VI Complaint Process are maintained with department records. Records will be available for review audits.